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8.1 Appendix A

Cardiff Council

Mid-Year Complaints Report 2023/24



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1. Reason for this report

To report to the Cabinet on the operation of the corporate complaints procedure between 1st April 2023 and 30th September 2023. 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 – 2022/23.

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.





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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.

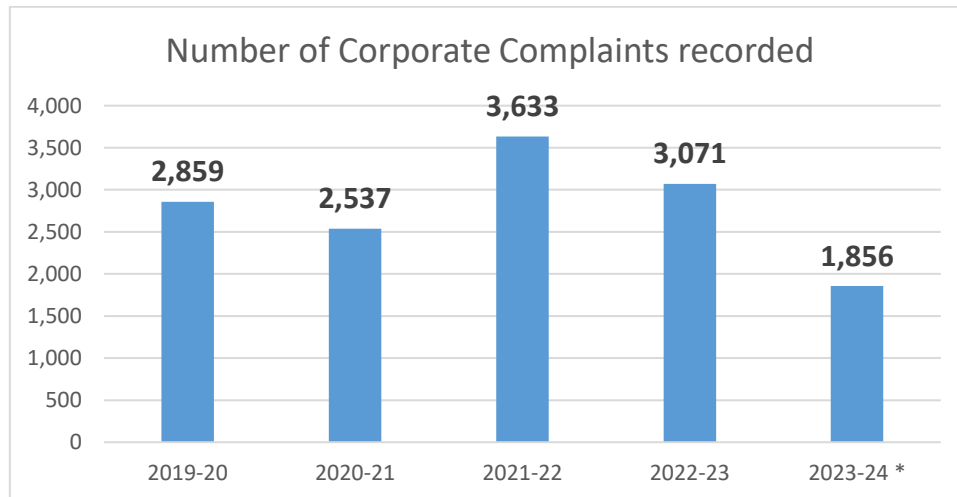


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3. Complaints for Cardiff Council in 2023-24

A total of **1,856** complaints were recorded during the first six months of 2023-24.

Year	Number of complaints
2023-24 (Q1 & Q2 only)	1,856
2022-23	3,071
2021-22	3,633
2020-21	2,537
2019-20	2,859



*Q1 & Q2 only



4. Complaints breakdown for Cardiff Council

A total of **1,856** complaints were recorded during the first six months of 2023-24.

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

Service Area	Number of complaints 2022-23	Number of complaints Q1 & Q2 2023-24
Waste Collections	1,267	847
Housing & Communities	934	515
Highways, Traffic & Transport	295	210
Finance	174	101
Customer & Digital Services	142	65
Environmental Enforcement (including Parks & Harbour Authority)	58	34
Education	89	27
Economic Development	63	26
Bereavement & Registration (including Cardiff Dogs Home)	11	16
Planning (including Building Control)	28	11
Governance & Legal Services	8	2
HR	2	2
Total	3,071	1,856

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 2022-23	Number of complaints Q1 & Q2 2023-24
Adult Services	126	62
Children's Services	236	103



5. Complaints by area

Waste Collections

Service Area	2022-23	2023-24 Q1 & Q2
Waste Collections	1,267	847
Number / Percentage of complaints responded to on time	960 (75.8%)	599 (70.7%)

		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
2022-23	Waste Collections	960	286	21	0	1197	70
2023-24 Q1 & Q2		599	248	0	0	745	102

Environmental Enforcement

Service Area	2022-23	2023-24 Q1 & Q2
Environmental Enforcement	58	34
Number / Percentage of complaints responded to on time	39 (67.2%)	27 (79.4%)

		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
2022-23	Environmental Enforcement	39	19	0	0	43	15
2023-24 Q1 & Q2		27	7	0	0	28	6



Highways, Traffic & Transportation

Service Area	2022-23	2023-24 Q1 & Q2
Highways, Traffic & Transportation	295	210
Number / Percentage of complaint responded to on time	247 (83.7%)	172 (81.9%)

		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
2022-23	Highways, Traffic & Transport	247	32	13	3	51	244
2023-24 Q1 & Q2		177	33	0	0	11	199

Planning (including Building Control)

Service Area	2022-23	2023-24 Q1 & Q2
Planning (including Building Control)	28	11
Number / Percentage of complaint responded to on time	7 (25.0%)	7 (63.6%)

		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



Education & Lifelong Learning

Service Area	2022-23	2023-24 Q1 & Q2
Education	89	27
Number / Percentage of complaints responded to on time	74 (83.1%)	22 (81.5%)

	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
2022-23	Education	79	10	0	0	9	80
2023-24 Q1 & Q2		22	5	0	0	7	20

Economic Development (including Parks & Harbour Authority)

Service Area	2022-23	2023-24 Q1 & Q2
Economic Development (including Parks & Harbour Authority)	63	26
Number / Percentage of complaints responded to on time	50 (79.4%)	22 (84.6%)

	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
2022-23	Economic Development	50	13	0	0	29	34
2023-24 Q1 & Q2	(including Parks & Harbour Authority)	22	4	0	0	11	15



Revenues

Service Area	2022-23	2023-24 Q1 & Q2
Revenues	174	101
Number / Percentage of responses sent within 20 working days	173 (99.4%)	101 (100.0%)

		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
2022-23	Revenues	173	1	0	0	46	128
2023-24 Q1 & Q2		101	0	0	0	23	78

Governance & Legal

Service Area	2022-23	2023-24 Q1 & Q2
Governance & Legal	8	2
Number / Percentage of responses sent within 20 working days	8 (100%)	2 (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
2022-23	Governance & Legal	8	0	0	0	1	7
2023-24 Q1 & Q2		2	0	0	0	0	2



Customer & Digital Services

Service Area	2022-23	2023-24 Q1 & Q2
Customer & Digital Services	142	65
Number / Percentage of responses sent within 20 working days	124 (69.3%)	63 (96.9%)

	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
2022-23	Connect to Cardiff (C2C)	43	0	0	0	29	14
2023-24 Q1 & Q2		24	0	0	0	15	9
2022-23	Rent Smart Wales	76	20	0	0	77	19
2023-24 Q1 & Q2		38	2	0	0	22	18
2022-23	24/7 Services	3	0	0	0	0	3
2023-24 Q1 & Q2		1	0	0	0	1	0





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Housing & Communities

Service Area	2022-23	2023-24 Q1 & Q2
Housing & Communities	934	515
Number / Percentage of complaints responded to on time	32 (3.4%)	324 (62.9%)

	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
2022-23	Housing	32	283	613	6	326	608
2023-24 Q1 & Q2		324	186	5	0	182	333



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