



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Council Compliments and Complaints - Full Year 2020-21

## How will we know we are making a difference (01/04/2020 to 31/03/2021)?

PI Title	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	Perf. RAG
<b>Council</b>					
PI/511 - Council - % of complaints at stage 1 that were upheld/partly upheld	33.82	31.76	24.24	N/a	N/a
<p>24 upheld/partially upheld of 99 complaints received for 2020/21 compared to 47 of 148 for 2019/20. There has been a significant reduction in both the number of stage 1 complaints received and the number upheld/partially upheld. Where the complaint was upheld/partially upheld the lessons learned from the investigation should be applied by the relevant service areas to improve service delivery and customer satisfaction going forward. A summary breakdown per directorate is provided below:</p> <p>Chief Executive's and Finance and Corporate Services Directorates: The number of complaints for the directorates reduced from 39 in 2019/20 to 32 in 2020/21. Upheld/partly upheld complaints also reduced from 14 in 2019/20 to 11 in 2020/21.</p> <p>Education, Leisure and Lifelong Learning Directorate: 3 stage 1 complaints were received during 2020/21, of which 1 was partly upheld. This compares to 3 received in 2019/20, all 3 were not upheld.</p> <p>Social Service Health and Housing (SSHH) Directorate: There was a significant reduction in the number of complaints received by the directorate from 62 in 2019/20 to 35 in 2020/21. The number of complaints upheld/partly upheld also reduced by 16 from 26 in 2019/20 to 10 in 2020/21. The SSHH Complaints Team work closely with front-line managers, including providing weekly monitoring reports, along with 'upheld' summaries to ensure complaints are managed appropriately.</p> <p>Environment Directorate: The number of complaints for the directorate reduced from 44 in 2019/20 to 29 in 2020/21. Upheld/partly upheld complaints also reduced from 7 in 2019/20 to 2 in 2020/21. 8 complaints for 2020/21 remain open and are yet to be concluded.</p>					
PI/512 - Council - % of complaints at stage 2 that were upheld/partly upheld	19.23	44.00	7.14	N/a	N/a
<p>1 of 14 for 2020/21 compared to 11 of 25 for 2019/20. There were 11 fewer stage 2 complaints received across the Council during 2020/21, compared to the previous year, the number upheld/partially upheld significantly reduced from 11 in 2019/20 to just 1 in 2020/21. A summary breakdown per directorate is provided below:</p> <p>Chief Executive's and Finance and Corporate Services Directorates: There were just two stage 2 complaints during 2020/21, both of which were not upheld. This compares to 2019/20 where 4 stage 2 complaints were received and all 4 were upheld.</p> <p>Education, Leisure and Lifelong Learning Directorate: 3 stage 2 complaints were received during 2020/21, of which one was partly upheld. This compares to 3 received during 2019/20, all 3 were also not upheld.</p> <p>Social Service Health and Housing Directorate: 1 stage 2 complaint was received during 2020/21 which was not upheld. This compares to 2 received during 2019/20, one of which was upheld.</p> <p>Environment Directorate: There were 8 stage 2 complaints during 2020/21, of which none were upheld. This compares to 2019/20 where there were 16 stage 2 complaints of which 6 were upheld.</p>					

PI Title	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	Perf. RAG
PI/514 - Council - Number of compliments received from the public	285	344	360	N/a	N/a
<p>There has been a steady year on year increase in compliments over the last 3 years from 115 in 2017/18 to 360 in 2020/21. Wherever possible we continue to raise the profile for the need to record and report compliments.</p> <p>Whilst most directorates have seen a steady increase in compliments received during 2020/21 as detailed in the breakdown below, the Education, Leisure and Lifelong Learning Directorate however has seen a significant reduction on the previous year. In the main this was due to the impacts of COVID-19 where there was reduced contact with young people, a limited number of events could be run (e.g. theatres were closed) and most leisure facilities were closed.</p> <p>A summary breakdown per directorate is provided below:</p> <p>Chief Executive's and Finance and Corporate Services Directorate: Increase in compliments from 125 in 2019/20 to 149 in 2020/21. The compliments cover a range of different services including Armed Forces Covenant work, council tax and benefits, licensing, registrars, legal services and customer services.</p> <p>Education, Leisure and Lifelong Learning Directorate: Significant decrease from 90 in 2019/20 to 24 in 2020/21. 22 of the 24 compliments relate to community safety work relating to the IDVA (Independent Domestic Violence Advisor) service, support relating to the Skewen floods, from the BME Community Association and BAME coronavirus vaccine forum and the Safe &amp; Well Scheme. The reduction in compliments in the main was due to the impacts of COVID-19 where there was reduced contact with young people, a limited number of events could be run (e.g. theatres were closed) and most leisure facilities were closed.</p> <p>Social Service Health and Housing Directorate: Significant increase in compliments from 81 in 2019/20 to 128 in 2020/21. The directorate complaints team continue to raise the profile for the need to record and report compliments.</p> <p>Environment Directorate: increase in compliments from 48 in 2019/20 to 59 in 2020/21. Compliments received cover a range of services within the environment directorate and relate to road safety, public lighting, neighbourhood services, engineering, highways, planning, building control, estates and environmental health.</p>					