



STANDARDS REPORT

Date Written	8 th March 2018
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Exempt/Non Exempt	Non Exempt
Committee Date	16 th March 2018

To: Chair, Ladies and Gentlemen

ANALYSIS OF DATA IN RESPECT OF COMPLAINTS RECEIVED BY THE AUTHORITY

1.0 SUMMARY OF THE REPORT

- 1.1 The Committee agreed at its meeting on 27th November 2015 that part of its regular work programme would include a consideration of data in respect of complaints made against the Authority.
- 1.2 This information is summarised within this report to enable the Committee to debate the number of complaints made and upheld and give consideration to any issues that arise as a result of that and to determine whether any further action needs to be taken.

2.0 RECOMMENDATIONS that:

- 2.1 The Committee debates the information contained within the report and refers this to Council and Cabinet for their information.

3.0 INTRODUCTION AND BACKGROUND

- 3.1 At the Standards Committee on the 27th November 2015 it was recognised that provision needs to be made for there to be consideration of data in respect of complaints made against the Council annually with a view to identifying any trends or issues that need to be addressed.

- 3.2 It was agreed that the Monitoring Officer would produce that information to be considered and debated and that a decision would then be made as to what action if any should be taken. A report was produced for 2016 which provided statistical data for the year 2015 - 2016
- 3.3 This report contains data covering the period from 2016 to 2017 and gives details of the number of complaints made and the number upheld. If a complainant has exhausted the complaints process and remains dissatisfied with the actions of the Local Authority then (s)he is able to complain to the Public Service Ombudsman for Wales (PSOW) and information about those matters will be reported to Committee separately.

4.0 DATA IN RESPECT OF COMPLAINTS

- 4.1 The complaints department keeps two sets of data in respect of complaints, the first being in respect of matters related to Social services functions and the second in respect of other complaints. This separation of data is a result of an historical difference in the way that Social Services complaints had to be processed.

4.2 Social Services Complaints Outcomes 2016/17

	Total Complaints	Part Upheld/ Upheld
Total	68	23

Corporate Complaints Outcomes 2016/17

	Total Complaints	Upheld
Total	225	80

- 4.3 In the previous year's statistics there was a slight discrepancy because social services complaints had been collected from January to December rather than in accordance with the financial year but for the calendar year from January to December 2015 there had been 45 complaints of which at that time 23 were not upheld and 13 partly upheld and 9 were at the point of the report not yet resolved. The statistics for this year, proportionally seem to be broadly in line with the previous year although possibly indicate slightly greater numbers of complaints but fewer of them being upheld.
- 4.4 In respect of non social services complaints in the previous year there were 255, of which 123 were upheld or partly upheld. The figures for this year seem to represent an improved performance overall therefore with fewer complaints and fewer of those being upheld.

5.0 DECISION REQUIRED

- 5.1. Committee is asked to consider the information provided and identify whether there are any issues of concern that need to be highlighted for further action and to consider whether a report should be provided to Cabinet and Council

CARYS KENNEDY
MONITORING OFFICER

BACKGROUND PAPERS		
Title of Document(s)	Document(s) Date	Document Location
Does the report contain any issue that may impact the Council's Constitution?		No