

CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE
3 JULY 2024

TOGETHER FOR CHILDREN – CUSTOMER FEEDBACK ANNUAL REPORT

REPORT OF THE DIRECTOR OF CHILDREN'S SERVICES

1. Purpose of the Report

- 1.1 To consider the Together for Children Customer Feedback Annual Report for the year.

2. Background

- 2.1 Together for Children is committed to listening to those who use its services, and learning from compliments, complaints and feedback in order to improve those services.
- 2.2 The Customer Annual Feedback report provides an overview of customer feedback received throughout the year, identifying topics and trends in relation to complaints information and areas of organisational learning that have taken place in response to feedback received.
- 2.3 The report is scheduled to be considered by the Tfc Board on 26 June 2024. As a result of the meeting of this Committee being rescheduled from the 4 July to the 3 July, the report is not yet available for publication but will be circulated to follow as soon as possible. This will allow the Committee to consider the most up to date available information.

3 Recommendation

- 3.1 The Scrutiny Committee is recommended to consider and comment on the information provided regarding the feedback report.