

Factsheet**A. Complaints Received**

| Local Authority | Complaints Received | Complaints received per 1000 residents |
|--|----------------------------|---|
| Blaenau Gwent County Borough Council | 17 | 0.24 |
| Bridgend County Borough Council | 34 | 0.23 |
| Caerphilly County Borough Council | 49 | 0.27 |
| Cardiff Council* | 122 | 0.33 |
| Carmarthenshire County Council | 42 | 0.22 |
| Ceredigion County Council | 31 | 0.42 |
| Conwy County Borough Council | 29 | 0.25 |
| Denbighshire County Council | 32 | 0.34 |
| Flintshire County Council | 61 | 0.39 |
| Gwynedd Council | 37 | 0.30 |
| Isle of Anglesey County Council | 26 | 0.37 |
| Merthyr Tydfil County Borough Council | 13 | 0.22 |
| Monmouthshire County Council | 16 | 0.17 |
| Neath Port Talbot County Borough Council | 22 | 0.15 |
| Newport City Council | 39 | 0.25 |
| Pembrokeshire County Council | 25 | 0.20 |
| Powys County Council | 72 | 0.54 |
| Rhondda Cynon Taf County Borough Council | 39 | 0.16 |
| Swansea Council | 92 | 0.37 |
| Torfaen County Borough Council | 5 | 0.05 |
| Vale of Glamorgan Council | 30 | 0.23 |
| Wrexham County Borough Council | 33 | 0.24 |
| Wales | 866 | 0.28 |

* inc 1 Rent Smart Wales

B. Complaints Received by Subject

| Bridgend CBC | Complaints Received | Complaint Share |
|--|----------------------------|------------------------|
| Adult Social Services | 4 | 11.76% |
| Benefits Administration | 1 | 2.94% |
| Children's Social Services | 15 | 44.12% |
| Community Facilities, Recreation and Leisure | 1 | 2.94% |
| Complaint Handling | 1 | 2.94% |
| Education | 1 | 2.94% |
| Environment and Environmental Health | 1 | 2.94% |
| Finance and Taxation | 2 | 5.88% |
| Housing | 3 | 8.82% |
| Planning and Building Control | 2 | 5.88% |
| Roads and Transport | 2 | 5.88% |
| Various Other | 1 | 2.94% |

C. Complaint Outcomes

(* denotes intervention)

| Complaints Closed | Out of Jurisdiction | Premature | Other cases closed after initial consideration | Early Resolution/voluntary settlement* | Discontinued | Other Reports-Not Upheld | Other Reports Upheld - in whole or in part* | Public Interest Report * | Grand Total |
|---------------------------------|----------------------------|------------------|---|---|---------------------|---------------------------------|--|---------------------------------|--------------------|
| Bridgend County Borough Council | 11 | 2 | 20 | 1 | 0 | 0 | 0 | 0 | 34 |
| Percentage Share | 32.35% | 5.88% | 58.82% | 2.94% | 0.00% | 0.00% | 0.00% | 0.00% | |

D. Number of cases with PSOW intervention

| | No. of interventions | No. of closures | % of interventions |
|--|----------------------|-----------------|--------------------|
| Blaenau Gwent County Borough Council | 1 | 17 | 6% |
| Bridgend County Borough Council | 1 | 34 | 3% |
| Caerphilly County Borough Council | 6 | 50 | 12% |
| Cardiff Council | 21 | 120 | 18% |
| Cardiff Council - Rent Smart Wales | - | 1 | 0% |
| Carmarthenshire County Council | 6 | 46 | 13% |
| Ceredigion County Council | 4 | 30 | 13% |
| Conwy County Borough Council | 6 | 34 | 18% |
| Denbighshire County Council | 2 | 32 | 6% |
| Flintshire County Council | 8 | 57 | 14% |
| Gwynedd Council | 4 | 39 | 10% |
| Isle of Anglesey County Council | 3 | 28 | 11% |
| Merthyr Tydfil County Borough Council | 2 | 15 | 13% |
| Monmouthshire County Council | 2 | 15 | 13% |
| Neath Port Talbot Council | 4 | 25 | 16% |
| Newport City Council | 4 | 38 | 11% |
| Pembrokeshire County Council | 7 | 29 | 24% |
| Powys County Council | 14 | 71 | 20% |
| Rhondda Cynon Taf County Borough Council | 5 | 40 | 13% |
| Swansea Council | 4 | 93 | 4% |
| Torfaen County Borough Council | 1 | 5 | 20% |
| Vale of Glamorgan Council | 4 | 27 | 15% |
| Wrexham County Borough Council | 4 | 33 | 12% |
| Grand Total | 113 | 879 | 13% |

E. Code of Conduct Complaints Closed

| County/County Borough Councils | Closed after initial consideration | Discontinued | No evidence of breach | No action necessary | Refer to Standards Committee | Refer to Adjudication Panel | Withdrawn | Total |
|---------------------------------------|---|---------------------|------------------------------|----------------------------|-------------------------------------|------------------------------------|------------------|--------------|
| Bridgend | 7 | - | - | - | - | - | - | 7 |

F. Town/Community Council Code of Complaints

| Town/Community Council | Closed after initial consideration | Discontinued | No evidence of breach | No action necessary | Refer to Standards Committee | Refer to Adjudication Panel | Withdrawn | Total |
|-------------------------------|---|---------------------|------------------------------|----------------------------|-------------------------------------|------------------------------------|------------------|--------------|
| Bridgend Town Council | 1 | - | - | 2 | - | - | - | 3 |

Appendix

Explanatory Notes

Section A provides a breakdown of the number of complaints against the Local Authority which were received during 2019/20, and the number of complaints per 1,000 residents (population).

Section B provides a breakdown of the number of complaints about the Local Authority which were received by my office during 2019/20. The figures are broken down into subject categories with the percentage share.

Section C provides the complaint outcomes for the Local Authority during 2019/20, with the percentage share.

Section D provides the numbers and percentages of cases received by the PSOW in which an intervention has occurred. This includes all upheld complaints, early resolutions and voluntary settlements.

Section E provides a breakdown of all Code of Conduct complaint outcomes against Councillors during 2019/20.

Section F provides a breakdown of all Code of Conduct complaint outcomes against town or community councils.