



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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Council Compliments and Complaints - Full Year 2019-20

How will we know we are making a difference (01/04/2019 to 31/03/2020)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
Organisation					
PI/511 - Council - % of complaints at stage 1 that were upheld/partly upheld	21.05	33.82	31.76	N/a	N/a
<p>47 of 148 for 2019/20 compared to 46 of 136 for 2018/19. There was an extra 12 complaints across the Council during 2019/20, the number upheld/partly upheld increased by 1. A summary breakdown per directorate is provided below:</p> <p>Chief Executive's and Finance and Corporate Services Directorate: Number of complaints upheld/partly upheld remains at 14 (compared to the previous year). There was an increase of 8 stage 1 complaints from 31 in 2018/19 to 39 for 2019/20.</p> <p>Education, Leisure and Lifelong Learning Directorate: The number of complaints for the directorate reduced from 8 in 2018/19 to 3 in 2019/20. None of the complaints were upheld.</p> <p>Social Service Health and Housing Directorate: There was a slight reduction in the number of complaints received by the directorate from 66 in 2018/19 to 62 in 2019/20. The number of complaints upheld/partly upheld also reduced by 2 from 28 in 2018/19 to 26 in 2019/20.</p> <p>Environment Directorate: The number of complaints for the Directorate increased from 31 in 2018/19 to 44 in 2019/20. Upheld/partly upheld complaints increased from 4 in 2018/19 to 7 in 2019/20.</p>					
PI/512 - Council - % of complaints at stage 2 that were upheld/partly upheld	20.00	19.23	44.00	N/a	N/a
<p>11 of 25 for 2019/20 compared to 5 of 26 for 2018/19. There was one fewer stage 2 complaint received across the Council during 2019/20, compared to the previous year, however the number upheld/partly upheld significantly increased from 5 in 2018/19 to 11 in 2019-20. A summary breakdown per directorate is provided below:</p> <p>Chief Executive's and Finance and Corporate Services Directorate: All 4 stage 2 complaints were upheld/partly upheld in 2019/20 compared to 1 of 4 in 2018/19.</p> <p>Education, Leisure and Lifelong Learning Directorate: The number of stage 2 complaints for the directorate increased from 2 in 2018/19 to 3 in 2019/20.</p> <p>Social Service Health and Housing Directorate: 1 of 2 complaints partially upheld at stage 2 during 2019/20 which compares 1 of 4 in 2018/19. The other stage 2 complaint for 2019/20 is within Children and Young People Services, and is still ongoing and yet to be concluded.</p> <p>Environment Directorate: The number of complaints for the directorate remained at 16 compared to the previous year, however there was a slight increase in upheld complaints from 4 in 2018/19 to 6 in 2019/20.</p>					
PI/514 - Council - Number of compliments received from the public	356	285	344	N/a	N/a
<p>There has been an increase in compliments from 285 in 2018/19 to 344 in 2019/20.</p> <p>A summary breakdown per directorate is provided below:</p>					

Chief Executive's and Finance and Corporate Services Directorate: Increase in compliments from 115 in 2018/19 to 125 in 2019/20. The compliments cover a range of different services including Armed Forces Covenant work, Mayoral, Community Safety Team, the Licensing Team and the Contact Centre.

Education, Leisure and Lifelong Learning Directorate: Significant increase from 8 in 2018/19 to 90 in 2019/20. 64 of the compliments related to Wellbeing and Cynnydd team who received thanks from pupils and parents for all the help and advice received. Other services to receive compliments included Margam Park and the Additional Learning Needs support team.

Social Service Health and Housing Directorate: Reduction in compliments from 90 in 2018/19 to 81 in 2019/20. The directorate complaints team continue to raise the profile for the need to record and report compliments.

Environment Directorate: A reduction from 72 in 2018/19 to 48 in 2019/20.