

Neath Port Talbot County Borough Council

STANDARDS COMMITTEE

12 December 2017

REPORT OF THE HEAD OF LEGAL SERVICES

MATTER FOR INFORMATION

WARDS AFFECTED: ALL

Public Services Ombudsman for Wales Annual Letter and Report 2016/2017

Purpose of Report

1. To advise Members of the receipt of the Ombudsman's Annual Letter and the publication of his Annual Report.

Background

2. In recent years the Public Services Ombudsman for Wales ("the Ombudsman") has adopted the practice of sending an annual letter to each local authority which comes within his jurisdiction. A full copy of the letter and Factsheet is reproduced for Members at Annex 1.
3. Comparatively little commentary is required on the Annual Letter. The number of service complaints received by the Ombudsman is set out in Section A of the Factsheet. As compared with a national local authority average of 39 complaints (adjusted for population) there were 38 complaints against this Council. Therefore the number of complaints received is more or less what one would expect from the population size of the Council area. This is to be welcomed. However it should be noted that we are no longer a direct provider of general housing – a function which generally attracts some complaints and the number of complaints has increased from 33 last year.
4. The mix of complaints is dealt with in Section B of the Factsheet. The numbers in the various categories are similar to the Welsh average overall. The numbers are slightly higher for roads and transport and I have offered to review the cases with the Directorate.

5. The percentage of cases requiring intervention from the Ombudsman is comparatively low (see Table D).
6. In the remainder of this report I look at the annual report of the Ombudsman for the financial year 2016/17. I have reproduced at Annex 2 the Executive Summary from the Ombudsman's report intended to give Members a flavour of the business handled by the Ombudsman's office in the year in question. It is to be noted that there is an overall decrease in the number of Code of Conduct complaints against county and county borough councils. Overall, cuts in public expenditure create an environment in which there can be a mismatch between public expectations and the service which can be provided. This will make it even more important to deal promptly with any complaints which arise and look for practical and achievable solutions.
7. While the number of Code of Conduct complaints against members of county and county borough councils fell between the financial year 2015/16 and 2016/17, however, there was a marked increase in the number of complaints against community councils.
8. Annex 3 contains the statistics for all county and county borough councils in Wales in relation to service complaints. This table deals with cases closed rather than cases received.
9. Annex 4 contains statistics relating to code of conduct against members of county and county borough councils complaints in Wales.

Financial Impact

10. There are no financial impacts associated with this report.

Equality Impact Assessment

95

11. There are no equality impacts associated with this report.

Workforce Impacts

12. There are no workforce impacts associated with this report.

Legal Impacts

13. There are no legal impacts associated with this report.

Risk Management

14. Legal Services is required to provide statistics to the insurers from time to time on Ombudsman complaints.

Consultation

15. There is no requirement under the Constitution for external consultation on this item.

Appendices

16. Annex 1 - Annual Letter of the Ombudsman 2016/17
17. Annex 2 - Executive Summary from the Ombudsman's report
18. Annex 3 - Statistics for all County and County Borough Councils in Wales in relation to service complaints
19. Annex 4 – Statistics for all County and County Borough and Community/Town Councils in Wales in relation to Code of conduct complaints.

List of Background Papers

20. Public Services Ombudsman for Wales Annual Report 2016/2017.

Officer Contact

21. Mr. David Michael – Head of Legal Services
E-mail d.michael@npt.gov.uk. Tel: 01639 763368



Our ref: NB/LJ/MA



lucy.ionh@ombudsman-wales.org.uk

matthew.aplin@ombudsman-wales.org.uk

1 September 2017

Sent by email: Anfonwyd drwy e-bost: Mr Stephen Phillips, s.phillips@npt.gov.uk

Dear Mr Phillips

Annual Letter 2016/17

Following the recent publication of my Annual Report I am delighted to provide you with the Annual Letter (2016/17) for **Neath Port Talbot County Borough Council**.

Overall my office's caseload has increased by 13% this year, with public body complaints seeing a 3% increase.

Once again there has been a further rise in the percentage of health complaints, from 36% to 38%. Housing (13%), social services (9%) and planning and building control (8%) remain other significant areas of complaint.

The number of code of conducts complaints decreased by 14% from 2015/16 and I am particularly pleased about this as historically my office experiences a surge in complaints in the year leading up to local elections.

It is concerning that of the 18 local authorities that agreed with my office to implement recommendations, only 10 of them complied 100% within the target time set. My office will be looking closely at compliance levels over the coming year.

During 2016/17, I produced six public interest reports and one 'special report'. All but one of the investigations were health related and, worryingly, three of the cases were against the same hospital – Ysbyty Glan Clwyd run by Betsi Cadwaladr University Health Board. The special report, issued against Hywel Dda University Health Board for failing to implement my recommendations following an early resolution, was the first of its kind against a health board but underlines the need to comply with commitments made through early resolution in the same way as I would expect for recommendations arising from upheld complaints.

The remaining public interest report related to a local authority's role in overseeing the savings of looked after children.

Earlier this year I issued a thematic report entitled [Ending Groundhog Day: Lessons from Poor Complaints Handling](#). This highlighted cases from across devolved public services in Wales where investigations by public bodies have been inadequate and failed the service user. The report emphasised the need for effective governance across the Welsh public sector, robust staff training and improved methods of data collection. If you have not considered the report I would encourage you to do so.

I continue to place importance on the improvement function of my office. Last year I assigned Improvement Officers to several bodies and this will continue in 2017/18. In engaging with these bodies we hope to see ongoing improvements in complaints handling, learning and putting things right, along with the governance arrangements necessary for continuous improvement.

I am hopeful that the National Assembly will shortly be introducing new Ombudsman legislation that will help drive up standards. It is important that Wales continues to adopt best practice in complaint handling and public service improvement and does not get left behind.

