



## **STANDARDS REPORT**

Date Written	12 <sup>th</sup> November 2020
Report Author	Carys Kennedy
Exempt/Non Exempt	Non Exempt
Committee Date	27 <sup>th</sup> November 2020

*To: Chair, Ladies and Gentlemen*

### **ANALYSIS OF DATA IN RESPECT OF CORPORATE 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.

#### **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 This report therefore contains data covering the period 2019/20 (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.
- 3.4 Please note that the Complaints Department now provide data to the Complaints Standards Authority in the Ombudsman Office, so there is a slight difference in how this data is presented. For your information, I attach (as Appendix 1) the outcomes of Complaints received within this Authority for the periods 2017/18 and 2018/19, which was reported to the Standards Committee on the 5<sup>th</sup> July 2019.
- 3.5 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 2019/20 financial year:

##### **Corporate Complaints Outcomes 2019/20**

<b>Outcomes:</b>	<b>Number:</b>
Investigation Discontinued	5
Investigation not Merited	8
No response of outcome from Manager/Department	42
Not upheld	115
Resolved by Frontline	13
Service not provided by Local Authority	20
Upheld	123
Withdrawn	8
<b>Total:</b>	<b>334</b>

Broad Breakdown of Areas:

<b>Department:</b>	<b>Number:</b>
Animal Welfare	1
Bereavement Service	1
Building Service	1
Bus Pass	3
Cemeteries	2
Corporate Communication	1

<b>Department:</b>	<b>Number:</b>
Community Safety	3
Contact Centre	19
Council Tax	20
Councillors	2
Data Protection	1
Democratic Services	1
Dog Waste/Bins	5
Education	8
Environmental	12
Finance	1
Fly Tipping	14
FOI	1
Grass Cutting	17
Highways	38
Housing	13
Licencing	1
Lifeline	2
Merthyr Tydfil Leisure Trust/Centre	4
Parking	10
Parks	3
Planning	13
Public Toilets	1
Recycling	61
Recycling/Refuse	5
Recycling Centre	10
Refuse	26
Regeneration	2
Registrar	1
School Fines	2
School Transport	1
Staff	12
Street Cleansing	5
Street Lighting	4
Telephone System	3
Trading Standards	1
Trees	1
Uniform Grant	1
Website	1
<b>Total</b>	<b>334</b>

## 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	November 2020	Complaints Department
Report to Standards - Corporate Complaints	July 2019	On-line (Standards Committee - 5 <sup>th</sup> July 2019) / Democratic Services
<b>Does the report contain any issue that may impact the Council's Constitution?</b>		<b>No</b>

**Corporate Complaints Outcomes 2017/18 and 2018/19**

**Presented to Standards Committee on the 5<sup>th</sup> July 2019**

	<b>2017/18</b>	<b>2018/19</b>
<b>Total Complaints</b>	<b>237</b>	<b>256</b>
Upheld	86	91
Not upheld	104	96
Part upheld	27	15
Misc. (unable to proceed due to various reasons)	20	10
No response of outcome from Manager/Department	Not recorded	36
Withdrawn		1
Referred to Insurance Department		7

Broad Breakdown of Areas:

	<b>2017/18</b>	<b>2018/19</b>
Anti Social	2	2
Blue Badge	4	1
Building Control	1	
Bulky Waste	3	3
Business Rates	2	
Cemeteries	2	2
Commercial Waste		1
Communications		1
Contact Centre		3
Council Tax	7	11
Council Tax/Contact Centre		3
Councillors	2	
Data Protection		1
Democratic Services	2	4
Dog Fouling	6	1
Education	8	2
Environmental	19	9
Estates	2	2
Fly Tipping	11	6
Freedom of Information		1
Green Waste	4	3
Grounds Maintenance	1	
Health and Safety	1	
Highways	23	40

Housing	5	11
Insurance	1	
Licensing	1	7
Lifeline	1	
Merthyr Tydfil Leisure Trust		3
Misc.	3	
Parking	23	14
Parks	8	4
Planning	1	2
Recycling/Refuse	65	96
Recycling Centre		8
Rights of Way	1	1
School Transport	2	1
Scrutiny Committee	1	
Staff	8	5
Street Cleansing	3	1
Street Lighting	2	4
Town Centre Regeneration	4	
Trading Standards	5	1
Website	2	2
Welsh Language	1	
Total	237	256