

Cardiff Council

Mid-year Complaints Report 2022/23

DRAFT



1. Reason for this report

To report to the Cabinet on the operation of the corporate complaints procedure between 1st April 2022 and 30th September 2022. The statistics for corporate complaints are set out by service area.

In order to allow comparisons, the report also contains complaint data covering the previous financial year – 2021/22.

By way of background, in 2019 the Ombudsman gained new powers under the Public Services Ombudsman for Wales Act 2019, this received Royal Assent in May 2019. Part of the act detailed a commitment for Local Authorities to report on complaints to senior management twice a year. The Local Authority will continue to provide an Annual Complaints Report every year to Cabinet. This second report is provided to Informal Cabinet and allows the Local Authority to ‘take stock’ at the six-month period.

A complaint is defined within the Council as:

“An expression of dissatisfaction, however made, about the standard of service, action or lack of action by the Council, or its staff, affecting an individual customer or group of customers.”

Complaints recorded under the corporate complaints procedure do not include ‘first time’ representations which are effectively requests for a service and dealt with as such. A new report of a pothole or a missed bin for example, would not be registered as a complaint, but as a request for service. Of course, in the event that we failed to respond to the ‘request’ appropriately, then that may generate a complaint.



2. Our complaints procedure

The Council's complaints procedure reflects guidance given in the Welsh Government Model Policy and Guidance Paper for Handling Complaints. This was further supported by the Public Services Ombudsman for Wales.

Complaints, comments and compliments can be made face-to-face or by telephone, email, letter or by using the online form found on the Council's website.



Complaint received. A complaint can be registered via any Council venue and once received, should be forwarded to the Service Area Complaints Manager. Every Council service area has a lead officer for complaints. The Complaints Manager will ensure complaints are acknowledged and recorded and facilitate the investigation of the complaint in accordance with the corporate complaints procedure.

Acknowledgment. The Complaints Managers will aim to acknowledge complaints within 5 working days. At this stage, we can let the customer know who is dealing with their complaint and our understanding of what the customer's complaint entails. We can also let the customer know that a full response will follow within 20 working days of our receipt of the complaint.

Full response. At the end of an investigation, a response should be produced depending on how a customer has indicated they prefer to be contacted. The response should include the outcome of the investigation as well as any necessary action taken for service improvement. The Public Services Ombudsman for Wales states that the aim of every formal investigation should be to "investigate once, investigate well". Advice will also be included on the full response on what the complainant should do if they remain dissatisfied with the outcome – to contact the Ombudsman.

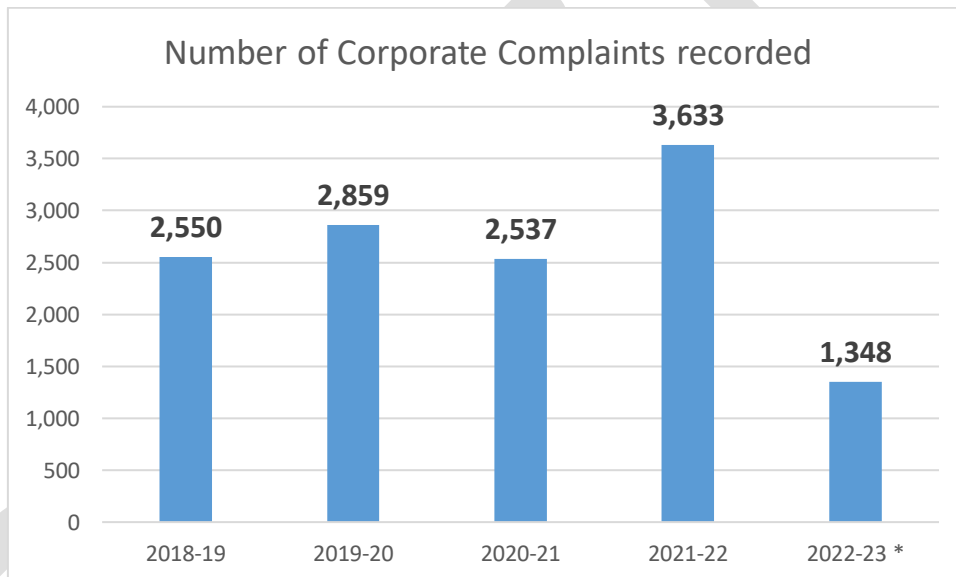
Public Services Ombudsman for Wales. Complaints that progress to the Ombudsman will have been thoroughly investigated by the service area. If a complainant remains dissatisfied, it is for the Ombudsman to assess whether there is any evidence of service failure or maladministration not identified by the Council.



3. Complaints for Cardiff Council in 2022-23

A total of 1,348 complaints were recorded during the first six months of 2022/23.

Year	Number of complaints
2022-23 Q1 & Q2 only	1,348
2021-22	3,633
2020-21	2,537
2019-20	2,859
2018-19	2,550
2017-18	1,907



*Q1 & Q2 only



4. Complaints breakdown for Cardiff Council

A total of 1,348 complaints were recorded during the first six months of 2022/23.

A breakdown of the number of complaints received by service area can be found below.

Service Area	Number of complaints 2021/22	Number of complaints Q1 & Q2 2022/23
Waste Collections	2,089	546
Housing & Communities	655	381
Highways, Traffic & Transportation	240	133
Finance	152	87
Customer & Digital Services	179	81
Education	37	30
Environmental Enforcement	57	27
Economic Development	48	18
Parks & Harbour Authority	85	15
Planning (including Building Control)	48	14
Bereavement & Registration (including Cardiff Dogs Home)	27	12
Governance & Legal Services	12	4
HR	4	0
Total	3,633	1,348

This report does not consider Social Services complaints. Complaints for Social Services are recorded under their statutory complaints procedure. However, a breakdown of the number of complaints received by Social Services can be found below.

