



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 2 (1st April - 30th September) - 2022/23



Print Date: 30-Nov-2022

How will we know we are making a difference (01/04/2022 to 30/09/2022)?

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	75.00	25.00	44.44		
<p>2nd Quarter (1st July – 30th September) 9 complaints were closed during this quarter; of which 3 were upheld and 1 partially upheld. Breakdown as follows:-</p> <ol style="list-style-type: none"> 1. Upheld – this complaint was in relation to poor communication regarding a service letter sent in error; the Team Manager investigated the complaint and apologised for the oversight. 2. Partially upheld – this complaint related to care provision and delays in placement to the preferred choice of care home; the responsible Team Manager investigated the complaint and apologised for the delay and care provided. 3. Upheld – this complaint was in relation to care provided at a care home; the Commissioning Officers investigated and recommendations were identified and issued to the care home for actioning. 4. 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>Accumulative (1st April 2022 to 30th September 2022) During the first 6 months of 2022/23, 17 complaints were closed which compares with 15 complaints for the same period in 2021/22.</p> <p>There was a slight decrease in the number of closed complaints during the 2nd quarter, when compared to the same period 2021/22, 9 compared to 11. 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					
2nd Quarter (1st April – 30th September) ONLY (based on closed data) There were no Stage 2 complaints closed during the first quarter.					
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	50.00	16.00	34.00		
22 compliments were received during this quarter; the total number received during the first 6 months of 2022/23 is 34, which compares to 16 compliments received for the first six months in 2021/22.					