



## Factsheet

### Appendix A - Complaints Received

Local Authority	Complaints Received	Received per 1,000 residents
Blaenau Gwent County Borough Council	15	0.22
Bridgend County Borough Council	59	0.41
Caerphilly County Borough Council	56	0.32
Cardiff Council*	149	0.41
Carmarthenshire County Council	69	0.37
Ceredigion County Council	32	0.45
Conwy County Borough Council	36	0.31
Denbighshire County Council**	31	0.32
Flintshire County Council	51	0.33
Cyngor Gwynedd	38	0.32
Isle of Anglesey County Council	38	0.55
Merthyr Tydfil County Borough Council	12	0.20
Monmouthshire County Council	29	0.31
Neath Port Talbot Council	35	0.25
Newport City Council	52	0.33
Pembrokeshire County Council	40	0.32
Powys County Council	54	0.41
Rhondda Cynon Taf County Borough Council	64	0.27
Swansea Council	81	0.34
Torfaen County Borough Council	14	0.15
Vale of Glamorgan Council	77	0.58
Wrexham County Borough Council	76	0.56
<b>Total</b>	<b>1108</b>	<b>0.36</b>
* inc 2 Rent Smart Wales		
** inc 1 Wales Penalty Processing Partnership		



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Appendix B - Received by Subject

<b>Blaenau Gwent County Borough Council</b>	<b>Complaints Received</b>	<b>% share</b>
Adult Social Services	2	13%
Benefits Administration	1	7%
Children's Social Services	5	33%
Community Facilities, Recreation and Leisure	0	0%
Complaints Handling	2	13%
Covid-19	0	0%
Education	0	0%
Environment and Environmental Health	1	7%
Finance and Taxation	1	7%
Housing	0	0%
Licensing	0	0%
Planning and Building Control	0	0%
Roads and Transport	0	0%
Various Other	3	20%
<b>Total</b>	<b>15</b>	



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Appendix C - Complaint Outcomes  
(\* denotes intervention)

<b>Blaenau Gwent County Borough Council</b>		<b>% Share</b>
Out of Jurisdiction	6	38%
Premature	5	31%
Other cases closed after initial consideration	4	25%
Early Resolution/ voluntary settlement*	1	6%
Discontinued	0	0%
Other Reports - Not Upheld	0	0%
Other Reports Upheld*	0	0%
Public Interest Reports*	0	0%
Special Interest Reports*	0	0%
<b>Total</b>	<b>16</b>	



Appendix D - Cases with PSOW Intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	1	16	6%
Bridgend County Borough Council	8	59	14%
Caerphilly County Borough Council	3	48	6%
Cardiff Council	28	144	19%
Cardiff Council - Rent Smart Wales	0	3	0%
Carmarthenshire County Council	8	60	13%
Ceredigion County Council	7	32	22%
Conwy County Borough Council	0	37	0%
Denbighshire County Council	2	32	6%
Denbighshire County Council - Wales Penalty Processing Partnership	0	1	0%
Flintshire County Council	8	57	14%
Cyngor Gwynedd	6	39	15%
Isle of Anglesey County Council	10	41	24%
Merthyr Tydfil County Borough Council	3	14	21%
Monmouthshire County Council	3	32	9%
Neath Port Talbot Council	5	34	15%
Newport City Council	5	51	10%
Pembrokeshire County Council	7	38	18%
Powys County Council	7	53	13%
Rhondda Cynon Taf County Borough Council	11	63	17%
Swansea Council	12	77	16%
Torfaen County Borough Council	2	14	14%
Vale of Glamorgan Council	15	71	21%
Wrexham County Borough Council	7	79	9%
<b>Total</b>	<b>158</b>	<b>1095</b>	<b>14%</b>



Appendix E – Compliance performance comparison

<b>Local Authority</b>	<b>Number of recommendations made in 2023-24</b>	<b>Number of recommendations falling due in 2023-24</b>	<b>% of recommendations, complied with on time</b>
Blaenau Gwent County Borough Council	1	1	100%
Bridgend County Borough Council	18	20	35%
Caerphilly County Borough Council	9	9	11%
Cardiff Council	74	75	92%
Carmarthenshire County Council	25	25	52%
Ceredigion County Council	23	23	78%
Swansea Council	29	32	63%
Conwy County Borough Council	0	1	0%
Denbighshire County Council	5	6	67%
Flintshire County Council	17	17	59%
Cyngor Gwynedd	12	19	74%
Isle of Anglesey County Council	26	24	92%
Merthyr Tydfil County Borough Council	11	9	56%
Monmouthshire County Council	4	4	25%
Neath Port Talbot Council	14	14	29%
Newport City Council	10	7	43%
Pembrokeshire County Council	24	23	96%
Powys County Council	18	16	31%
Rhondda Cynon Taf County Borough Council	26	26	77%
Torfaen County Borough Council	3	3	67%
Vale of Glamorgan Council	50	48	92%
Wrexham County Borough Council	16	19	42%



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Appendix F - Code of Conduct Complaints

		<b>Blaenau Gwent County Borough Council</b>
Investigations	<b>Decision not to investigate</b>	4
	<b>Discontinued</b>	0
	<b>No evidence of breach</b>	0
	<b>No action necessary</b>	0
	<b>Refer to Adjudication Panel</b>	0
	<b>Refer to Standards Committee</b>	0
	<b>Total</b>	<b>4</b>



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Appendix G - Town/Community Council Code of Complaints

	Decision not to investigate	Investigations				Refer to Adjudication Panel	Refer to Standards Committee	Total
		Discontinued	No evidence of breach	No action necessary				
Abertillery & Llanhilleth Community Council	0	0	0	2	0	2	4	
Brynmawr Town Council	0	0	0	0	0	0	0	
Nantyglo & Blaina Town Council	0	0	0	0	0	0	0	



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### Information Sheet

**Appendix A** shows the number of complaints received by PSOW for all Local Authorities in 2023/24. These complaints are contextualised by the population of each authority.

**Appendix B** shows the categorisation of each complaint received, and what proportion of received complaints represents for the Local Authority.

**Appendix C** shows outcomes of the complaints which PSOW closed for the Local Authority in 2023/24. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

**Appendix D** shows Intervention Rates for all Local Authorities in 2023/24. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

**Appendix E** shows the compliance performance of each Local Authority.

**Appendix F** shows the outcomes of Code of Conduct complaints closed by PSOW related to Local Authority in 2023/24. This table shows both the number, and the proportion that each outcome represents for the Local Authority.

**Appendix G** shows the outcomes of Code of Conduct complaints closed by PSOW related to Town and Community Councils in the Local Authority's area in 2023/24. This table shows both the number, and the proportion that each outcome represents for each Town or Community Council.