



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Council 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
Council					
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>					