In reference to your local authority, the number of complaints received by my office has increased from 33 in 2015/16 to 38 in 2016/17. Roads and Transport (9) was the highest area of complaint followed by Environment and Environmental Health (6) and Adult Social Services (5). PSOW intervention was required in only 8% of cases.

You will find below a factsheet giving a breakdown of complaints data relating to your Local Authority. This year we have included a new set of statistics regarding Ombudsman interventions. These include all cases upheld by my office as well as early resolutions and voluntary settlements.

This correspondence has been copied to the Leader of the Council for consideration by the cabinet. I will also be sending a copy to your contact officer within your organisation and would again reiterate the importance of this role. Finally, a copy of all annual letters will be published on my website.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Nick Bennett', with a stylized flourish at the end.

Nick Bennett

Public Services Ombudsman for Wales

CC: Cllr Rob Jones, Leader

David Michael, Contact Officer

Factsheet

A. Complaints Received and Investigated with Local Authority average adjusted by population

| Local Authority | Complaints Received | Average | Complaints Investigated | Average |
|--|---------------------|---------|-------------------------|---------|
| Blaenau Gwent County Borough Council | 12 | 19 | 2 | 1 |
| Bridgend County Borough Council | 44 | 39 | 2 | 2 |
| Caerphilly County Borough Council | 54 | 50 | 2 | 2 |
| Cardiff Council | 143 | 99 | 3 | 4 |
| Carmarthenshire County Council | 44 | 51 | 2 | 2 |
| Ceredigion County Council | 32 | 21 | 2 | 1 |
| City and County of Swansea | 52 | 67 | 3 | 3 |
| Conwy County Borough Council | 28 | 32 | 1 | 1 |
| Denbighshire County Council | 24 | 26 | 0 | 1 |
| Flintshire County Council | 39 | 43 | 4 | 2 |
| Gwynedd Council | 32 | 34 | 1 | 1 |
| Isle of Anglesey County Council | 24 | 19 | 0 | 1 |
| Merthyr Tydfil County Borough Council | 10 | 16 | 1 | 1 |
| Monmouthshire County Council | 18 | 26 | 1 | 1 |
| Neath Port Talbot County Borough Council | 38 | 39 | 0 | 2 |
| Newport City Council | 26 | 41 | 1 | 2 |
| Pembrokeshire County Council | 29 | 34 | 1 | 1 |
| Powys County Council | 54 | 37 | 4 | 1 |
| Rhondda Cynon Taf County Borough Council | 47 | 66 | 0 | 2 |
| Torfaen County Borough Council | 23 | 25 | 1 | 1 |
| Vale of Glamorgan Council | 41 | 35 | 1 | 1 |
| Wrexham County Borough Council | 46 | 38 | 1 | 1 |

B. Complaints Received by Subject with Local Authority average

| Neath Port Talbot County Borough Council | Complaints Received | Local Authority Average |
|---|---------------------|-------------------------|
| Finance and Taxation - Finance and Taxation | 1 | 2 |
| Adult Social Services | 5 | 4 |
| Benefits Administration | 1 | 1 |
| Children's Social Services | 3 | 4 |
| Complaints Handling | 2 | 3 |
| Education | 4 | 3 |
| Environment & Environmental Health | 6 | 4 |
| Planning and Building Control | 4 | 7 |
| Roads and Transport | 9 | 3 |
| Self Funding Care Provider | 1 | 0 |
| Various Other | 2 | 3 |

C. Comparison of complaint outcomes with average outcomes for Local Authorities, adjusted for population distribution

| | Out of Jurisdiction | Premature | 'Other' cases closed after initial consideration | Discontinued | Early Resolution/Voluntary Settlement | S16 Report - Upheld in whole or in part | Other Report Upheld - in whole or in part | Other Report - Not Upheld | Withdrawn | Total Cases Closed |
|------------------------------|---------------------|-----------|--|--------------|---------------------------------------|---|---|---------------------------|-----------|--------------------|
| Neath Port Talbot | 11 | 11 | 13 | 0 | 3 | 0 | 0 | 0 | 0 | 38 |
| Neath Port Talbot (adjusted) | 8 | 12 | 14 | 0 | 5 | 0 | 1 | 0 | 0 | 40 |

D. Number of cases with PSOW intervention

| Local Authority | Number of complaints with PSOW intervention | Total number of closed complaints | % of complaints with PSOW intervention |
|--|---|-----------------------------------|--|
| Blaenau Gwent County Borough Council | 3 | 12 | 25 |
| Bridgend County Borough Council | 5 | 42 | 12 |
| Caerphilly County Borough Council | 4 | 55 | 7 |
| Cardiff Council | 19 | 133 | 14 |
| Carmarthenshire County Council | 6 | 47 | 13 |
| Ceredigion County Council | 8 | 39 | 21 |
| City and County of Swansea | 4 | 54 | 7 |
| Conwy County Borough Council | 4 | 33 | 12 |
| Denbighshire County Council | 0 | 27 | 0 |
| Flintshire County Council | 13 | 41 | 32 |
| Gwynedd Council | 5 | 33 | 15 |
| Isle of Anglesey County Council | 3 | 27 | 11 |
| Merthyr Tydfil County Borough Council | 3 | 10 | 30 |
| Monmouthshire County Council | 3 | 22 | 14 |
| Neath Port Talbot County Borough Council | 3 | 38 | 8 |
| Newport City Council | 7 | 30 | 23 |
| Pembrokeshire County Council | 4 | 33 | 12 |
| Powys County Council | 9 | 53 | 17 |
| Rhondda Cynon Taf County Borough Council | 6 | 48 | 13 |
| Torfaen County Borough Council | 2 | 22 | 9 |
| Vale of Glamorgan Council | 9 | 39 | 23 |
| Wrexham County Borough Council | 13 | 47 | 28 |

E. Code of Conduct Complaints Closed

| Local Authority | Closed after initial consideration | Discontinued | No evidence of breach | No action necessary | Refer to Standards Committee | Refer to Adjudication Panel | Withdrawn | Total Cases Closed |
|-------------------|------------------------------------|--------------|-----------------------|---------------------|------------------------------|-----------------------------|-----------|--------------------|
| Neath Port Talbot | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |

Appendix

Explanatory Notes

Section A compares the number of complaints against the Local Authority which were received and investigated by my office during 2016/17, with the Local Authority average (adjusted for population distribution) during the same period.

