

## **S65. SCRUTINY PLAN - 2015**

The committee considered a report by the Chief Governance Officer which presented a summary of the committee's consideration of reports requested at its meeting of 14 August 2014 as potential areas of in depth scrutiny for inclusion in the annual scrutiny plan.

Members asked if the complaints system was proscribed to the Council or if there was an opportunity to review it. Fiona Campbell stated that Social Work Services had a different complaints procedure to other services but that the rest of the Council used the standard system for the public sector in Scotland. The committee discussed that it was also worth reviewing the extent to which complaints were considered and lessons learned.

Following discussion on the appointment of head teachers and availability of supply teachers, Colin Moodie advised that a report was due to come to committee on the topic of supply provision.

### **Decision**

**The committee agreed to recommend to Council:-**

- (1) the following areas for scrutiny as part of the annual scrutiny plan:-**
  - (i) the operation of the complaint system within the Council, in particular, the extent to which complaint outcomes are considered and lessons learned for the future. The scope of the scrutiny panel would include customer feedback as well as formal complaints, and**
  - (ii) outcomes for looked after children, and**
- (2) that the scrutiny committee should agree a third area for scrutiny with preference given to a subject suggested by the opposition members on the committee, in the event that they participate in the scrutiny process.**