



## **Report to Cabinet**

### **Subject: Scrutiny Reports:**

- Compliments and Complaints
- Health Promotion Services for the Over 60s in Gedling

**Date: 5<sup>th</sup> August 2010**

**Author: Scrutiny Officer**

### **1. Purpose of the Report**

To inform Cabinet members and relevant Portfolio Holders of the findings and recommendations of the Compliments / Complaints and Health Promotion Services for the Over 60s Scrutiny Review working groups.

### **2. Background**

Members are reminded that part of the remit of Scrutiny is to deal with wider service or policy issues through the establishment of working groups, which take an in depth view of Council policies and plans as directed by the Overarching Scrutiny Committee, and make recommendations to Cabinet accordingly. In accordance with the Scrutiny Improvement Plan 2010, a review is commissioned when:

- There is added value that this work will bring to the core priorities of the Council
- It is likely to make a difference if a working group undertake this work
- It is likely to lead to improved performance
- It is likely that the working group's recommendations will improve the lives of the residents of Gedling Borough
- It will increase Member awareness of important issues

### **3. Proposals**

Members are asked to consider the reports and recommendations of the above reviews, which have previously been reported to the Policy and Performance Scrutiny Committees and approved by the Overarching Scrutiny Committee for referral to Cabinet.

#### **4. Recommendations**

That Cabinet review the recommendations made and the Portfolio Holders for Customer and Member Services (Compliments/complaints) and Strategic Planning and Leisure and Wellbeing (Over 60s Health) respond to the respective reports to the Overarching Scrutiny Committee.

#### **5. Appendices**

**Appendix 1:** Compliments and Complaints Performance Scrutiny report

**Appendix 2:** Health Promotion Services for the Over 60s in Gedling Policy Scrutiny Report

Please note that individual appendices to the reports are not included, however can be viewed on the Council website under Committee Agendas and Minutes/ Performance Scrutiny Committee 6<sup>th</sup> July and Policy Scrutiny Committee 20<sup>th</sup> July.