Section B provides a breakdown of the number of complaints about the Local Authority which were received by my office during 2016/17 with the Local Authority average for the same period. The figures are broken down into subject categories.

Section C compares the complaint outcomes for the Local Authority during 2016/17, with the average outcome (adjusted for population distribution) during the same period. Public Interest reports issued under section 16 of the Public Services Ombudsman (Wales) Act 2005 are recorded as 'Section 16'.

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 2016/17.

Feedback

We welcome your feedback on the enclosed information, including suggestions for any information to be enclosed in future annual summaries. Any feedback or queries should be sent to lucy.john@ombudsman-wales.org.uk or matthew.aplin@ombudsman-wales.org.uk



Annual Report Executive Summary

A summary of the 2016/17 Annual Report of the Public Services Ombudsman for Wales

INNOVATION  IMPROVEMENT  INFLUENCE

I am delighted to be able to report substantial progress in the activities of the office over the past year, with specific reference to our three year strategic themes of innovation, improvement and influence, which have led to substantial increases in outcomes for complainants and, I hope, positive impacts on public services.

In terms of innovation the office made further progress on compliance, ensuring that recommendations for improvement are implemented and that we ensure that the learning from complaints is acted upon.

The improvement function has started well. All Improvement Officers have developed specific action plans for the relevant bodies in jurisdiction this has led to a number of specific improvements in their complaint handling cultures.

One area of particular improvement was the improvement on timescales – with a move towards complainant centred timescales. The establishment of the Code Advisory Group has meant the proactive oversight of code of conduct complaints, and a seven per cent reduction in cases taking longer than six months.

I was delighted that my first thematic report on Out of Hours services led to a peer review by the Welsh Government to be implemented throughout 2017. I produced a further thematic report Ending Groundhog Day, Lessons from Poor Complaint Handling in March 2017.

In 2016/17 there was a further increase in the use of Voluntary Settlement, an increase of some 26% per cent on the previous year. However, whilst this can lead to speedier resolution for complainants and cheaper processes for public services, it is important that Early Resolution is not seen as some form of easy escape for bodies in my jurisdiction.

I published six public interest reports in the course of the year, three of which were in relation to Betsi Cadwaladr University Health Board, a number of health reports also related to Out of Hours services.

In May 2016 I issued a Section 22 report against Hywel Dda University Health Board when it failed to comply with an Early Resolution agreement. I expect the same level of compliance to an Early Resolution as with a recommendation emanating from an investigation.

In terms of our influence and collaboration with other bodies inside and outside Wales, 2016/17 was a busy year. We implemented joint Internal Audit arrangements with the Older People and the Children's Commissioners and also implemented payroll arrangements for the Future Generations Commissioner. I was also delighted to participate in Wales Audit Office events on complaints in both North and South Wales. Memoranda of Understanding were signed with a number of Commissioners and Healthcare Inspectorate Wales.

During 2016/17 we submitted a Regulatory Impact Assessment to the Finance Committee and I am very hopeful that the legislation will now be taken forward in 2017/18.

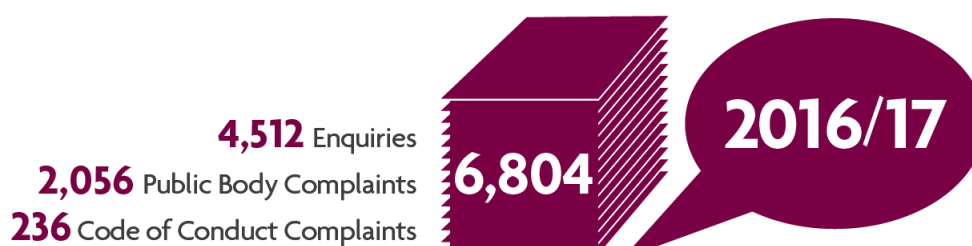
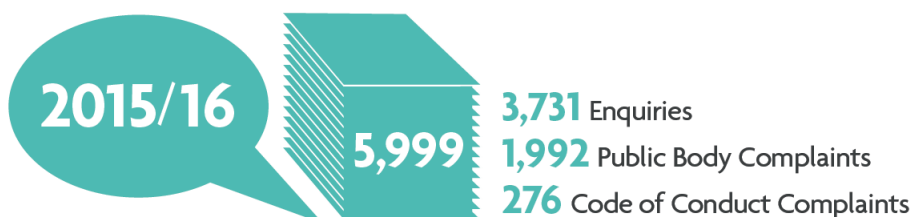
Finally, 2016/17 was a year of not just positive activity, but of positive outcomes. Despite the challenge of increasing workloads the number of complainants who received a positive outcome from my office, either through voluntary settlement or an upheld complaint, increased by 16 per cent!

Nick Bennett, Ombudsman

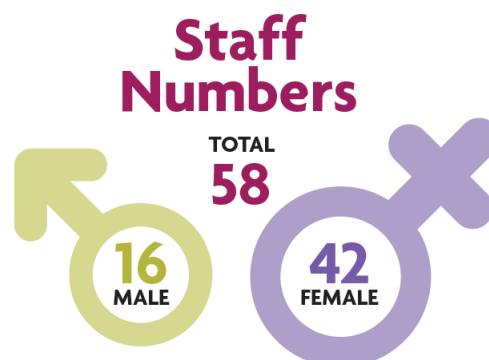


THE ROLE OF THE OMBUDSMAN

The Public Services Ombudsman for Wales considers complaints about public services providers in Wales, as well as complaints that members of local authorities have broken the Code of Conduct. He is independent of all government bodies and the service that he provides is free of charge.

