



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Council Compliments and Complaints - Full Year 2021-22

How will we know we are making a difference (01/04/2021 to 31/03/2022)?

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
Council					
PI/511 - Council - % of complaints at stage 1 that were upheld/partly upheld	31.76	23.53	19.82	N/a	N/a
<p>Council Reporting complaints for the full year 21/22 has changed in line with the Ombudsman reporting. Complaints are now reported on the % of complaints which are “closed” (upheld/not upheld) as opposed to the % complaints “received” in previous years.</p> <p>Over the last three years the percentage of stage 1 complaints upheld has reduced year on year (it was 33.8% in 2018/19). For 2021/22, 22 of 111 closed complaints were upheld or partially upheld and 111 complaints were received. Five stage 1 complaints remained open at the start of 2021/22 which were closed during 2021/22 and 5 complaints remained open at the end of 2021/22 which will be closed in 2022/23. For 2020/21, there were 24 upheld/partially upheld of 102 complaints received.</p> <p>Across the Council, there has been a small increase of 9 stage 1 complaints received compared to the previous year and 2 more were upheld or 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.</p> <p>A summary breakdown per directorate is provided below:</p> <p>Chief Executive’s Directorate (CHEX) The number of complaints received for the CHEX directorate has significantly reduced from 32 in 2020/21 to 11 in 2021/22. 2 of 13 closed complaints were upheld/partially upheld in 2021/22, a significant reduction on the previous year. In 2020/21, 11 of 32 complaints were upheld at stage 1.</p> <p>Education, Leisure and Lifelong Learning Directorate Relatively low numbers of stage 1 complaints across the directorate, however they have increased on the previous year. In 2021/22, 10 stage 1 complaints were received and all were closed during the year, of which, 6 were upheld or partially upheld. This compares to four received in 2020/21, all four were not upheld. The percentage upheld/partially upheld for 2021/22 is 60% (6 of 10).</p> <p>Social Service Health and Housing (SSHH) Directorate Whilst the number of stage 1 complaints received for the SSHH directorate has increased from 35 in 2020/21 to 46 in 2021/22, The percentage upheld or partially upheld has decreased on the previous year. With the exception of 4 stage 1 complaints in 2021/22 which followed the Council’s complaints process, all other SSHH complaints followed the Social Services statutory complaints process. In 2021/22, 11 of 34 closed complaints were upheld/partially upheld, a reduction on the previous year whereby 10 of 35 received were upheld/partially upheld. 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>					

Environment Directorate

2021/22 is broadly the same as 2020/21.

In 2021/22, 34 stage 1 complaints were received and all were closed during the year, of which, 3 were upheld or partially upheld. This compares to 31 received in 2020/21, of which 3 were upheld.

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
PI/512 - Council - % of complaints at stage 2 that were upheld/partly upheld	44.00	7.14	8.33	N/a	N/a

Council

For 2021/22, 2 of 24 closed complaints were upheld or partially upheld and 25 stage 2 complaints were received. One stage 2 complaint remained open at the start of 2021/22 which was closed during 2021/22 and 1 complaint remained open at the end of 2021/22 which will be closed in 2022/23.

For 2020/21, there was 1 stage 2 complaint upheld/partially upheld from 14 received for the year.

Whilst there has been a significant increase in stage 2 complaints received across the council across the two years from 14 to 25, there was an increase in just one upheld/partially upheld stage 2 complaint.

Chief Executive's Directorate (CHEX)

Relatively low numbers of stage 2 complaints across the directorate, however they have increased on the previous year.

In 2021/22, six stage 2 complaints were received and five closed during the year and all five were not upheld. This compares to two received in 2020/21, both were not upheld

Education, Leisure and Lifelong Learning Directorate

One stage 2 complaint was received and closed during 2021/22 which was not upheld. This is the same as in 2020/21 - one received and not upheld.

Social Service Health and Housing (SSHH) Directorate

Six stage 2 complaints were received and closed during 2021/22, of which 2 were upheld or partially upheld. This compares to one received during 2020/21 which was not upheld.

Environment Directorate

There were 12 stage 2 complaints received and closed during 2021/22, of which none were upheld. This compares to 2020/21 where there were 10 stage 2 complaints of which one was upheld.

PI/514 - Council - Number of compliments received from the public	344	360	249	N/a	N/a
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Council

There were fewer compliments received during 2021/22 compared to previous years. Wherever possible we continue to raise the profile for the need to record and report compliments.

Overall numbers have reduced across the directorates with the exception an increase of 11 compliments in the Education, Leisure and Lifelong Learning Directorate.

A summary breakdown per directorate is provided below:

Chief Executive's Directorate

Decrease in compliments from 149 in 2020/21 to 67 in 2021/22. The compliments cover a range of different services including communications and corporate policy, council tax and benefits, licensing, registrars, legal services and customer services.

Education, Leisure and Lifelong Learning Directorate

Increase from 24 in 2020/21 to 35 in 2021/22. The compliments cover a range of different services including Neath and Pontardawe Libraries, school catering service, 12 compliments for the education psychologists and 18 for Pontardawe Arts centre.

Social Service Health and Housing Directorate

Decrease in compliments from 128 in 2020/21 to 99 in 2021/22. The directorate complaints team continue to raise the profile for the need to record and report compliments.

Environment Directorate

Slight decrease from 59 in 2020/21 to 48 in 2021/22. Compliments received cover a range of services within the environment directorate and relate to road safety, public lighting, partnerships & community team, regeneration, neighbourhood services, engineering, highways, planning, building control, recycling, parking services and environmental health.