

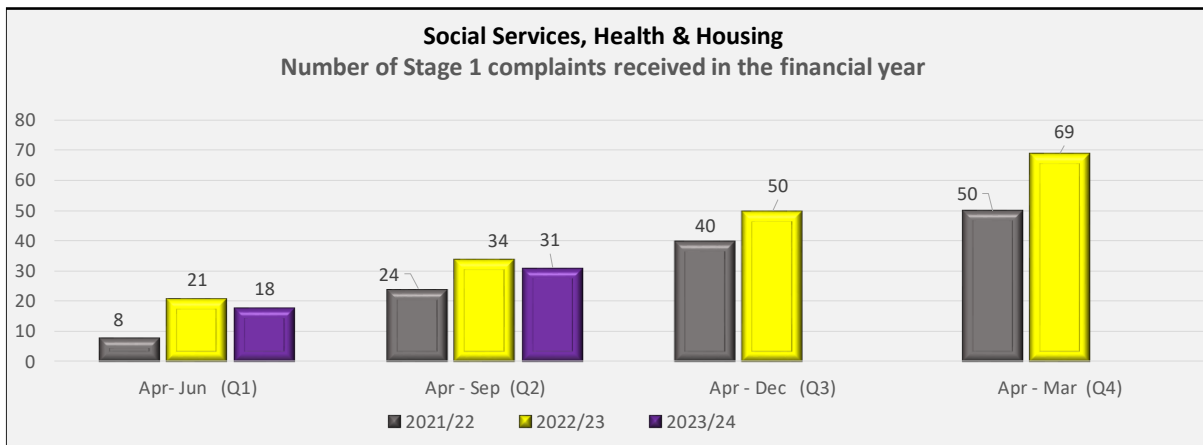


Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Measures

Appendix 4 - Social Services, Health and Housing
& Community Safety
– Compliments and Complaints
Quarter 2 (1st April - 30th September) -
2023/24

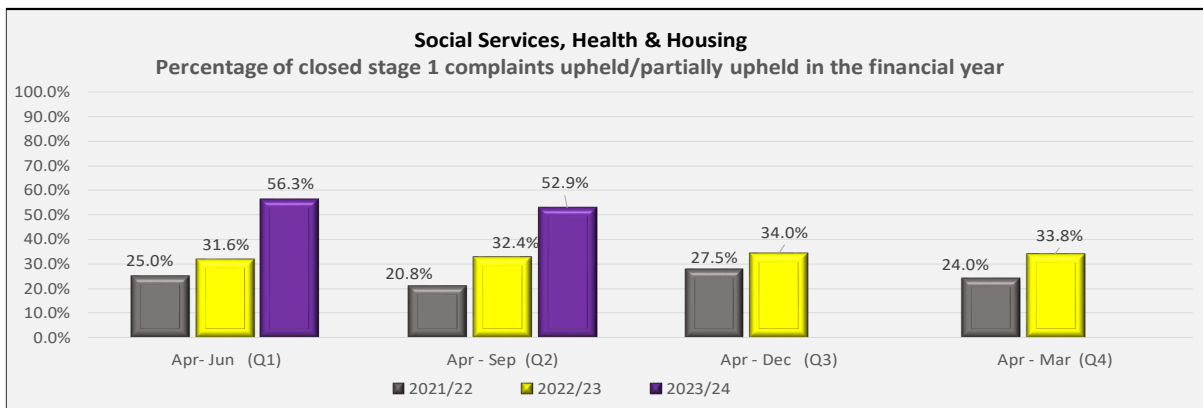
1.



Performance Comments

31 Stage 1 complaints were received during the first 6 months, April to September 2023; this shows a slight decrease in the numbers when compared to the same period last year (34). Of this total, 13 were received within quarter 2 (July-Sept). The Complaints Team continue to work closely with front-line managers, including providing weekly monitoring reports, to ensure complaints are managed appropriately. Any required lessons learned are communicated accordingly.

2.