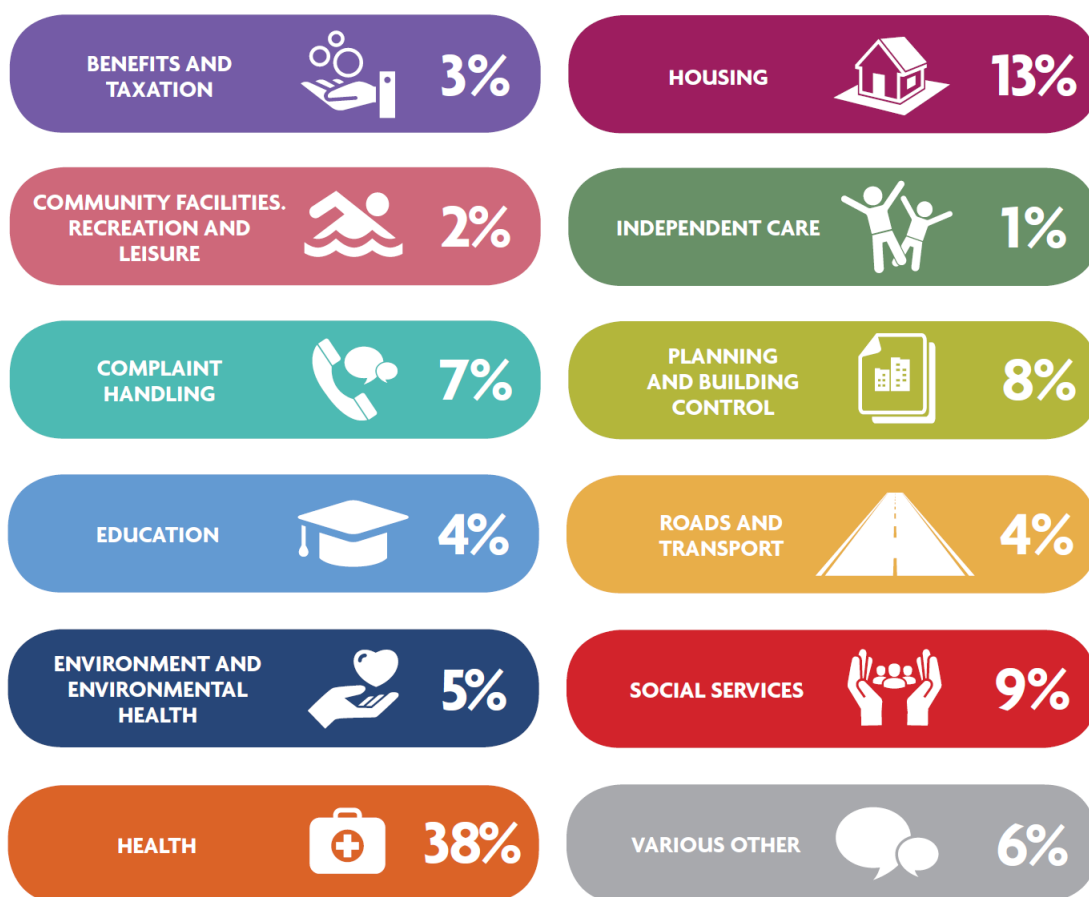


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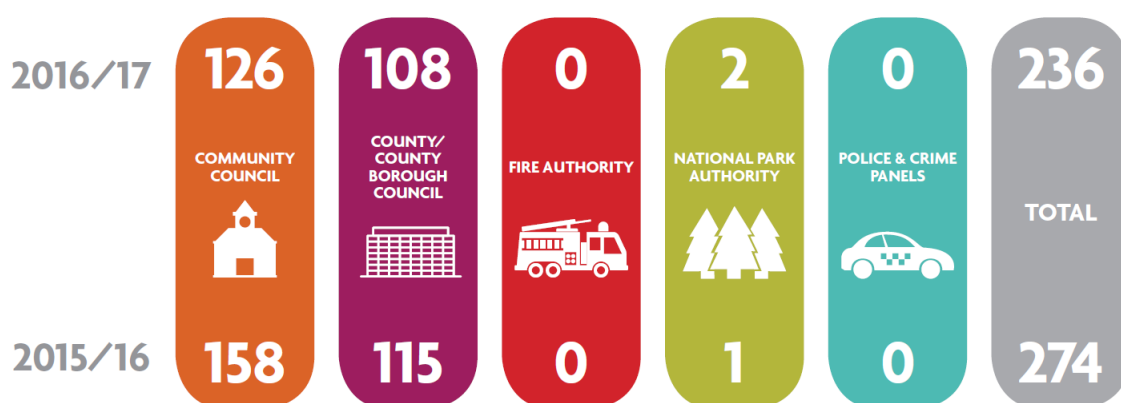


