

# Overview and Scrutiny Update

19<sup>th</sup> May 2021



# Agenda

1. Introduction - **Councillor Ian Ward**
2. Setting the scene - **Nichola Jones**
3. Safeguarding Update – **Deborah Brooks & Mary Jefferson**
4. Complaints Update – **Mary Jefferson**
5. Progress Update – **Councillor Kate Booth**
6. Closing and Next Steps – **Councillor Ian Ward**

## Item 3 - Safeguarding Update

- DBS and ID Badge Process
- Central record
- Compliance spot checks
- Weekly Sitrep reports – management updates on DBS checks and safeguarding referrals
- Formal Audit review and safeguarding stocktake

## Item 4 - Complaints Update

- Weekly updates on timeliness of complaints handling in Sitrep updates
- Formal complaint responses reviewed by Head of Service
- Changes to corporate complaints procedure shortly will mean that all complaints, regardless of whether they come in through the formal complaint route (I-Case) are recorded as 'complaints', even if dealt with through routine business channels.

**[birmingham.gov.uk/futurecouncil](https://www.birmingham.gov.uk/futurecouncil)**



**@BhamCityCouncil**



**@birminghamcitycouncil**



**@birminghamcitycouncil**



**Making a positive difference** every day to people's lives