



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 3 - 2019/20



Print Date: 31-Jan-2020

How will we know we are making a difference (01/04/2019 to 31/12/2019)?

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	45.45	36.00	66.67		
(12 of 18) There was a significant decrease in the number of complaints received during the third quarter of 2019/20, when compared to 2018/19, from 25 to 18. 5 complaints were upheld and 7 Stage 1 complaints 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.					
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	52.00	35.00	28.00		
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.					