Annual Report Executive Summary 2016/17

COMPLAINTS ABOUT PUBLIC BODIES BY SUBJECT

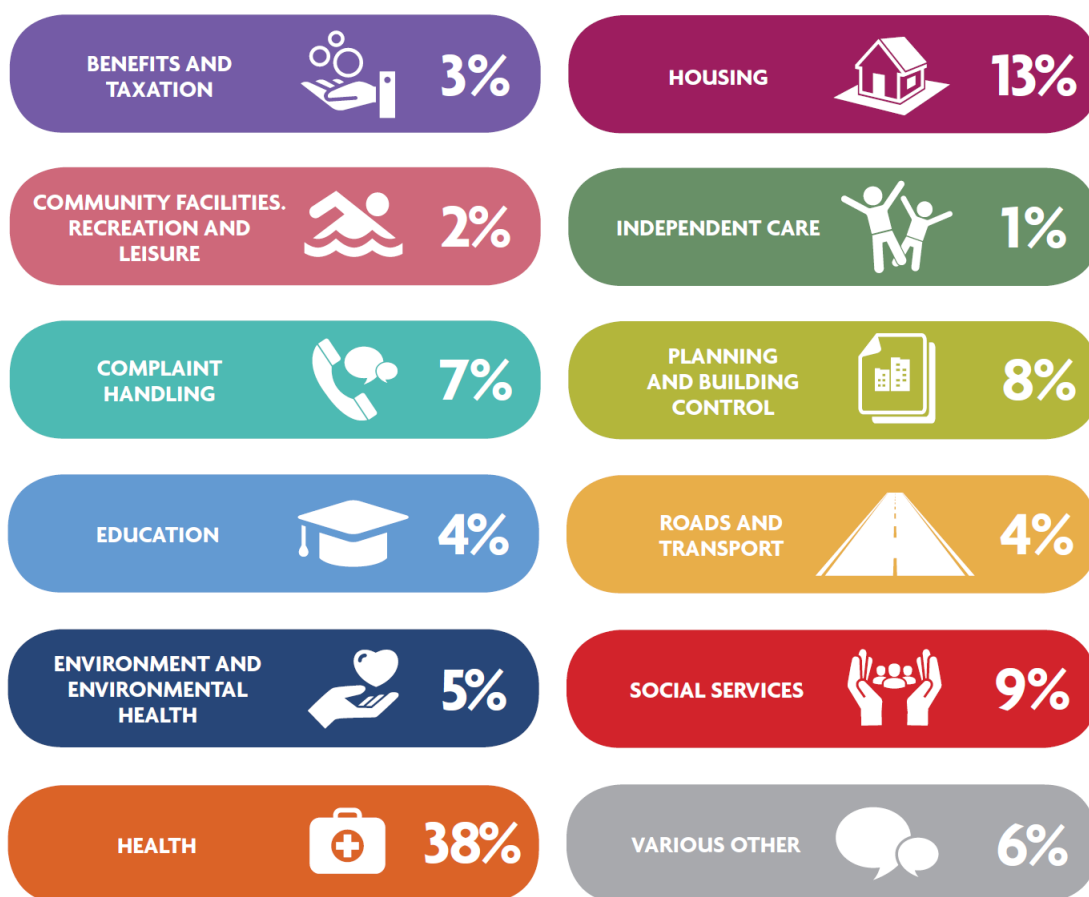


CODE OF CONDUCT COMPLAINTS RECEIVED

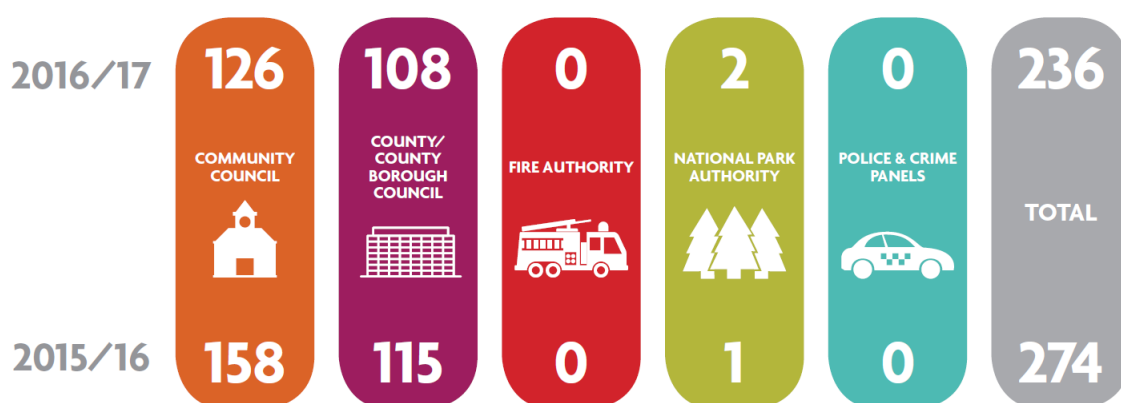


Annual Report Executive Summary 2016/17

COMPLAINTS ABOUT PUBLIC BODIES BY SUBJECT



CODE OF CONDUCT COMPLAINTS RECEIVED



SNAPSHOT OF THE YEAR 2016/17

April

Published our new three-year strategic plan 'Innovation, Influence and Improvement'



May

Issued the first ever special report against a Health Board under Section 22 of the PSOW Act



June

Held our first meeting of the Service User Sounding Board comprising representatives from voluntary and advocacy groups to feedback on accessibility and of our service and processes

Chaired the Academi Wales summer school

Participated in Wales Audit Office complaints seminars



September

Took steps to improve transparency and openness by publishing our first open data spreadsheet – a list of all complaints closed by the office during 2015/16



August

Exhibited at the National Eisteddfod in Abergavenny

Issued updated Code of Conduct Guidance for county and town/ community councillors



July

Our annual report highlighted a 4% rise in Welsh NHS complaints

Issued the Annual Letters to Health Boards and County Councils



October

Held a joint seminar with The WISERD-Centre for Welsh Politics and Society, Aberystwyth University, the Ombudsman Association and the International Ombudsman Institute to discuss the Ombudsman in a decade of public policy change

Elected as a Director of International Ombudsman Institute



November

Held our first Health Sector Sounding Board meeting Issued three public interest reports against Health Boards



December

Welsh Government committed to conducting a peer review of out of hours care following a recommendation in our thematic report last year

Issued a public interest report against Bridgend County Borough Council for not monitoring a looked-after child's savings while he was in care, eventually resulting in him receiving the full amount back



