



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) - 2022/23



*Print Date: 17-Feb-2023*

## How will we know we are making a difference (01/04/2022 to 31/12/2022)?

PI Title	Actual 20/21	Actual 21/22	Actual 22/23	Target 22/23	Perf. RAG
<b>Organisation</b>					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year	25.00	36.84	38.46		
<p>During the first nine months of 2022/23, 26 complaints were closed which compares with 19 complaints for the same period in 2021/22.</p> <p>There was a slight decrease in the number of closed complaints during the 3rd quarter, when compared to the same period 2021/22, 5 compared to 7. 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		66.67			
<p>3rd Quarter (1st April – 31st December) ONLY (based on closed data)</p> <p>There were no Stage 2 complaints closed during the third 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	64.00	30.00	45.00		
11 compliments were received during this quarter; the total number received during the first nine months of 2022/23 is 45, which compares to 30 compliments received for the first nine months in 2021/22.					