



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 2 - 2019/20



Print Date: 21-Oct-2019

How will we know we are making a difference (01/04/2019 to 30/09/2019)?

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	26.32	81.82		
There was a decrease in the number of complaints received during the second quarter of 2019/20, when compared to 2018/19, from 19 to 11. 3 Stage 1 complaints were upheld and 6 were 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		
There was 1 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. (There was 1 complaint at Stage 2 during the same period last year which was not upheld - hence why it is showing as 0).					
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 this period.					
PI/267 - Social Services, Health and Housing (excluding CYPS) - Number of compliments received from the public	13.00	33.00	16.00		
The number of compliments has decreased; when compared to the previous years. This can be attributed to a reluctance in reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.					