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# **Council Meeting**

16 January 2018

**Booklet 1**

Written Answers

1.

**QUESTION SUBMITTED BY: Councillor Williams**

**TO BE ANSWERED BY: Councillor Duggins, Leader of the Council and Cabinet Member for Policy and Leadership**

**TEXT OF QUESTION:**

“Would the Leader of the Council provide me with the total number of complaints that have been made to Coventry City Council between 1<sup>st</sup> January 2017 and 31<sup>st</sup> December 2017?”

**ANSWER:**

The number of complaints from January to December 2017 were as follows:

- **68** adult social care complaints\*;
- **164** children social care complaints\*\*; and
- **3,839** corporate complaints\*\*\*

**= 4,071 complaints in the 2017 calendar year.**

Footnotes:

\* statutory adult social care complaints under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, as recorded by the People Directorate Complaints Officer

\*\* statutory children’s complaints under the Children Act 1989, Children (Leaving Care) Act 2000, Adoption and Children Act 2002, and Health and Social Care (Community Health Standards) Act 2003, as recorded by the People Directorate Complaints Officer

\*\*\* the Council’s corporate complaints process under the complaints policy ([www.coventry.gov.uk/complaints/](http://www.coventry.gov.uk/complaints/)) in relation to non-social care complaints, as recorded on the Coventry Microsoft Dynamics system (all complaints with a date between 1 January 2017 and 31 December 2017, excluding

excluding "CLYP - Social Care Children", "CLYP Non Social Care" and "Social Care Adults" function areas)

2.

**QUESTION SUBMITTED BY: Councillor Williams**

**TO BE ANSWERED BY: Councillor Innes, Cabinet Member for City Services**

**TEXT OF QUESTION:**

“Would the Cabinet Member confirm how many Saturdays and Mondays have had to be used to catch up on missed bin collections, since 1<sup>st</sup> September 2017 to 8th January 2018?”

**ANSWER:**

Since 1<sup>st</sup> September we have worked on 4 Saturdays and 1 Monday to catch up on missed bins