March

Raised awareness of our work at the first Wales Council for Voluntary Action's annual conference

Published the second thematic report in 12 months - 'Ending Groundhog Day: Lessons from Poor Complaint Handling' which looked at failings in investigations by public bodies in Wales



February

Launched the pilot of a tool to help investigators consider human rights in Ombudsman casework



January

Held awareness session on the role of the Ombudsman for Assembly Members



Service Complaints - Public Body

Complaints closed – Statistical Breakdown by outcomes by public body

County/County Borough Councils

| County/ County Borough Council | Out of Jurisdiction | Premature | 'Other' cases closed after Initial consideration | Discontinued | Early Resolution/ Voluntary Settlement | S16 Report - Upheld in whole or in part | Other Report Upheld - in whole or in part | Other Report - Not Upheld | Withdrawn | Total Cases Closed |
|--------------------------------------|------------------------|-----------|---|--------------|---|--|---|------------------------------------|-----------|--------------------------|
| Blaenau Gwent | 4 | 3 | 2 | 0 | 3 | 0 | 0 | 0 | 0 | 12 |
| Bridgend | 9 | 18 | 10 | 0 | 4 | 1 | 0 | 0 | 0 | 42 |
| Caerphilly | 20 | 14 | 17 | 0 | 4 | 0 | 0 | 0 | 0 | 55 |
| Cardiff | 31 | 43 | 38 | 1 | 16 | 0 | 3 | 1 | 0 | 13 |
| Carmarthenshire | 10 | 18 | 12 | 0 | 5 | 0 | 1 | 1 | 0 | 47 |
| Ceredigion | 5 | 11 | 15 | 0 | 4 | 0 | 4 | 0 | 0 | 39 |
| Conwy | 11 | 10 | 7 | 0 | 2 | 0 | 2 | 1 | 0 | 33 |
| Denbighshire | 3 | 8 | 15 | 0 | 0 | 0 | 0 | 1 | 0 | 27 |
| Flintshire | 8 | 9 | 11 | 0 | 9 | 0 | 4 | 0 | 0 | 41 |
| Gwynedd | 4 | 9 | 15 | 0 | 3 | 0 | 2 | 0 | 0 | 33 |
| Isle of Anglesey | 4 | 6 | 14 | 0 | 3 | 0 | 0 | 0 | 0 | 27 |
| Merthyr Tydfil | 3 | 2 | 2 | 0 | 2 | 0 | 1 | 0 | 0 | 10 |
| Monmouthshire | 7 | 2 | 10 | 0 | 1 | 0 | 2 | 0 | 0 | 22 |
| Neath Port Talbot | 11 | 11 | 13 | 0 | 3 | 0 | 0 | 0 | 0 | 38 |
| Newport | 2 | 6 | 15 | 0 | 7 | 0 | 0 | 0 | 0 | 30 |
| Pembrokeshire | 3 | 9 | 16 | 0 | 3 | 0 | 1 | 1 | 0 | 33 |
| Powys | 4 | 18 | 22 | 0 | 7 | 0 | 2 | 0 | 0 | 53 |
| Rhondda Cynon Taf | 9 | 12 | 21 | 0 | 6 | 0 | 0 | 0 | 0 | 48 |
| Swansea | 5 | 23 | 22 | 0 | 4 | 0 | 0 | 0 | 0 | 54 |
| Torfaen | 4 | 3 | 13 | 0 | 2 | 0 | 0 | 0 | 0 | 22 |
| Vale of Glamorgan | 7 | 7 | 16 | 0 | 9 | 0 | 0 | 0 | 0 | 39 |
| Wrexham | 3 | 19 | 12 | 0 | 13 | 0 | 0 | 0 | 0 | 47 |
| Total | 167 | 261 | 318 | 1 | 110 | 1 | 22 | 5 | 0 | 88 |

Other Local Authority

| School Appeal Panels | Out of Jurisdiction | Premature | 'Other' cases closed after Initial consideration | Discontinued | Early Resolution/ Voluntary Settlement | S16 Report - Upheld in whole or in part | Other Report Upheld - in whole or in part | Other Report - Not Upheld | Withdrawn | Total Cases Closed |
|---|---------------------|-----------|--|--------------|--|---|---|---------------------------|-----------|--------------------|
| Admission Appeal Panel Roath Park Primary School | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Admission Appeal Panel St Richard Gwyn Catholic High School | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Admission Appeals Panel St Brigid's School | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Admissions Appeal Panel Cardiff High School | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 3 |
| Admissions Appeal Panel – Bassaleg School | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Admissions Appeal Panel – Pillgwenlly Primary School | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Admissions Appeal Panel – Rhydypenau Primary School | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Admissions Appeal Panel – The Bishop of Llandaff Church-in-Wales High School | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Admissions Appeal Panel- Hawarden High School | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Admissions Appeals Panel – Newbridge School | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Admissions Appeals Panel for St Joseph's Cathedral | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Primary School | | | | | | | | | | |
| Appeals Panel – Bishopston Comprehensive School | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Independent Appeal Panel – Fitzalan High School | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Independent Appeal Panel – Garnteg Primary School | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |

| School Appeal Panels | Out of Jurisdiction | Premature | 'Other' cases closed after Initial consideration | Discontinued | Early Resolution/ Voluntary Settlement | S16 Report - Upheld in whole or in part | Other Report Upheld - in whole or in part | Other Report - Not Upheld | Withdrawn | Total Cases Closed |
|---|---------------------|-----------|--|--------------|--|---|---|---------------------------|-----------|--------------------|
| Independent Appeal Panel – Ysgol Estyn | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Independent School Admissions Appeals Panel (Cardiff) | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TOTAL | 0 | 0 | 19 | 1 | 0 | 0 | 0 | 0 | 1 | 21 |

