Cyd-bwyllgor Corfforedig De-Ddwyrain Cymru | South East Wales Corporate Joint Committee

Report for:	NOTING
Contains Confidential or Exempt Information	NO

For Consideration By	South East Wales Corporate Joint Committee
Report Title	Annual Report of Complaints, Concerns & Requests for Information
Report of	Jayne La Grua, Strategic Director of Legal & Governance
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Date to be Considered	31 March 2025
Implementation Date	N/A
Affected Council Areas	N/A
Keywords / Index	Complaints; Whistleblowing; Data Protection; Freedom of Information; Environmental Information

1. Recommendations

The South East Wales Corporate Joint Committee is asked to note the following:

(1) no Corporate Complaints or Ombudsman Complaints have received by the CJC during 2024/25;

(2) no Complaints under the Members' Code of Conduct have been received by / reported to the CJC during 2024/25;

(3) no confidential 'Whistleblowing' Reports have been received by the CJC during 2024/25;

(4) no Welsh Language Complaints have been received by the CJC during 2024/25;

(5) no data protection breaches have been reported by / to the CJC during 2024/25;

(6) the CJC has received two data subject access requests during 2024/25;

(7) the CJC has received 14 requests for information under the Freedom of Information Act and/or Environmental Information Regulations during 2024/25.

Reasons for Report

2. This report updates Members on Complaints, Concerns and Requests for Information received by the Corporate Joint Committee during the 2024/25 municipal year.

Corporate Complaints

3. The CJC's Corporate Complaints Policy was adopted on 1 April 2024 and appears published on its website in both Welsh and English at Canmoliaeth, Sylwadau a Chwynion / Compliments, Comments and Complaints.

4. During the period from 1 April 2024 to date, no complaints have been received by the CJC under its Corporate Complaints Policy and the CJC has not received notification of any complaints made to the Public Services Ombudsman for Wales.

Member Code of Conduct Complaints

5. The CJC has adopted the Model Code of Conduct for Members, which appears published on the CJC's website at Member Code of Conduct. Registers of Interests appear published together with details of each of the CJC's Members and those of its Sub-Committees on the Committees & Meetings pages of the CJC's website and the Registers of Gifts and Hospitality and Attendance at Conferences appears at Registers.

6. During 2024/25, the function of the CJC's Standards Sub-Committee has been discharged by the Standards and Ethics Committee of Cardiff Council. Details of this committee are published on the CJC's website at Committees & Meetings - Cardiff Capital Region and on Cardiff Council's website at Committee details - Standards & Ethics Committee : Cardiff Council.

7. During the period from 1 April 2024 to date, no complaints made under the Members' Code of Conduct have been notified to the CJC.

Whistleblowing

8. The CJC's Whistleblowing Policy was adopted on 1 April 2024. It appears published on the CJC's website at Whistleblowing Policy and is also available on the staff intranet.

9. No confidential 'whistleblowing' reports have been received by the Monitoring Officer during the period from 1 April 2024 to date.

Welsh Language

10. The CJC's Welsh Language Standards Compliance Notice was issued on 24 April 2024 and appears published on the CJC's website in both Welsh and English at Safonau'r Gymraeg / Welsh Language Standards. The majority of the requirements became effective on 30 October 2024.

11. During the period from 30 October 2024 to date, no Welsh Language complaints have been received by the CJC and the CJC has not received notification of any complaints made to the Welsh Language Commissioner.

Data Protection / Privacy

12. The CJC has adopted a Data Protection Policy in line with that of Rhondda Cynon Taf County Borough Council, given that the Council provides the CJC with Information and Communication Technology services.

13. The CJC has not been notified of any data protection breaches during the period from 1 April 2024 to date and has not received notification of any complaints made to the Information Commissioner's Office.

14. Details of how to request copies of personal information held by the CJC appear published on its website at Requesting Personal Information.

15. The CJC has received two Data Subject Access Requests during the period from 1 April 2024 to date, which it has processed in accordance with the requirements of the UK General Data Protection Regulation and the Data Protection Act 2018.

16. The CJC has also received one request for disclosure of ratepayer information from a utilities provider, which has been redirected to the relevant local authority.

Freedom of Information / Environmental Information

17. Details of how to submit a request for information under the Freedom of Information Act 2000 appear published on the CJC's website at How to make an FOI request.

17. During the period from 1 April 2024 to date, the CJC has received 14 requests for information under the Freedom of Information Act 2000. These may be summarised as follows:

(1) Number of jobs created
(2) IT costs
(3) Electric vehicle charging point revenue
(4) Diversity, Equality and Inclusion
(5) Regional Transport Plan engagement
(6) Land at Waungron Road
(7) Hybont Project x 2
(8) Procurement of Aberthaw Demolition Contract
(9) Complaints about parking / road traffic accidents
(10) Ownership of commercial premises
(11) Use of herbicides x 2
(12) Request for ratepayer information

18. Requests for Information have been dealt with in accordance with the requirements of the Freedom of Information Act and/or Environmental Information Regulations and, where appropriate, the requester has been re-directed to the relevant local authority.

19. The CJC has not been notified of any complaints to the Information Commissioner's Office during the relevant period.

Comments of the Director of Resources and Section 151 Officer

20. There are no direct financial implications associated with this report.

Comments of the Director of Legal & Governance and Monitoring Officer

21. Regulation 3 of the Corporate Joint Committees (General) (Wales) Regulations 2022 amends Part 3 of the Local Government Act 2000 to confer a duty on CJCs to adopt a Member Code of Conduct.

22. Schedule 1, paragraph 1 of the Corporate Joint Committees (General) (Wales) Regulations 2021 applies the Code of Conduct (Qualifying Local Government Employees) (Wales) (Order) 2001 to an employee of a CJC

23. Corporate Joint Committees were added to the list of local government bodies liable to comply with Welsh Language Standards by Regulation 2 of the Corporate Joint Committees (Amendment of Schedule 6 to the Welsh Language (Wales) Measure 2011) Regulations 2021.

24. Corporate Joint Committees were added to the list of Public Authorities covered by the Freedom of Information Act 2000 by Article 1 of the Freedom of Information (Additional Public Authorities) Order 2022.

Equality, Diversity and Inclusion

25. There are no specific equalities implications arising from this report.

Staffing/Workforce Implications

21. During 2024/25, the CJC did not have any dedicated customer service, data protection, freedom of information or Welsh language officers. Responsibility for these functions were discharged by the Monitoring Officer. This is unlikely to be a sustainable long-term staffing solution.

Report Author: Jayne La Grua, Strategic Director of Legal & Governance

Date of Meeting: 31 March 2025