



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 ( 1st April - 30th June) - 2021/22



*Print Date: 21-Sep-2021*

**How will we know we are making a difference (01/04/2021 to 30/06/2021)?**

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
<b>Organisation</b>					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 1 that were upheld/partially upheld	20.00	100.00	25.00		
(1 of 4) There were 4 complaints received during the first quarter of 2021/22 (compared to 1 in 2020/21). One complaint was 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				
There were no Stage 2 complaints during this period. 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	8.00	23.00	7.00		
The number of compliments remains consistent; when compared to the previous years. The Complaints Team will continue to raise the profile for the need to report such incidences.					