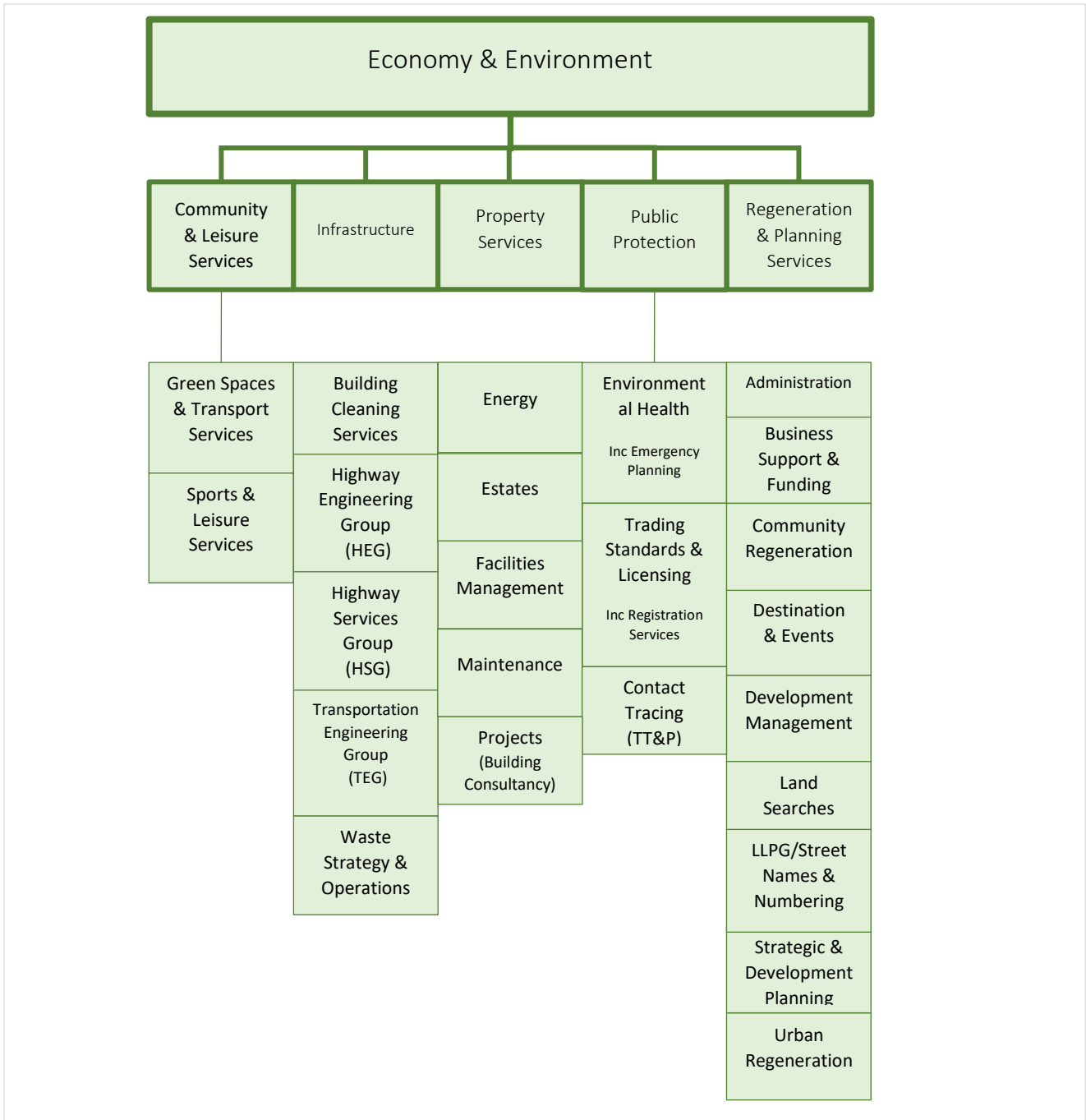


1. Directorate and Services

Diagram of Directorate and Service Framework.



Brief description of Directorate and Service Framework

There are: 5 Key Services, 24 Service Departments, 58 Service Groups/Teams delivering ~83 Service Provisions which has approximately 334 Core Service Functions, 1500 Staff Headcount and approximately £43M Nett Revenue Budget

2. 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	132	115	87.19%
Stage 2	7	4	57.14%
Escalated Stage 1 to 2	28	27	96.43%
Totals	167	146	87.43%

Table showing how the complaints were received.

By source	Count Stage 1	Count Stage 2	Count Escalated Stage 1 to Stage 2
Telephone	3	1	2
Email	76	6	21
Letter	1	0	2
On-line	51	0	3
Contact Centre	1	0	0
Other	0	0	0
Totals	132	7	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	78	70	89.74%
Infrastructure	32	28	87.50%
Property	0	0	0
Public Protection	13	10	76.92%
Regeneration & Planning	7	5	71.43%
Other - Combined	2	2	100%
Totals	132	115	87.12%

Service	Count Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Community & Leisure	1	1	100%
Infrastructure	1	1	100%
Property	0	0	0
Public Protection	1	1	100%
Regeneration & Planning	4	1	25%
Other - Combined	0	0	0
Totals	7	4	57.14%

Service	Count Escalated Stage 1 to Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Community & Leisure	16	16	100%
Infrastructure	7	7	100%
Property	0	0	0
Public Protection	2	2	100%
Regeneration & Planning	3	2	66.67%
Other - Combined	0	0	0
Totals	28	27	96.43%

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

Where target response times were not met, it has been identified that generally, it was due to lack of resources, some miscommunication amongst staff, diversion or redeployment of officers due to Covid constraints, and overall workload pressures amongst staff.

3. Key Complaints - Identified by Type or Theme

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

- Refuse/Bin Collections (Assisted collections / General Pick-ups / Overflowing Bins / Spillages)
- Vegetation Overgrowth - Weed Controls
- Behaviour at CA sites & Accessibility
- Blocked Drains / flooding
- Parking
- Cleanliness of Area
- Street Lighting
- Due diligence of Planning
- Smells / spillages from Highway maintenance works
- Litter / Broken Glass and Dog fouling
- Delays in responses
- Cemetery respect / maintenance
- Footpath quality
- Planning approvals / controls / impacts
- Illicit tipping
- Early morning grass cutting
- Anti-social behaviours (neighbours)
- Park maintenance / cleanliness
- Delays in service delivery (e.g. Dropped kerbs - poor communications)

The type or themes identified above, have been extracted from the following table, which shows the incoming number of complaints by specific service sectors or teams during this reporting period.

Service Group or Team	Count Stage 1, Stage 2 & Escalated 1 to 2
Green Spaces and Transport Services	22
Sport & Leisure Services	0
Waste Strategy & Operations	73
Engineering Projects Group	2
Highways Operations Group	32
Transportation Engineering	6
Building Consultancy	0
Corporate Property	0
Facilities Management	0
Divisional Support Unit	0
Environmental Health	16
Trading Standards & Licensing	0
Building Control	0
Business Support and Funding	0
Community Regeneration	0
Destination and Events	0
Development Control	0
Planning Administration	14
Strategic Planning	0
Urban Renewal	0
Other - Combined	2
Totals	167

Number of Complaints by Category

Table showing complaints by category.

Category	Count Stage 1, Stage 2 & Escalated 1 to 2
1 Collaborative Working	6
2 Decision Making	11
3 Delay in Service Provision	54
4 Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)	6
5a Following Council Policies	14
5b Following relevant Legislation	0
6 Accessibility of Services	10
7 Clarity/Accuracy/Timeliness of information	4
8 Quality of Work	62
9 Openness/ Fairness and Honesty	0
10 Compliance with Complaints procedure	0
11. Combination of Categories (Non-specific)	0
Totals	167

4. Number of Complaints by Outcome and Lessons Learned

Table showing number of complaints Upheld and Not Upheld.

Service	Upheld	Not Upheld
Community & Leisure	46	49
Infrastructure	13	27
Property	0	0
Public Protection	4	12
Regeneration & Planning	0	13
Other - Combined	1	1
Totals	64	102

There was 1 complaint within planning that was logged as a stage 1 but was withdrawn

The following table shows examples of lessons learned, with 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
Overgrown tree hitting slates off the roof	Officers to ensure target times are strictly adhered to prevent a reoccurrence albeit the complainant was contacted verbally and we undertook works in a timely manner to resolve the complaint – it was the follow up with a formal response that was unfortunately delayed. Officers were reminded to ensure target times are strictly adhered to prevent a reoccurrence.	8 Quality of Work
Refuse collections: Complaint re: Crew kicking bins on collection day - video evidence submitted	Reiterate the need to work in compliance with the code of conduct and implement appropriate disciplinary measures accordingly.	8 Quality of Work
Refuse Collection: Complaint re: Non collection of green waste	Maintain a regular service whilst endeavouring to deliver continuous service improvement where reasonably practicable.	8 Quality of Work
Grass Cutting & Fencing: Grass at entrance to woods not cut regular occurrence. Also fence surrounding woods falling	Ensure that new developments are included on parks grass cutting rota and prior establishments of land are clarified.	3 Delay in Service Provision
Contacted 3 times still no collection - illicit tipping that requires removal - cat litter	Endeavour to deliver further service improvement and manage service pressures at this most challenging of times.	3 Delay in Service Provision
Has logged complaints previously - however wants to log an additional complaint regarding the amount of time taken to resolve a complaint that was logged via CRM	Ensure information from calls is disseminated appropriately and are directed to the appropriate dept.	3 Delay in Service Provision
Missed refuse collections - reported many times and complaints are getting ignored and not resolved	Enhance communications with the workforce and continue to deliver service improvement.	3 Delay in Service Provision
On numerous times has reported uncollected food waste and the second time this week uncollected recycling. Was assured it wouldn't happen again.	Staff to thoroughly check all cul-de-sacs and parking areas for bins obscured by parked cars.	3 Delay in Service Provision
Continuous issues with non-collection of recycling bins	to ensure that smaller vehicles are available for the collection of bags and boxes in built up areas.	8 Quality of Work

