



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 1 (1st April - 30th June) - 2022/23



Print Date: 06-Sep-2022

How will we know we are making a difference (01/04/2022 to 30/06/2022)?

PI Title	Actual 20/21	Actual 21/22	Actual 22/23	Target 22/23	Perf. RAG
Organisation					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year	100.00	25.00	33.33		
<p>(3 of 9) 1st Quarter (1st April – 30th June 2022) ONLY (based on closed data) 9 complaints were closed during this quarter; of which 3 were upheld. Breakdown as follows:-</p> <ol style="list-style-type: none"> 1. Upheld – this complaint was in relation to a lack of communication regarding a change in Social Worker; the Team Manager investigated the complaint and apologised for the delay, as well as outlining the reasons. 2. Partially upheld – this complaint related to individual care plan; the responsible Team Manager investigated the complaint and whilst acknowledging the concerns, care plans were up-to-date. Additional respite services were provided to address initial concerns. 3. Upheld – this corporate complaint related to a Subject Access Request (SAR), which was completed outside the statutory deadline. The Principal Officer acknowledged that timescales had been missed, stating capacity to undertake the necessary redaction the main cause for the minor delay in responding. <p>There was a slight increase in the number of closed complaints during the 1st quarter, when compared to the same period 2021/22, from 8 to 9. The Complaints Team continue to 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 closed complaints at Stage 2 that were upheld/partially upheld in the financial year					
<p>1st Quarter (1st April – 30th June 2022) ONLY (based on closed data) There were no Stage 2 complaints closed during the first quarter.</p>					
PI/266 -Social Services, Health and Housing (excluding CYPS) - % of closed 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	23.00	7.00	12.00		
The number of compliments during the 1st quarter has seen an increase when compared to the previous year, from 7 to 12. The Complaints Team continue to raise the profile for the need to report such incidences.					