

Number of complaints by Stage Type, Service, and Targets Met

Table showing summary of complaints by stage type reference.

| Stage Type | Count | Count Completed in Target Times | Percentage Completed in Target Times |
|------------------------|-------|---------------------------------|--------------------------------------|
| Stage 1 | 157 | 142 | 90.45 |
| Stage 2 | 17 | 16 | 94.12 |
| Escalated Stage 1 to 2 | 28 | 26 | 92.86 |
| Totals | 202 | 184 | 91.09 |

Table showing how the complaints were received.

| By source | Count Stage 1 | Count Stage 2 | Count Escalated Stage 1 to Stage 2 |
|----------------|---------------|---------------|------------------------------------|
| Contact Centre | 5 | 0 | 0 |
| Email | 104 | 14 | 25 |
| Letter | 3 | 0 | 3 |
| On-line | 39 | 1 | 0 |
| Other | 0 | 0 | 0 |
| Telephone | 6 | 2 | 0 |
| Totals | 157 | 17 | 28 |

Tables showing summary of complaints by service, for each stage type

| Service | Count Stage 1 | Count Completed in Target Times | Percentage Completed in Target Times |
|-------------------------|---------------|---------------------------------|--------------------------------------|
| Community & Leisure | 97 | 90 | 92.78 |
| Infrastructure | 43 | 36 | 83.72 |
| Property | 0 | 0 | 0 |
| Public Protection | 10 | 10 | 100 |
| Regeneration & Planning | 4 | 3 | 75 |
| Other - Combined | 3 | 3 | 100 |
| Totals | 157 | 142 | 90.45 |

| Service | Count Stage 2 | Count Completed in Target Times | Percentage Completed in Target Times |
|-------------------------|---------------|---------------------------------|--------------------------------------|
| Community & Leisure | 2 | 1 | 50 |
| Infrastructure | 6 | 6 | 100 |
| Property | 0 | 0 | 0 |
| Public Protection | 3 | 3 | 100 |
| Regeneration & Planning | 6 | 6 | 100 |
| Other - Combined | 0 | 0 | 0 |
| Totals | 17 | 16 | 94.12 |

| Service | Count Escalated Stage 1 to Stage 2 | Count Completed in Target Times | Percentage Completed in Target Times |
|-------------------------|------------------------------------|---------------------------------|--------------------------------------|
| Community & Leisure | 14 | 14 | 100 |
| Infrastructure | 9 | 8 | 88.89 |
| Property | 0 | 0 | 0 |
| Public Protection | 2 | 1 | 50 |
| Regeneration & Planning | 2 | 2 | 100 |
| Other - Combined | 1 | 1 | 100 |
| Totals | 28 | 26 | 92.86 |

More detailed information on the above corporate complaints data, is currently maintained, by the Directors PA on a dedicated database.

There were various reasons identified with regards to response times not being met. Some examples are listed below:

- Insufficient staff to undertake necessary inspections.
- Health and Safety issues taking precedence which were beyond the staffs' control.

The Director's PA continues to provide training to all staff where required, which covers a wide range of topics, focusing particularly on compliance procedures and ways to avoid missing the deadline dates. For example, staff are advised that an extension of time letter can be sent to the complainant advising them that more time is required to deal with the matter in question. This keeps the complainant informed of any progress made and an update on any amended deadlines which then avoids missing the compliance date. This training has been very successful as we are managing to sustain reasonable response times.

1. Key complaints - identified by type or theme

List of key specific types, or themes, of repetitive, or pertinent complaints received during this reporting period.

| Complaint Themes | Q1 | Q2 | Q3 | Q4 | Grand Total |
|---|----|----|----|----|-------------|
| CA Sites | 7 | 1 | 1 | 3 | 12 |
| Delays in responses | 2 | | 4 | | 6 |
| Illicit Tipping | 2 | | | | 2 |
| Refuse-Recycling-Green Waste-Missed Collections | 8 | 11 | 9 | 14 | 42 |
| Refuse-Recycling-Green Waste-Other | 5 | 7 | 6 | 6 | 24 |
| Planning-General | 3 | | 4 | 1 | 8 |
| Parking | 2 | 3 | 1 | 3 | 9 |
| Other matters | 9 | 12 | 14 | 18 | 53 |
| General Weed Control-Grounds Maintenance | | 3 | | | 3 |
| Poor communications | 1 | 4 | | 2 | 7 |
| Drains-Flooding | 1 | | 1 | | 2 |
| Grass Cutting | 1 | 1 | | | 2 |
| Trees | 2 | 1 | 4 | | 7 |
| Highway maintenance works | 1 | 1 | 5 | 2 | 9 |
| Cleansing | 1 | | | 2 | 3 |
| Delays in service delivery | | 3 | 2 | 2 | 7 |
| Footpath Quality | | 1 | | | 1 |
| Park maintenance-cleanliness | | | 1 | 1 | 2 |

| | | | | | |
|-----------------|----|----|----|----|-----|
| Bulky Waste | | | 1 | | 1 |
| Street Lighting | | | | 2 | 2 |
| Grand Total | 45 | 48 | 53 | 56 | 202 |

