

**TABLE 1: Complaints recorded from 1 April 2019 to 31 March 2020 by Service Department**

<b>Service Area</b>	<b>Stage 1 Complaints 2019/20</b>	<b>Stage 1 Complaints 2018/19</b>	<b>Stage 2 Complaints 2019/20</b>	<b>Stage 2 Complaints 2018/19</b>	<b>Requests for Service 2019/20</b>	<b>Request for Service 2018/19</b>	<b>Comments 2019/20</b>	<b>Comments 2018/19</b>
Commercial Services	0	0	0	0	0	1	0	0
Communications & Customer Engagement	84	63	5	2	6	7	3	3
Corporate Building & Property Services	144	139	9	7	31	61	0	6
Cultural Services	82	73	5	4	20	35	5	9
Economic Regeneration & Planning	20	84	12	17	10	14	2	5
Education	16	19	2	4	8	9	0	1
Financial Services	34	62	2	5	35	73	2	4
Highways & Transportation	383	301	49	47	168	144	12	22
Housing & Public Protection	244	242	45	48	112	186	7	8
HR & OD	1	11	1	0	3	4	1	4
Information & Business Change	0	5	0	0	1	2	0	0
Legal & Democratic Services	14	12	1	0	7	7	1	0

Poverty, Wellbeing & Communities	0	2	0	0	0	0	0	0
Social Services Corporate	42	52	In SS Figures	In SS figures	60	46	1	0
Waste Management & Parks	533	611	22	19	109	187	14	21
<b>Totals</b>	<b>1597</b>	<b>1676</b>	<b>153</b>	<b>153</b>	<b>570</b>	<b>776</b>	<b>48</b>	<b>83</b>

**TABLE 2: Comparison of total enquiries received with the Previous Year**

	1 April 2018 to 31 March 2019	1 April 2019 to 31 March 2020	Difference (+ or -)
<b>Stage 1</b>	1676	1597	-79
<b>Stage 2</b>	153	153	0
<b>Requests for Service</b>	776	570	-206
<b>Comments</b>	83	48	-35
<b>Total</b>	<b>2688</b>	<b>2368</b>	<b>-320</b>

**Table 3 – Examples of Compliments Received**

Teams	Compliments Received
Waste, Parks & Cleansing	<p>Victoria Park looked fantastic and this is due to the hard works of the staff in the Parks team and my thanks go to them for their efforts</p> <p>I just wanted to tell you that the plastic recycling team this morning did a really good job of cleaning up a huge amount of plastic waste that had been dumped across the street.</p>
Cultural Services	<p>WELL DONE SWANSEA CITY COUNCIL FOR PUTTING ON THE BEST AIRSHOW SO FAR !!! WONDERFUL TIME WAS HAD BY ALL. MUCH MORE ACTIVITIES THAN PREVIOUS YEARS AND A FANTASTIC AIR DISPLAYS. I HOPE THIS WILL BE A FUTURE EVENT.</p>
Education	<p>Well done Penclawdd Primary in 'Swansea in bloom' and congratulations to every single person involved showing how a community can 'get together' and how community isn't an old-fashioned thing but still possible in 2019.</p>
Highways	<p>Just a quick note to say thank you to you and to all the council workmen who were out in Bishopston today clearing the blocked drains and flooding. Hardly anybody ever says thank you these days and just complains.</p>
Libraries	<p>(Job Club) I needed help with my CV which was invaluable. I've also found a route to courses I didn't know was available. Lovely staff very helpful.</p>
Revenues and Benefits	<p>I would like you to be aware how pleased I am with the assistance I have today been provided with (by e-mail) by X revenues officer in relation to council tax. For some time now I have been experiencing financial difficulties and have got myself extremely worried and stressed about the arrears on my council tax. However having e-mailed today to find out my options I received a very helpful and quick response from X which immediately put my mind at rest and gave me an affordable and manageable way of clearing the arrears. I had to send this message as I hope X and her seniors/employers are made aware of how much a difference her assistance has made to someone like me.</p>
Housing	<p>A team of workmen came yesterday and the shed is 'no longer', just a hardstanding ready for the new build. The gang of men were a delight and made every effort to consider my environment. To me living in X is a delight and my congratulations to the team of wardens and others who give support</p>
Customer Services	<p>Just to let you know the blue badge has just been delivered. Excellent service. Thanks again for your help, appreciated</p>