Community/Town Councils

| Community or Town Council | Out of Jurisdiction | Premature | 'Other' cases closed after Initial consideration | Discontinued | Early Resolution/ Voluntary Settlement | S16 Report - Upheld - in whole or in part | Other Report Upheld - in whole or in part | Other Report - Not Upheld | Withdrawn | Total Cases Closed |
|-------------------------------|---------------------|-----------|--|--------------|--|---|---|---------------------------|-----------|--------------------|
| Aberdyfi Community Council | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Aberporth Community Council | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Brackla Community Council | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Churchstoke Community Council | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Clocaenog Community Council | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Dolgellau Town Council | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Holyhead Town Council | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Llanbedr Community Council | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Llandudno Town Council | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Llandwrog Community Council | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Llanharan Community Council | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

| Community or Town Council | Out of Jurisdiction | Premature | 'Other' cases closed after Initial consideration | Discontinued | Early Resolution/ Voluntary Settlement | S16 Report - Upheld - in whole or in part | Other Report Upheld - in whole or in part | Other Report - Not Upheld | Withdrawn | Total Cases Closed |
|---|---------------------|-----------|--|--------------|--|---|---|---------------------------|-----------|--------------------|
| Mawr Community Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Neath Town Council | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Penarth Town Council | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Pen-Y-Cae Community Council | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Porthcawl Town Council | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Prestatyn Town Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Radyr and Morganstown Community Council | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Seven Sisters Community Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Ynysawdre Community Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| Total | 7 | 6 | 13 | 0 | 2 | 0 | 0 | 1 | 0 | 29 |

Registered Social Landlords

| Housing Association (Registered Social Landlord) | Out of Jurisdiction | Premature | 'Other' cases closed after Initial consideration | Discontinued | Early Resolution/ Voluntary Settlement | S16 Report - Upheld - in whole or in part | Other Report Upheld - in whole or in part | Other Report - Not Upheld | Withdrawn | Total Cases Closed |
|--|---------------------|-----------|--|--------------|--|---|---|---------------------------|-----------|--------------------|
| Aelwyd Housing Association | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Bro Myrddin Housing Association | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Bron Afon Community Housing Ltd | 3 | 8 | 5 | 0 | 3 | 0 | 1 | 0 | 0 | 20 |
| Cadarn Housing Group Ltd | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Cadwyn Housing Association Ltd | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Cardiff Community Housing Association Ltd | | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |

| Housing Association (Registered Social Landlord) | Out of Jurisdiction | Premature | 'Other' cases closed after Initial consideration | Discontinued | Early Resolution/ Voluntary Settlement | S16 Report - Upheld - in whole or in part | Other Report Upheld - in whole or in part | Other Report - Not Upheld | Withdrawn | Total Cases Closed |
|---|------------------------|-----------|---|--------------|---|--|---|------------------------------------|-----------|--------------------------|
| Care and Repair Ynys Mon | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Cartrefi Conwy | 3 | 5 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 15 |
| Cartrefi Cymunedol Gwynedd | 1 | 5 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| Charter Housing Association | 0 | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Clwyd Alyn Housing Association Ltd | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Coastal Housing Group Ltd | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Cymdeithas Tai Cantref | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Derwen Cymru | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Family Housing Association (Wales) Ltd | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Grwp Cynefin | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Gwalia Cyf | 0 | 2 | 4 | 0 | 1 | 0 | 0 | 0 | 0 | 7 |
| Hafod Housing Association | 1 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 5 |
| Linc-Cymru Housing Association | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 4 |
| Melin Homes Ltd | 1 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Merthyr Tydfil Housing Association Ltd | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Merthyr Valleys Homes | 1 | 3 | 7 | 0 | 2 | 0 | 0 | 0 | 0 | 13 |
| Mid Wales Housing Association Ltd | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Mill Bay Homes | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Monmouthshire Housing Association | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Newport City Homes | 3 | 6 | 6 | 0 | 3 | 0 | 0 | 0 | 0 | 18 |
| Newydd Housing Association | 0 | 2 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| North Wales Housing | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| NPT Homes | 1 | 3 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 8 |
| Pembrokeshire Housing Association Ltd | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 |

| Housing Association (Registered Social Landlord) | Out of Jurisdiction | Premature | 'Other' cases closed after Initial consideration | Discontinued | Early Resolution/ Voluntary Settlement | S16 Report - Upheld - in whole or in part | Other Report Upheld - in whole or in part | Other Report - Not Upheld | Withdrawn | Total Cases Closed |
|---|------------------------|-----------|---|--------------|---|--|---|------------------------------------|-----------|--------------------------|
| Rhondda Housing Association Ltd | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Taff Housing Association | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Tai Calon | 0 | 4 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 7 |
| Tai Ceredigion Cyf | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Trivallis | 1 | 3 | 2 | 0 | 7 | 0 | 0 | 0 | 0 | 13 |
| United Welsh Housing Association | 2 | 2 | 3 | 0 | 2 | 0 | 0 | 1 | 0 | 10 |
| Valleys To Coast | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 8 |
| Wales and West Housing Association | 1 | 2 | 3 | 0 | 1 | 0 | 0 | 1 | 0 | 8 |
| Total | 25 | 67 | 77 | | 29 | | 3 | 2 | | 204 |

Other Health Bodies

| Other Health | Out of Jurisdiction | Premature | 'Other' cases closed after Initial consideration | Discontinued | Early Resolution/ Voluntary Settlement | S16 Report - Upheld - in whole | Other Report Upheld - in whole | Other Report - Not Upheld | Withdrawn | Total Cases Closed |
|--------------|------------------------|-----------|--|--------------|---|--|--|------------------------------------|-----------|--------------------------|
| Dentists | 4 | 5 | 6 | 0 | 4 | 0 | 5 | 3 | 0 | 27 |
| GPs | 15 | 38 | 52 | 0 | 11 | 0 | 12 | 15 | | 143 |
| Pharmacist | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 3 |
| TOTAL | 19 | 43 | 60 | 0 | 15 | 0 | 18 | 18 | | 173 |