Identification of Trends – Particular to services

| |
|---|
| Trends |
| During this period the complaints received seem to be quite varied. A number of complaints were received regarding missed collections but given the fact that we undertake circa 9.75 million collection per annum, the amount received didn't cause any major issues. It is also worth noting that a percentage of recycling wasn't collected due to the fact that the contents of the bin were contaminated and relevant advice would have been provided before the next collection took place. |
| Examples |
| Non collection of contaminated recycling, questioning processes. |
| Food waste missed on a regular basis, 4 times since January. After complaining in the past the crew leave food bin on the road rather than outside door. A food bag from another caddie has been left in the middle of the road. |
| Continuous missed waste collections including hygiene waste collections - reported on numerous occasions (CRM). |

To ensure continuity in collection services the supervisors investigate each complaint to establish why there are recurring instances with regards to missed collections. The teams are addressed and reminded of expectations going forward. Training will be provided if this is identified.

2. Number of complaints by Category

Table showing complaints by category.

| | Category | Count Stage 1, Stage 2 & Escalated 1 to 2 |
|-----|---|--|
| 1 | Collaborative Working | 1 |
| 2 | Decision Making | 12 |
| 3 | Delay in Service Provision | 85 |
| 4 | Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness) | 5 |
| 5a | Following Council Policies | 45 |
| 5b | Following relevant Legislation | - |
| 6 | Accessibility of Services | 2 |
| 7 | Clarity/Accuracy/Timelines of information | 7 |
| 8 | Quality of Work | 42 |
| 9 | Openness/Fairness and Honest | 2 |
| 10 | Compliance with Complaints Procedure | 0 |
| 11. | Combination of Categories (non-specific) | 1 |
| | Totals | 202 |

3. Number of complaints by outcome and lessons learned

Table showing complaints by outcome.

| Outcome Data | Count Stage 1, Stage 2 & Escalated 1 to 2 |
|--------------|---|
| Upheld | 127 |
| Not upheld | 73 |
| Totals | 200 |

*Two complaints were withdrawn

The following tables shows more information regarding the complaints counts above, that were, Upheld, Not Upheld, by Service Area.

| Services – Stage 1 | Upheld | Not Upheld |
|-------------------------|--------|------------|
| Community & Leisure | 57 | 39 |
| Infrastructure | 8 | 35 |
| Property | 0 | 0 |
| Public Protection | 2 | 8 |
| Regeneration & Planning | 0 | 4 |
| Other - Combined | 0 | 3 |
| Totals | 67 | 89 |

| Services – Stage 2 | Upheld | Not Upheld |
|-------------------------|--------|------------|
| Community & Leisure | 0 | 2 |
| Infrastructure | 0 | 6 |
| Property | 0 | 0 |
| Public Protection | 0 | 2 |
| Regeneration & Planning | 0 | 6 |
| Other - Combined | 0 | 0 |
| Totals | 0 | 16 |

| Services – Stage 1 escalated to Stage 2 | Upheld | Not Upheld |
|---|--------|------------|
| Community & Leisure | 5 | 9 |
| Infrastructure | 1 | 8 |
| Property | 0 | 0 |
| Public Protection | 0 | 2 |
| Regeneration & Planning | 0 | 2 |
| Other - Combined | 0 | 1 |
| Totals | 6 | 22 |

List of lessons learned. The table below comments on key findings resulting from the complaints in this reporting period, that may help curtail, prevent, or impede future repeats.

| Nature of complaint | Lessons learned | Category |
|---|---|---|
| Non collection of contaminated recycling, questioning processes | From the initial complaint the recycling bin had now been cleared of contamination to a level that allowed waste to be removed. | 5 Following Council Policies/relevant Legislation |
| Food waste missed on a regular basis, 4 times since January. | Supervisor has reprimanded the team for the failings identified and reminded them of the importance of maintaining | 8 Quality of Work |

| | | |
|---|--|---|
| | collections and presenting replacement in an acceptable fashion. Situation to be monitored. | |
| Continuous missed waste collections including hygiene waste collections - reported on numerous occasions | Incorrect information provided on council website. Resident updated on correct collection days and technical support advised to change on website. | 3 Delay in Service Provision |
| Customer is requesting sandbags urgently due to ongoing flooding issue; Water is running off road and into property. Constantly chasing Highways Customer Service. Never get hold of anyone. Initial complaint never acknowledged or responded too. | Staff should be aware that high priority items should be passed to others to respond when they are not available. This issue is to be highlighted in the next Team meeting. | 3 Delay in Service Provision |
| Green Waste sacks not returned - objecting to paying for new sacks | Whilst we cannot determine the exact reasoning for the loss of the original provision it can only be assumed that the sacks had blown away or been taken. It is recognised that there is a potential that the original provision was not secured in a fashion that would have prevented this scenario from occurring. The supervisor has advised the team to take every care in securing the provision as best as is practicable going forward. | 5 Following Council Policies/relevant Legislation |
| Inconsistent food collections | Operative addressed and additional control measures put in place to ensure no further failing of this collection. For example crews are required to be more vigilant and take time while providing the service. | 3 Delay in Service Provision |
| Roadworks at Birchgrove, Risca | Highway Engineer to check TM prior to work being carried out to ensure every TM measure in place prior to commencement of any roadworks being scheduled. | 7 Clarity/Accuracy/Timeliness of information |

