



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



*Print Date: 17-Nov-2021*

**How will we know we are making a difference (01/04/2021 to 30/09/2021)?**

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	81.82	75.00	25.00		
(3 of 12)					
2nd Quarter (1st July – 30th September)					
8 complaints were received during this quarter; of which, 1 complaint was upheld and 1 partially upheld. Breakdown as follows:-					
1. Upheld – Dissatisfaction with service communication and assessment outcome; a Team Manager undertook an investigation and reviewed the worker’s communication practice.					
2. Partially upheld – This complaint was twofold, and related to an historic safeguarding issue and also the conduct and practice of a worker. It was noted that the historic issue had been addressed previously and responded to appropriately. A Team Manager investigated the second element of the complaint and acknowledged the distress caused and offered an apology to the complainant.					
Accumulative (1st April 2021 to 30th September 2021)					
During the first 6 months of 2021/22, 12 complaints have been received which compares with 4 complaints received for the same period in 2020/21.					
PI/265 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 2 that were upheld/partially upheld	100.00		0.00		
There was 1 complaint at Stage 2 during the second quarter of 2021/22, which was not 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	16.00	50.00	16.00		
2nd Quarter (1st July – 30th September) 9 compliments were received during this quarter; the total number received during the first 6 months of 2021/22 is 16; which compares to 50 compliments received for the first six months in 2020/21.					
Compliments received include personal praise of staff and thanks for service/support.					