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Governance & Audit Committee – Corporate Complaints – 10th September 2024



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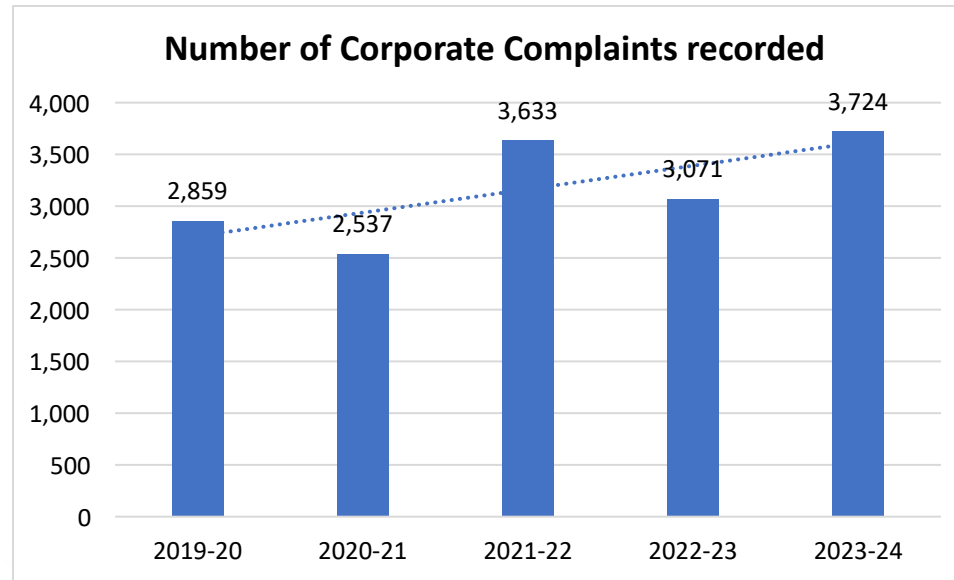
Background



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- The Council’s Annual Complaints & Compliments report provides data and information on how the council handles complaints.
- The number of complaints recorded by Cardiff Council for 2023/24 was 3,724. This represents an increase from 2022/23 when 3,071 complaints were recorded.



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Annual Complaints Report - Summary



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- **Notable areas of increase** could be found in Street Scene (1,324 to 1,760), Housing (934 to 1,093) and Traffic & Transportation (241 to 325).
- The increase for Street Scene is likely due to industrial action that took place and which caused collection delays. In addition, the introduction of the new Kerbside Sort/Segregated Waste recycling scheme in some areas of Cardiff meant that many households had to adjust to separating their recycling into new containers. Some residents found this challenging - leading to more complaints.
- The most **notable decrease** occurred within Education (89 to 62) with other areas remaining relatively static.



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Ombudsman Performance



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- A key indicator of complainant satisfaction with the investigation process and fairness of outcomes is the number of complaints escalated to the Public Services Ombudsman for Wales.
- In 2023-24, **144** cases involving Cardiff Council were closed by the Ombudsman, nearly the same as the 143 cases closed in 2022-23. Out of these 144 cases, only **28** required further action from the Council, known as Early Resolution Settlements, which typically involve an apology, a change of process, or a payment to settle the matter without a full investigation.
- The fact that so few complainants took their concerns to the Ombudsman reflects positively on us and our ability to "investigate once, investigate well".



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Halo - Reminder



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The key aim of the new Complaints, Compliments and Cabinet & Members Enquiries Management system was to create and embed a centralised, streamlined approach to the management of complaints, members, and cabinet enquiries.

The aim of the system was to improve the handling process, increase efficiency, and provide corporate oversight of enquiries across the organisation.

Members of the Committee have been actively involved on this journey since our initial presentation in July 2022.



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Halo - Benefits



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Key benefits of the new system were to:

- Provide good quality, consistent responses for all complaints & cabinet & member enquiries.
- Record good quality data and the ability to report quickly and easily on performance (note data is currently recorded in different systems in a variety of ways).
- Have a corporate overview of complaints & cabinet & members enquiries in real time.
- Respond to complaints & cabinet & member enquiries within the required SLAs.
- Improve the complaints & cabinet & member enquiries processes to enable a more joined up way of working by eliminating inefficient processes, such as multiple handovers, double keying, duplication etc. consuming valuable staff time.



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Halo - Launch



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- Since our last presentation, the Complaints instance of Halo launched on 25th March 2024.
- The launch proceeded smoothly and without any significant issues, a testament to the extensive preparation and diligent work undertaken in advance.
- Numerous training sessions had taken place – online and face-to-face.
- In addition, there were significant comms and regular project updates have taken place with Operational Managers, Senior Managers (the ‘approvers’) regarding their responsibilities and to encourage ‘buy-in’.
- The Compliments instance of Halo launched on 5th August 2024 – the final stage of the Halo project.



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Halo - Update

- Developed comprehensive user guides.
- Collaborating closely with the ICT Halo team on developing Complaints reporting and dashboards.
- Conducted additional meetings with Halo to discuss the creation of bespoke reports and dashboards.
- Conducting 'dip sampling' of the complaint responses – to improve overall performance and service quality.



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Corporate Complaints, Compliments and
Enquiries Agents User Guides



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