



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 3 (1st April - 31st December) - 2021/22



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How will we know we are making a difference (01/04/2021 to 31/12/2021)?

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
Organisation					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 1 that were upheld/partially upheld	66.67	25.00	36.84		
<p>3rd Quarter (1st October – 31st December) 7 complaints were received during this quarter; of which, 2 complaints were upheld and 1 partially upheld. Breakdown as follows:-</p> <ol style="list-style-type: none"> 1. Upheld – Dissatisfaction with service communication and assessment outcome; a Team Manager undertook an investigation and approved a re-assessment be conducted. 2. Upheld – Dissatisfaction with an assessment outcome; a Team Manager undertook an investigation, apologised to the complainant and offered a re-assessment. 3. Partially upheld – This complaint related to communication issues of safeguarding referral. A Team Manager investigated the complaint and acknowledged the distress caused and offered an apology to the complainant. <p>Cumulative (1st April 2021 to 31st December 2021) During the first 9 months of 2021/22, 19 complaints have been received which compares with 12 complaints received for the same period in 2020/21. 4 complaints were upheld and 3 were partially upheld.</p> <p>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.</p>					
PI/265 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 2 that were upheld/partially upheld	100.00		66.67		
(2 of 3) There were 3 complaints at Stage 2 during the third quarter of 2021/22. Two of these complaints were partially upheld. There continues to be a strong emphasis on 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	28.00	64.00	30.00		
The number of compliments has decreased; when compared to the previous year. This can be attributed to a reduction in reporting from services receiving praise and thanks.					