Welsh Government and Welsh Government Sponsored Bodies

| Welsh Government and Welsh Government Sponsored Bodies | Out of Jurisdiction | Premature | 'Other' cases closed after initial consideration | Discontinued | Early Resolution/ Voluntary Settlement | S16 Report - Upheld - in whole or in part | Other Report Upheld - in whole or in part | Other Report - Not Upheld | Withdrawn | Total Cases Closed |
|--|---------------------|-----------|--|--------------|--|---|---|---------------------------|-----------|--------------------|
| Welsh Government | | | | | | | | | | |
| CADW | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| CAFCASS Cymru | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| CSSIW | 1 | 1 | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 6 |
| Planning Inspectorate | 3 | 2 | 5 | 0 | 0 | 0 | 1 | 0 | 0 | 11 |
| Welsh Government | 4 | 3 | 10 | | 1 | | 1 | | | 19 |
| Welsh Health Specialised Services Committee | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| Total | 9 | 9 | 20 | 0 | 1 | 0 | 4 | 0 | | 43 |
| Welsh Government Sponsored Body | | | | | | | | | | |
| Care Council for Wales | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | 1 |
| Natural Resources | 3 | 1 | 9 | 0 | 0 | 0 | 0 | 0 | | 13 |
| Student Finance Wales | 2 | 6 | 7 | 0 | 1 | 0 | 0 | 0 | | 16 |
| Total | 5 | 7 | 17 | 0 | 1 | 0 | 0 | 0 | | 30 |

Code of Conduct Complaints closed – Statistical Breakdown by outcomes by local authority
County/County Borough Councils

| County/County Borough Council | Closed after initial consideration | Discontinued | No evidence of breach | No action necessary | Refer to Standards Committee | Refer to Adjudication Panel | Withdrawn | Total Cases Closed |
|-------------------------------|------------------------------------|--------------|-----------------------|---------------------|------------------------------|-----------------------------|-----------|--------------------|
| Blaenau Gwent | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Bridgend | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 4 |
| Caerphilly | 6 | 0 | 1 | 0 | 0 | 0 | 0 | 7 |
| Cardiff | 4 | 0 | 0 | 0 | 0 | 1 | 0 | 5 |
| Carmarthenshire | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Ceredigion | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Conwy | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 |
| Denbighshire | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Flintshire | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 4 |
| Gwynedd | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Isle of Anglesey | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 3 |
| Merthyr | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Monmouthshire | 7 | 0 | 1 | 0 | 0 | 0 | 0 | 8 |
| Neath Port Talbot | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| Newport | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Pembrokeshire | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Powys | 16 | 0 | 1 | 0 | 3 | 0 | 2 | 22 |
| Rhondda Cynon Taf | 6 | 0 | 1 | 0 | 0 | 0 | 0 | 7 |
| Swansea | 12 | 1 | 0 | 0 | 0 | 0 | 0 | 13 |
| Torfaen | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 4 |
| Vale of Glamorgan | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Wrexham | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| TOTAL | 88 | 2 | 5 | 3 | 5 | 1 | 2 | 106 |

Community/ Town Councils

| Community/Town Council | Closed after initial consideration | Discontinued | No evidence of | No action necessary | Refer to Standards Committee | Refer to Adjudication Panel | Withdrawn | Total Cases |
|--|------------------------------------|--------------|----------------|---------------------|------------------------------|-----------------------------|-----------|-------------|
| Abergele Town Council | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Aberporth Community Council | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 8 |
| Abertillery & Llanhilleth Community Council | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Aberystwyth Town Council | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Amlwch Town Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Bangor City Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Barry Town Council | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Bedwas, Trethomas & Machen Community Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Bodelwyddan Town Council | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Coity Higher Community Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Cornelly Community Council | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Cwmamman Town Council | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Fishguard & Goodwick Town Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Glynneath Town Council | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 14 |
| Gwaun Cae Gurwen | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Kidwelly Town Council | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Laleston Community Council | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Langstone Community Council | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 |

| Community/Town Council | Closed after initial consideration | Discontinued | No evidence of | No action necessary | Refer to Standards Committee | Refer to Adjudication Panel | Withdrawn | Total Cases |
|---|------------------------------------|--------------|----------------|---------------------|------------------------------|-----------------------------|-----------|-------------|
| Llandrindod Wells Town Council | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Llandudno Town Council | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Llandwrog Community Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Llanelli Rural Council | 4 | 0 | 0 | 2 | 0 | 0 | 0 | 6 |
| Llanelli Town Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Llanelly Community Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Llanfihangel Glyn Myfyr Community Council | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Llangefni Town Council | 9 | 0 | 1 | 0 | 0 | 0 | 0 | 10 |
| Llangennech Community Council | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Llangynog Community Council | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Llantrisant Community Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Llantwit Major Town Council | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 |
| Magor with Undy Community Council | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 3 |
| Manorbier Community Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Milford Haven Town Council | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Mold Town Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Mumbles Community Council | 2 | 3 | 0 | 3 | 0 | 0 | 18 | 26 |
| Northop Hall Community Council | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Ogmore Valley Community Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Pen-Y-Cae Community Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Pontyclun Community Council | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Pontypridd Town Council | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Prestatyn Town Council | 5 | 2 | 0 | 1 | 0 | 0 | 0 | 8 |
| Queensferry Community Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

| Community/Town Council | Closed after initial consideration | Discontinued | No evidence of | No action necessary | Refer to Standards Committee | Refer to Adjudication Panel | Withdrawn | Total Cases |
|--|--|--------------|-------------------|------------------------|------------------------------------|-----------------------------------|-----------|----------------|
| Radyr and Morganstown Community Council | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 3 |
| Saltney Town Council | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |