

Appendix 1

Table 1: complaints by service including timescale performance – 3 year comparison

Service Area	Full Year 2011-2012				Full Year 2012-2013				Fu
	Recd	Within	%	Status	Recd	Within	%	Status	
Business Planning and Performance	1	1	100%	– G	0	0	–	–	6
Legal and Democratic Services	6	3	50%	– R	3	3	100%	▲ G	6
Customers and Education Support	19	16	84%	– O	25	24	96%	▲ G	24
Environment	142	137	96%	– G	201	198	99%	▲ G	121
Finance and Assets	25	21	84%	– O	24	19	79%	▼ R	39
Housing Services	79	33	42%	– R	86	75	87%	▲ O	67
Planning and Public Protection	97	85	88%	– O	66	65	98%	▲ G	80
Highways and Infrastructure	69	56	81%	– O	100	84	84%	▲ O	91
Communication, Marketing and Leisure	51	43	84%	– O	45	44	98%	▲ G	63
Education	4	3	75%	– R	1	1	100%	▲ G	4
Other	1	0	0%	– R	5	2	40%	▲ R	9
	494	398	81%	– O	556	515	93%	▲ G	510

Table 2: timescale performance at each complaint stage for 2013/14

YTD	Count	Within	%
Stage 1	459	447	97%
Stage 2	43	34	79%
Stage 3	8	7	88%
¹ PSOW	0	0	-
TOTAL	510	488	96%

Table 3: compliments by service – 3 year comparison

Service Area	2011/12	2012/13	2013/14
Social Services Adults	332	355	219
Social Services Children		49	58
Business Planning and Performance	4	0	4
Legal and Democratic Services	1	2	1
Customers and Education Support	23	19	49
Environment	181	212	165
Finance and Assets	0	1	0
Housing Services	43	56	62
Regeneration	0	2	0
Planning and Public Protection	25	25	46
Highways and Infrastructure	42	75	75
Communication, Marketing and Leisure	39	24	70
	690	820	749

¹ Public Services Ombudsman for Wales

Table 4: social services complaints data – 3 year comparison

Service Area	2011/12	2012/13	2013/14
Social Services	93	118	97