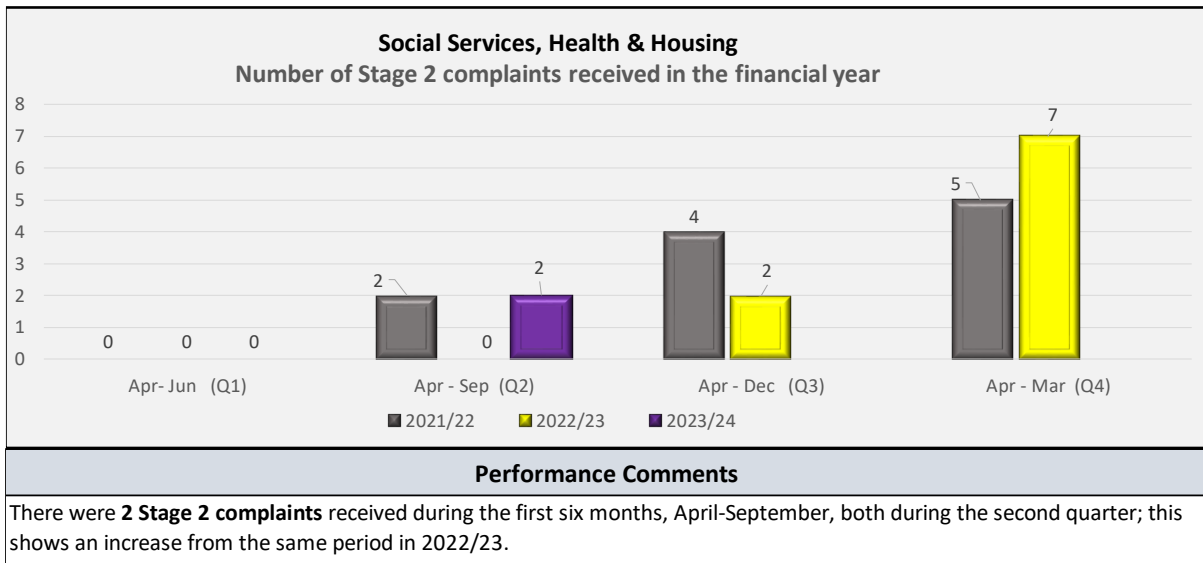
Performance Comments

34 Stage 1 complaints were closed in the first six months, April-September; **18 complaints** were closed during this quarter (July-Sept); of which **3 were upheld and 4 partially upheld**. Breakdown as follows:-

