



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Appendix 4 - Social Services, Health & Housing (excluding CYPS) - Compliments and Complaints - Quarter 1 - 2019/20



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How will we know we are making a difference (01/04/2019 to 30/06/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
Organisation					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 1 that were upheld/partially upheld	33.33	14.29	20.00		
(1 of 5) There was a slight decrease in the number of complaints received during the first quarter of 2019/20, when compared to 2018/19, from 7 to 5. One Stage 1 complaint was upheld with none partially upheld. The Complaints Team work closely with front-line managers, including providing weekly monitoring reports, along with 'upheld' summaries to ensure complaints are managed appropriately. Any required lessons learned are communicated accordingly.					
PI/265 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 2 that were upheld/partially upheld	100.00	0.00	100.00		
(1 of 1) There was one complaint at Stage 2 during this period which was partially upheld. There continues to be a strong emphasis on a speedier resolution at 'local' and 'Stage 1' levels.					
PI/266 - Social Services, Health and Housing (excluding CYPS) - % of complaints dealt with by the Public Services Ombudsman that were upheld					
There were no ombudsman investigations during the 1st Qtr 2019/20 or for the same period the last 2 years.					
PI/267 - Social Services, Health and Housing (excluding CYPS) - Number of compliments received from the public	13.00	17.00	8.00		
The number of compliments have decreased when compared to the previous years. However, the Complaints Team will continue to raise the profile for the need to report such incidences.					