



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Measures

Neath Port Talbot Council

Appendix 4 - Social Services, Health & Housing (excluding CYPS) - Compliments and Complaints -
Quarter 4 (1st April - 31st March) - 2022/23



Print Date: 16-Jun-2023

How will we know we are making a difference (01/04/2022 to 31/03/2023)?

PI Title	Qtr. 4 Actual 20/21	Qtr. 4 Actual 21/22	Qtr. 4 Actual 22/23	Qtr. 4 Target 22/23	Perf. RAG
SOCIAL SERVICES HEALTH & HOUSING					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year	37.50	39.13	38.46		
<p>During 2022/23, 39 complaints were closed which compares with 23 complaints for the same period in 2021/22.</p> <p>There was an increase in the number of closed complaints during the 4th quarter, when compared to the same period 2021/22, 13 compared to 3. 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		25.00			
There was 1 Stage 2 complaints closed during the fourth quarter; the complaint was not upheld.					
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	77.00	49.00	65.00		
20 compliments were received during this quarter; the total number received during 2022/23 is 65, which compares to 49 compliments received in 2021/22.					