



## **STANDARDS REPORT**

Date Written	10 <sup>th</sup> July 2018
Report Author	Carys Kennedy
Exempt/Non Exempt	Non Exempt
Committee Date	20 <sup>th</sup> July 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 4<sup>th</sup> September 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.
- 2.2 The timetabled Work programme be amended to include consideration of the Whistleblowing Policy in March each year and Complaints data in July each year.

#### **3.0 INTRODUCTION AND BACKGROUND**

- 3.1 At the Standards Committee on the 4<sup>th</sup> September 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.
- 3.3 At the meeting of the 16<sup>th</sup> March 2018 complaints data was presented to the Committee and it was agreed that a further report be brought back giving a more detailed breakdown of the corporate areas where complaints had been received.
- 3.4 This report therefore contains data covering the period from 2017 to 2018 (which is the most up to date figures that the Complaints Department hold) and gives details of the number of complaints made, the number upheld together with a breakdown into service areas.

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 I therefore list below current data in respect of corporate complaints for the 2017/18 financial year:

##### Corporate Complaints Outcomes 2017/18

<b>Total Complaints</b>	<b>237</b>
Upheld	86
Not upheld	104
Part upheld	27
Misc. (unable to proceed due to various reasons)	20

##### Broad Breakdown of Areas:

2	Anti Social
4	Blue Badge
1	Building Control
3	Bulky Waste
2	Business Rates
2	Cemeteries
7	Council Tax
2	Councillors
2	Democratic Services
6	Dog Fouling
8	Education
19	Environmental

2	Estates
11	Fly Tipping
4	Green Waste
1	Grounds Maintenance
1	Health and Safety
23	Highways
5	Housing
1	Insurance
1	Licensing
1	Lifeline
3	Misc.
23	Parking
8	Parks
1	Planning
65	Recycling/Refuse
1	Rights of Way
2	School Transport
1	Scrutiny Committee
8	Staff
3	Street Cleansing
2	Street Lighting
4	Town Centre Regeneration
5	Trading Standards
2	Website
1	Welsh Language

4.2 Previously the Committee agreed to include the complaints data within the timetabled work programme for March each year. As a breakdown of complaints data is not available until May for the previous financial year, it is recommended that the work programme be amended in that the Council's Whistleblowing Policy be considered in March each year and Complaints data be moved to July each year.

## 5.0 DECISION REQUIRED

5.1. Committee is asked to consider the information provided.

**CARYS KENNEDY**  
**MONITORING OFFICER**

<b>BACKGROUND PAPERS</b>		
<b>Title of Document(s)</b>	<b>Document(s) Date</b>	<b>Document Location</b>
Data from Complaints Department	May 2018	Complaints Department
<b>Does the report contain any issue that may impact the Council's Constitution?</b>		<b>No</b>