Some of the key learnings identified include

- Continuity of service needed, to reduce and prevent reoccurrence's (system failures)
- Need to ensure accuracy of data pre and post communications
- Cross service communications and prioritisation needs enhancing - complaint responses
- Improve citizen engagement and listening first-time
- Staff changes and turnover, could improve with better induction and suitable plant and equipment

4. Identified relationships to Equalities or Welsh Language

Table showing a count and list of findings resulting from the complaints in this reporting period, that specifically relate to the Equalities or Welsh Language protected characteristics.

| Characteristic Strand | Count Stage 1, Stage 2 & Escalated 1 to 2 |
|--------------------------------|---|
| Age | 1 |
| Disability | 8 |
| Gender Reassignment | - |
| Marriage and Civil Partnership | - |
| Pregnancy and Maternity | - |
| Race | - |
| Religion/Belief or Non-belief | - |
| Sex | - |
| Sexual Orientation | - |
| Welsh Language | - |
| Totals | 9 |

Examples of Age and Disability Complaints are

| Details of Complaint | Service Area | Lessons Learned | Does the Complaint relate to Equalities or the Welsh Language? |
|--|-----------------------------|---|--|
| Complaining on behalf of her parents regarding non collection of assisted waste | Waste Strategy & Operations | Failing from team addressed by supervisor. Crew reminded to ensure assisted collections are undertaken. | Age |
| Bins not emptied again, regular occurrence. Registered for Assisted Waste Collection | Waste Strategy & Operations | Lesson learned is to make every effort to progress the requirement of collection as soon as notified of the difficulty/failed collection to close the loop. Unfortunately, it seems that this particular location, is subject to indiscriminate parking on a regular basis which has exacerbated the situation. | Disability |
| Non collection of assisted waste | Waste Strategy & Operations | Lesson learned is to ensure continuity in collection service and | Disability |

| | | | |
|---|-----------------------------|---|------------|
| | | supervisor to investigate why recurring instances have happened and eliminate. For example, if alternative crews are provided relevant paperwork is required to alert them of residents receiving this service. | |
| Roadworks at Birchgrove, Risca | Highways Operations Group | Highway Engineer to check TM prior to work being carried out to ensure every TM measure in place prior to commencement of work | Disability |
| Problems with non-collection of assisted collection | Waste Strategy & Operations | Improvement with communications at this most challenging of times for the Authority when new collection staff have been deployed to unfamiliar rounds. | Disability |

5. Annex – Referrals to Ombudsman, complaints resulting from appeals and examples of relevant items (points to note) specific to this reporting period

| Service Area | Date received | Decision |
|----------------------|---------------------------------|-------------------|
| Planning | 19 th May 2022 | Not Investigating |
| Planning | 21 st June 2022 | Not Investigating |
| Planning | 11 th November 2022 | Not Investigating |
| Planning | 5 th January 2022 | Not Investigating |
| Planning | 18 th January 2023 | Not Investigating |
| Planning | 2 nd March 2023 | Not Investigating |
| Environmental Health | 28 th April 2022 | Not Investigating |
| Environmental Health | 13 th September 2022 | Not Investigating |
| Environmental Health | 16 th September 2022 | Not Investigating |
| Traffic Management | 22 nd August 2022 | Not Investigating |
| Waste | 5 th September 2022 | Not Investigating |
| Rights of Way | 7 th September 2022 | Not Investigating |
| Parks | 20 th September 2022 | Not Investigating |

6. Directors Summary – Overall Assessment and Evaluation

Overall, the Directorate is sustaining service delivery and performance levels, with some specific areas posing more challenges than others at present.

Our front-line and back-office services continue to sustain reasonable levels of service delivery in this post covid period, despite many changes experienced in working practices and public expectations,

which has posed some challenges to ongoing services and succession planning. In particular, staff retention and replacement in some services, and plant and equipment in others.

By nature of our front-facing and diversity of services delivered, we rely heavily on public feedback. Intelligence gathered through the engagement, our compliments and complaints including trends and feedback, direct service contacts, and recent 'what matters to you' programme, all provide us with sufficient knowledge to understand any areas for improvement. In addition, a training programme has been rolled out across the Directorate to improve the timeliness and quality of responses to complaints and further staff engagement sessions and training is planned which will focus on customer focussed service delivery.

There is also a system in place across the Directorate for the capture of compliments as these are equally important in terms of measuring the effectiveness of service delivery and customer satisfaction as complaints. The benefits of staff training programmes are now starting to be experienced and these will be cyclically delivered and kept under continuous review.

For further information, please contact

Mark S Williams and Sian Wilkes

Tel 01443 864948

Email willims@caerphilly.gov.uk and wilkes@caerphilly.gov.uk