Service Area	Number of complaints 2021/22	Number of complaints Q1 & Q2 2022/23
Adult Services	116	58
Children's Services	247	106



5. Complaints by area

Waste Collections

Service Area	2021/22	2022/23
Waste Collections	2,089	546
Number / Percentage of complaints responded to on time	1,469 (70.3%)	453 (82.9%)

		Total complaints closed within timescales				Complaint outcome	
	Service Area	20 working days	After 20 working days but within 3 months	After 3 months but within 6 months	After 6 months	Upheld	Not upheld
2021/22	Waste Collections	1469	566	41	13	2052	37
2022/23		453	91	2	0	513	31

Environmental Enforcement

Service Area	2021/22	2022/23
Environmental Enforcement	57	27
Number / Percentage of complaints responded to on time	33 (57.9%)	23 (85.2%)

		Total complaints closed within timescales				Complaint outcome	
	Service Area	20 working days	After 20 working days but within 3 months	After 3 months but within 6 months	After 6 months	Upheld	Not upheld
2021/22	Environmental Enforcement	33	22	2	0	57	0
2022/23		23	4	0	0	27	0



Planning, Transport & Environment

Service Area	2021/22	2022/23
Highways, Traffic and Transportation	240	133
Planning (including Building Control)	48	14
Total	288	147
Number / Percentage of complaint responded to on time	229 (79.5%)	125 (85.0%)

	Service Area	Total complaints closed within timescales				Complaint outcome	
		20 working days	After 20 working days but within 3 months	After 3 months but within 6 months	After 6 months	Upheld	Not upheld
2021/22	Highways and Traffic and Transportation	186	40	10	4	59	181
2022/23		111	16	4	2	30	103
2021/22	Planning (including Building Control)	43	5	0	0	tbc	tbc
2022/23		14	0	0	0	1	13



Bereavement & Registration

Service Area	2021/22	2022/23
Bereavement & Registration	24	11
Cardiff Dogs Home	3	1
Number / Percentage of complaints responded to on time	27 (100%)	12 (100%)

		Total complaints closed within timescales				Complaint outcome	
	Service Area	20 working days	After 20 working days but within 3 months	After 3 months but within 6 months	After 6 months	Upheld	Not upheld
2021/22	Bereavement & Registration	24	0	0	0	13	11
2021/22		11	0	0	0	5	6
2021/22	Cardiff Dogs Home	3	0	0	0	1	2
2022/23		1	0	0	0	0	1

Education & Lifelong Learning

Service Area	2021/22	2022/23
Education	37	30
Number / Percentage of complaints responded to on time	27 (72.9%)	21 (70.0%)

		Total complaints closed within timescales				Complaint outcome	
	Service Area	20 working days	After 20 working days but within 3 months	After 3 months but within 6 months	After 6 months	Upheld	Not upheld
2021/22	Education	27	10	0	0	11	26
2022/23		21	9	0	0	10	20



Economic Development

Service Area	2021/22	2022/23
Economic Development	48	18
Number / Percentage of complaints responded to on time	42 (87.5%)	14 (77.8%)
Parks & Harbour Authority	85	15
Number / Percentage of complaints responded to on time	65 (76.5%)	12 (80.0%)

	Service Area	Total complaints closed within timescales				Complaint outcome	
		20 working days	After 20 working days but within 3 months	After 3 months but within 6 months	After 6 months	Upheld	Not upheld
2021/22	Economic Development	42	6	0	0	23	25
2022/23		14	4	0	0	11	7
2021/22	Parks & Harbour Authority	65	16	3	1	33	52
2022/23		12	3	0	0	7	8



Revenues

Service Area	2021/22	2022/23
Revenues	152	87
Number / Percentage of responses sent within 20 working days	145 (95.4%)	87 (100%)

		Total complaints closed within timescales				Complaint outcome	
	Service Area	20 working days	After 20 working days but within 3 months	After 3 months but within 6 months	After 6 months	Upheld	Not upheld
2021/22	Revenues	145	7	0	0	43	109
2022/23		87	0	0	0	20	67

Governance & Legal

Service Area	2021/22	2022/23
Governance & Legal	12	4
Number / Percentage of responses sent within 20 working days	12 (100%)	4 (100%)

		Total complaints closed within timescales				Complaint outcome	
	Service Area	20 working days	After 20 working days but within 3 months	After 3 months but within 6 months	After 6 months	Upheld	Not upheld
2021/22	Governance & Legal	12	0	0	0	3	9
2022/23		4	0	0	0	1	3



Customer & Digital Services

Service Area	2021/22	2022/23
Customer & Digital Services	179	81
Number / Percentage of responses sent within 20 working days	124 (69.3%)	71 (87.7%)

	Service Area	Total complaints closed within timescales				Complaint outcome	
		20 working days	After 20 working days but within 3 months	After 3 months but within 6 months	After 6 months	Upheld	Not upheld
2021/22	Connect to Cardiff (C2C)	42	0	0	0	25	17
2022/23		25	0	0	0	19	6
2021/22	Rent Smart Wales	77	52	0	0	31	98
2022/23		44	10	0	0	11	43
2021/22	24/7 Services	5	2	1	0	0	8
2022/23		2	0	0	0	0	2



Housing & Communities

Service Area	2021/22	2022/23
Housing & Communities	655	381
Number / Percentage of complaints responded to on time	127 (19.4%)	114 (29.9%)

	Service Area	Total complaints closed within timescales				Complaint outcome	
		20 working days	After 20 working days but within 3 months	After 3 months but within 6 months	After 6 months	Upheld	Not upheld
2021/22	Housing	127	502	26	0	271	384
2022/23		114	251	16	0	151	231

DRAFT