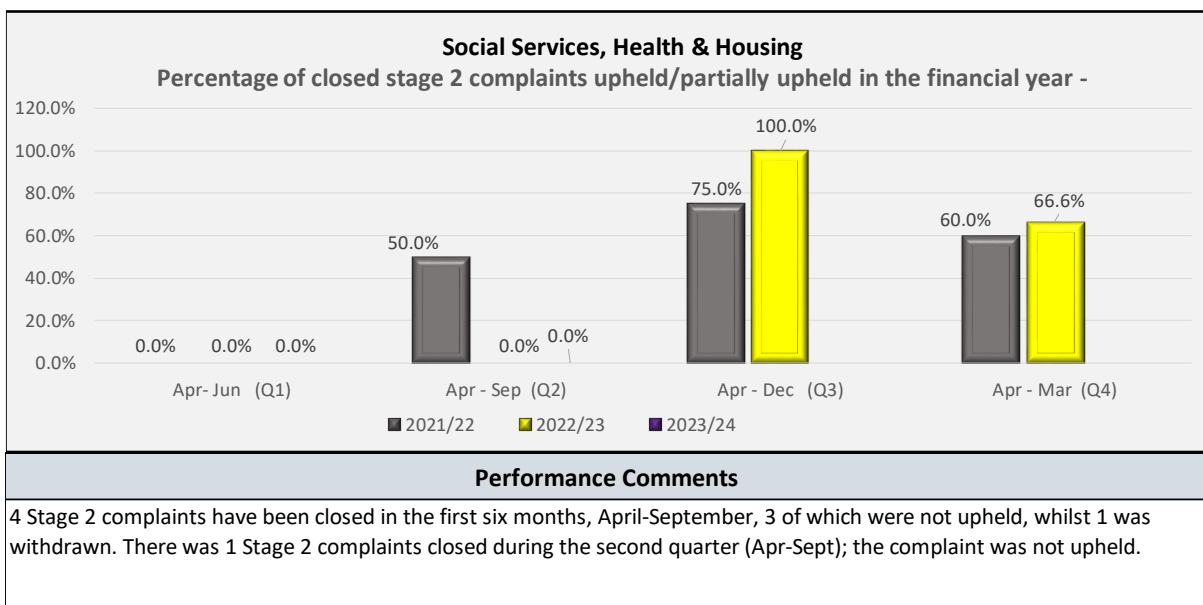
1. Upheld – following the investigation by the Principal Officer, concerning staff practice and conduct regarding reporting procedures, it was agreed that records would be reviewed and future practice will include better communications with the complainant.
2. Upheld – this complaint in relation to a commissioned service was upheld by the Investigating Officer from within the Directorate’s Commissioning Team. The findings of the report were shared with the provider and an action plan created; this will be monitored by a Contracting Officer.
3. Upheld – this complaint related to issues with a third-party commissioned service and the conduct and behaviour of its staff with local residents. Following the complaint being upheld, the service was provided with recommendations to address future practice. An apology was provided to the complainant.
4. Partially upheld - this complaint related to poor communications between the complainant and the social worker; the Team Manager acknowledged the concerns despite finding aspects of regular updates provided.
5. Partially upheld – the complainant was unhappy with the conduct and behaviour of a social worker. The Team Manager, following investigation, apologised for how matters made the complainant feel; however, the social worker disputed some aspects raised. Reflective practice session was completed for future practice.
6. Partially upheld – this complaint related to the way in which a social worker spoke to the complainant. Despite the social worker’s attempts to be honest about the on-going issues, it was acknowledged that the complainant was upset at the conversation but was happy to move on and repair the relationship.
7. Partially upheld – the complainant surrounded the allocation of a social worker for their son and contact arrangements; A social worker was allocated; however, the contact arrangements were correctly following the outcome of Court proceedings and the complainant advised accordingly.

N.B. Apr-June upheld/partially upheld explanations are detailed on 1st quarter report.

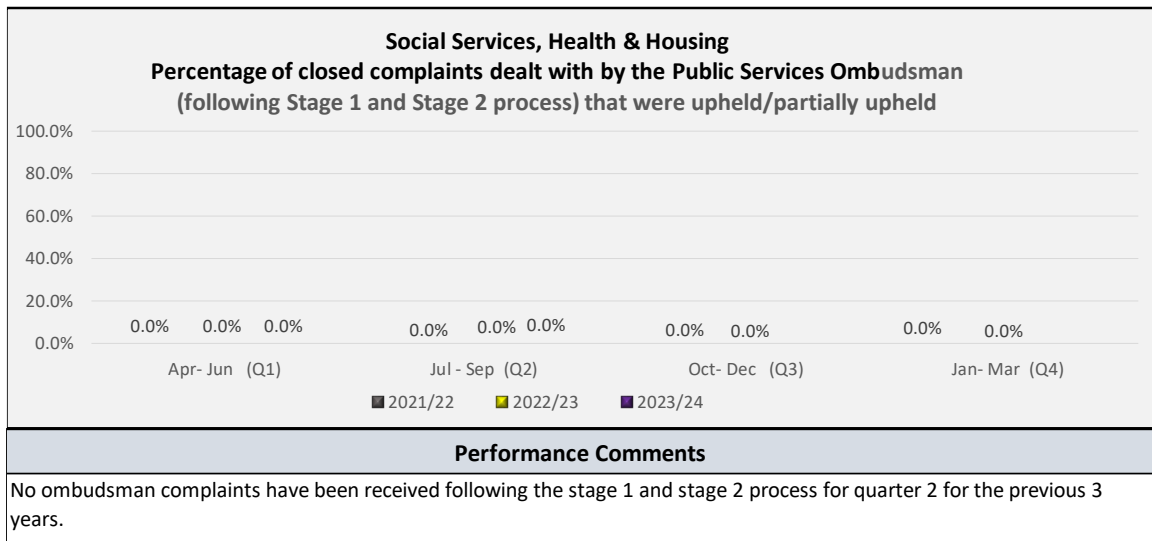
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