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	Jill Byron, Strategic Director of Legal & Governance
Contact Details	JillByron@cardiffcapitalregion.gov.uk
Date to be Considered	8 June 2026
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 were received by the CJC during 2025/26;

(2) no Complaints under the Members' Code of Conduct were received by / reported to the CJC during 2025/26;

(3) no confidential 'Whistleblowing' Reports were received by the CJC during 2025/26;

(4) no Welsh Language Complaints were received by the CJC during 2025/26;

(5) no data protection breaches were reported by / to the CJC during 2025/26;

(6) the CJC received one data subject access request during 2025/26;

(7) the CJC received 14 requests for information under the Freedom of Information Act and/or Environmental Information Regulations during 2025/26.

Reasons for Report

2. This report updates Members on Complaints, Concerns and Requests for Information received by the Corporate Joint Committee during the 2025/26 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. No complaints were 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 during the 2025/26 municipal year.

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. No complaints made under the Members' Code of Conduct were notified to the CJC during the 2025/26 municipal year.

Whistleblowing

7. 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.

8. No confidential 'whistleblowing' reports were received by the Monitoring Officer during the 2025/26 municipal year.

Welsh Language

9. 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.

10. No Welsh Language complaints were received by the CJC and the CJC has not received notification of any complaints made to the Welsh Language Commissioner during the 2025/26 municipal year.

Data Protection / Privacy

11. 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.

12. The CJC has not been notified of any data protection breaches during the 2025/26 municipal year and has not received notification of any complaints made to the Information Commissioner's Office.

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

14. The CJC received one Data Subject Access Request during the during the 2025/26 municipal year.

Freedom of Information / Environmental Information

15. 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.

16. During the 2025/26 municipal year, the CJC received 14 requests for information under the Freedom of Information Act 2000, nine of which were redirected to the appropriate authority. The CJC requests may be summarised as follows:
    (1) the Independent Investigation
    (2) MIPIM costs
    (3) Investments with Cardiff University
    (4) Innovation Investment Capital
    (5) Electric Taxi "Try Before You Buy" (Green Fleet) Pilot Scheme

17. 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.

18. The CJC has not been notified of any complaints to the Information Commissioner's Office during the 2025/26 municipal year.

Comments of the Director of Resources and Section 151 Officer

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

Comments of the Director of Legal & Governance and Monitoring Officer

20. 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.

21. 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

22. 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.

23. 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.

Report Author: Jill Byron, Strategic Director of Legal & Governance
Date of Meeting: 8 June 2026