Missed recycling collection in middle of the street	Access restrictions assessed, and suitable vehicle dispatched to complete collections	8 Quality of Work
recycling waste doesn't get collected unless the complainant phones. It is an assisted waste collection service recycling always gets missed.	To continue to maintain regular collection levels as per normal schedules and endeavour to enhance the collection regime to manage customer expectations.	3 Delay in Service Provision
Complaint that Test Trace and Protect gave conflicting information regarding self-isolation to an individual and family	It was identified that staff need to ensure they check the CRM for multiple cases and merge when found before contacting the citizen. Staff need to investigate thoroughly using various pieces of information from the citizen before any contact is made.	1 Collaborative Working
Missed rubbish bin collection, reported 7 times this year, 80 years old.	Crew have been given a map and location of bin. Complainant advised to contact Supervisor direct if any further issues.	8 Quality of Work
Continuous missed assisted collections. Reported numerous times	New crews informed of assisted collection on their routes.	8 Quality of Work
Pest Officer visited property and failed to secure drain lid causing the complainants dog to get his leg stuck	Officer reminded to check drain lids are put back safely after treatment.	8 Quality of Work
Resurfacing of walkways in Hanbury Street, Glan-y-Nant, and proposals to develop BRU school, Hanbury Street which includes changes to play park and field (not currently part of the BRU).	Greater clarity on the maps issued to residents. Briefings between staff should include details of the scheme and wider details, so that the information can be given to residents.	2 Decision Making
Non-Collection of waste - build up causing rats	Continue to strive for service improvement and ensure we fulfil our statutory obligations as well as delivering the ancillary elements of the service at this most challenging of times.	3 Delay in Service Provision
Continuous non collection of garden waste	Continue to strive for continuous service improvement and endeavour to maintain a regular collection service at this most challenging of times for the Authority noting that some of our neighbouring Authorities are even struggling to deliver such services	3 Delay in Service Provision
Continuous non collection of recycling.	Commit to further service improvement given the resources available and endeavour to get support from other service areas noting that we have requested support from civil enforcement on this occasion.	8 Quality of Work
Large pool of tar dumped on side of road which the complainant's dogs walked through. Dissatisfied with previous stage 1 response.	The outcome following the original concern and 'bleeding' tar phenomenon was to suspend the jet patcher repair process during the heatwave. This is the first occasion recorded for Caerphilly and hence acts as a lesson learnt. There is also understanding to ensure communications and requests received are fully	4 Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)

	considered to ensure the level of interaction is identified	
Family member was receiving palliative care and not receiving collections for assisted collection service	To continue to fulfil our duty to empty bins regularly and deliver ancillary elements of the service where resources are available noting that we are also endeavouring to recruit staff to supplement present workforce numbers.	3 Delay in Service Provision

At present, staff focus, and prioritisation, is to 'respond to and resolving incoming complaints' and any opportunities to change or improve service delivery to prevent reoccurrences, is, wherever possible, dealt with through normal business operations.

Current complaints data collection, monitoring, and general reporting, is operated through a central administration process, capturing only limited intelligence. Whereas, the actual complaints are dealt with at service level, by a multitude of officers, and it is currently reliant on the services themselves, to learn from the incoming complaints and take appropriate action as deemed necessary thereafter. There is currently no formal process in place to feedback any information, to the administrators for lessons learned by the service providers. However, through numerous service management structures and reporting arrangements, any specific issues, or, matters that need executive decisions, policy, practice, or service delivery changes, these are dealt with through those respective forums.

5. 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	0
Disability	1
Gender Reassignment	0
Marriage and Civil Partnership	0
Pregnancy and Maternity	0
Race	0
Religion/Belief or Non-belief	0
Sex	0
Sexual Orientation	0
Welsh Language	0
Totals	1

Only x1 specific characteristics links have been identified for this reporting period

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

Identify how many referrals to the Ombudsman and list and append any relevant supplementary information here, namely, points to note, or an example data set.

During this reporting period 9 complaints were referred to the Ombudsman; 4 in relation to planning, 1 property matter, 1 environment, 1 transport matter, 1 highway/drainage issue and 1 trading standards matter. There was one early resolution agreed in relation to a planning matter which required an apology and the provision of a response; all of the other matters were not investigated.