



**To/  
Councillor Clive Lloyd  
Cabinet Member for Business  
Transformation and Performance**

**BY EMAIL**

*Please ask for:  
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*Direct Line:  
Llinell Uniongyrchol:*

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*Date  
Dyddiad:*

**Overview & Scrutiny**

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**22<sup>nd</sup> March 2019**

**Summary:** This is a letter from the Service Improvement and Finance Performance Panel to the Cabinet Member for Business Transformation and Performance. The Panel met on the 6<sup>th</sup> March 2019 to discuss the Complaints Annual Report 2017/18.

Dear Councillor Lloyd,

On the 6<sup>th</sup> March 2019 the Panel met to discuss the Complaints Annual Report 2017/18.

The Panel are grateful to all officers who attended to provide information and answer questions.

The Panel do have some thoughts and observations to share with you.

### **Complaints Annual Report 2017/18**

We heard how the trend was similar to previous years with the amount of complaints increasing. However some of this is down to the increased accessibility in relation to the complaints procedure.

We heard how the team look at the root cause of complaints and work with the relevant teams to look at process improvement to try and tackle any problems which appear to reoccur.

It is encouraging that there are no major concerns or trends which are identified in the report. This implies that there are no fundamental concerns which are reoccurring with residents.

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

**SWANSEA COUNCIL / CYNGOR ABERTAWE**

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I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod  
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It was explained that less than 50% of the Stage 1 complaints were upheld, with 100 of these moving on to Stage 2 and 24 of these being upheld. The Ombudsman upheld 1 complaint which was received but some of these complaints were premature and referred back to the Council for processing.

We heard how the upgrade of the waste department vehicle fleet has led to a reduction in complaints because there are no longer issues around breakdowns. This is encouraging and will benefit the residents of Swansea.

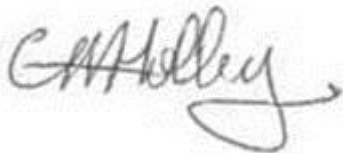
We feel that The Regulation of Investigatory Powers Act (RIPA) Report needs to only be contained to a few paragraphs. We heard how we work with the Police in relation to the Act and support them to take action rather than initiate proceedings our self. As a result, the development of a specific report seems redundant.

In contrast to this, we feel the Freedom of Information Act (FOI) report should come to scrutiny as a separate agenda item and not be included in the Complaints Annual Report item. More in depth scrutiny can be conducted in this way and the increasing activity under FOI requests can be considered properly.

Overall we feel the report is too lengthy and could be reduced. But we compliment the hard work of the team dealing with some difficult issues. We hear there are plans to change the report format slightly and look forward to seeing future reports at scrutiny.

This letter does not seek a response but we welcome any thoughts and observations you may have.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'CH Holley', with a stylized flourish at the end.

**Councillor Chris Holley**  
**Convener, Service Improvement and Finance Scrutiny Performance Panel**  
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