

Appendix A – Corporate Complaints Annual Report - Statistical data

TABLE 1: Complaints recorded from 1 April 2013 to 31 March 2014 by Directorate														
	Environment		Regeneration		Education		Housing		Social Services		Chief Executive		TOTALS	
	2012/2013	2013/2014	2012/2013	2013/2014	2012/2013	2013/2014	2012/2013	2013/2014	2012/2013	2013/2014	2012/2013	2013/2014	2012/2013	2013/2014
Stage 1	434	395	65	67	10	15	194	244	5	21	65	110	773	852
Stage 2	38	41	5	7	1	6	32	19	0	0	19	15	95	88
Stage 3	10	0	2	0	0	0	8	0	3	0	5	0	28	0
PSOW	10	16	2	1	1	3	8	3	14	5	1	5	36	33
RFS	194	202	21	26	0	1	44	58	1	10	56	55	316	352
Comments	10	-	5	-	0	-	4	-	0	-	3	-	22	-
Totals	696	654	100	101	12	25	290	324	23	36	149	185	1270	1325

TABLE 2: Breakdown of CHIEF EXECUTIVES Complaints Received																				
	Legal		Corporate Property		Procurement		Budget		Finance		Communications		HR & OD		ICT		Performance		Total	
	12/13	13/14	12/13	13/14	12/13	13/14	12/13	13/14	12/13	13/14	12/13	13/14	12/13	13/14	12/13	13/14	12/13	13/14	12/13	13/14
Stage 1	5	3	3	4	1	2	0	0	38	82	0	2	6	6	2	2	0	9	55	110
Stage 2	3	2	0	1	0	1	0	0	4	8	0	0	1	2	0	0	2	1	10	15
Stage 3	2	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	5	0
PSOW	0	0	0	1	0	0	0	0	1	4	0	0	1	0	0	0	0	0	2	5
RFS	0	0	0	1	0	0	0	0	47	50	1	1	8	2	0	0	0	1	56	55
Comments	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	3	0
Total	10	5	3	7	1	3	0	0	92	144	1	3	18	10	3	2	3	11	131	185

TABLE 3: Breakdown of Education Complaints Received								
	Education Effectiveness		School Planning and Resources		Inclusion		Totals	
	2012/13	2013/14	2012/13	2013/14	2012/13	2013/14	2012/13	2013/14
Stage 1	10	15	0	0	0	0	10	15
Stage 2	1	6	0	0	0	0	1	6
Stage 3	0	0	0	0	0	0	0	0
PSOW	1	3	0	0	0	0	1	3
RFS	0	1	0	0	0	0	0	1
Comments	0	0	0	0	0	0	0	0
Total	12	25	0	0	0	0	12	25

TABLE 4: Breakdown of ENVIRONMENT Complaints Received										
	Planning		Environmental Health Services		Environmental Management & Protection		Technical Services		Totals	
	2012/13	2013/14	2012/13	2013/14	2012/13	2013/14	2012/13	2013/14	2012/13	2013/14
Stage 1	21	13	28	43	210	178	173	161	432	395
Stage 2	11	13	6	9	4	5	17	14	38	41
Stage 3	3	0	1	0	0	0	6	0	10	0
PSOW	4	7	1	4	0	0	5	5	10	16
RFS	3	4	10	19	72	73	109	106	194	202
Comments	0	0	1	0	3	0	6	0	10	0
Total	42	37	47	75	289	256	316	286	694	654

TABLE 5: Breakdown of HOUSING Complaints Received						
	Property Services		Housing		Totals	
	2012/2013	2013/2014	2012/2013	2013/2014	2012/2013	2013/2014
Stage 1	117	104	77	140	194	244
Stage 2	16	6	16	13	32	19
Stage 3	2	0	6	0	8	0
PSOW	1	1	7	2	8	3
RFS	23	24	21	34	44	58
Comments	3	0	1	0	4	0
Total	162	135	128	189	290	324

TABLE 6: Breakdown of REGENERATION Complaints Received								
	Culture and Tourism		Community Regeneration		Strategic Development & Projects		Totals	
	2012/2013	2013/2014	2012/2013	2013/2014	2012/2013	2013/2014	2012/2013	2013/2014
Stage 1	64	67	1	0	0	0	65	67
Stage 2	5	7	0	0	0	0	5	7
Stage 3	2	0	0	0	0	0	2	0
PSOW	1	1	1	0	0	0	2	1
RFS	21	26	0	0	0	0	21	26
Comments	5	0	0	0	0	0	5	0
Total	98	101	2	0	0	0	100	101

TABLE 7: Comparison of total complaints received with the Previous Year					
	April 2012	March 2013	April 2013	March 2014	Difference (+ or -)
Stage 1		773	852		+79
Stage 2		95	88		-7
Stage 3		28	0		-28
PSOW		36	33		-3
RFS		316	352		+36
Total		1248	1325		+77

TABLE 8: Breakdown of Public Services Ombudsman for Wales Complaints		
	2012/13	2013/14
Not taken up by PSOW for investigation	17	30
Investigated	19	34
TOTAL	36	64
<i>Of those investigated:</i>		
Ongoing	2	0
Not Upheld / Discontinued	14	27
Withdrawn By Complainant	1	1
Quick Fix		5
Local Resolution / Section 21 (Report Not For Publication)	2	1
Section 16 (Publicised Report)	0	0

Table 9: Compliments Received

Staff in the contact centre have been praised as “being professional, courteous, amazingly efficient while maintaining a sense of humour and providing exceptional service”

The Council’s graffiti team have been praised as being “very friendly and cheerful – angels of cleanliness”

Library services right across the City & County of Swansea have been praised for their “informative and helpful manner”

Comments on Benefits staff include the staff being “helpful and explaining things clearly and making the claims easy to understand”.

Staff dealing with bus passes and blue badges have been praised for their understanding, exceptional service and being extremely helpful.

During recent street works in Dunvant, staff who were resurfacing the pavements were praised by residents in being helpful and assisting elderly and disabled residents with access to and from their properties during the work schedule.

On-line feedback is also encouraged and positive feedback has been received on over 80 occasions. Feedback range across council services and repeat some of the comments on services detailed above. Comments received include praise on the council’s wild flower initiative and the exhibition commemorating World War 1.