

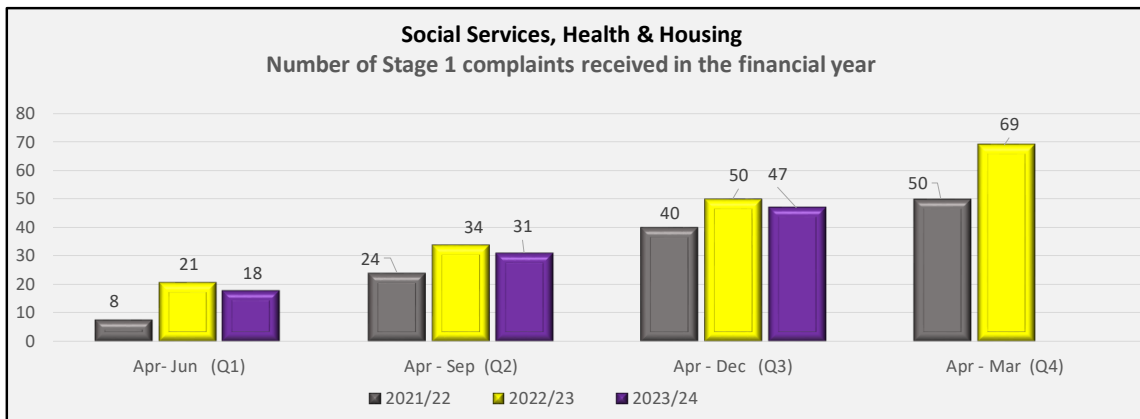


Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Measures

Appendix 4 - Social Services, Health and Housing
& Community Safety
– Compliments and Complaints
Quarter 3 (1st April - 31st December) - 2023/24

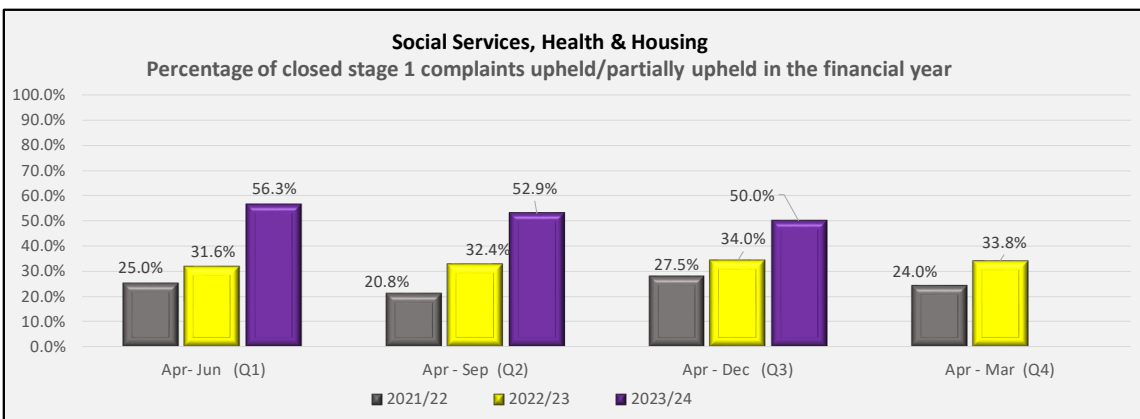
1.



Performance Comments

47 Stage 1 complaints were received during the first 9 months, April to December 2023; this shows a slight decrease in the numbers when compared to the same period last year (50). Of this total, **16** were received within quarter 3 (October-December). 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.

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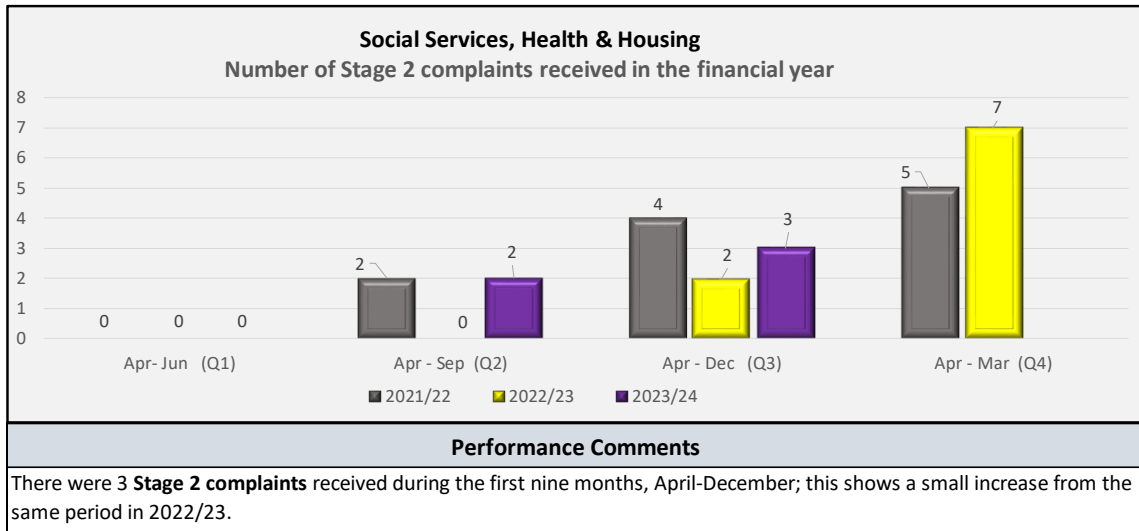
Performance Comments

48 Stage 1 complaints were closed in the first nine months, April-December 2023; **14 complaints** were closed during this quarter (Oct-Dec); of which **4 were upheld and 4 partially upheld**. Breakdown as follows:-

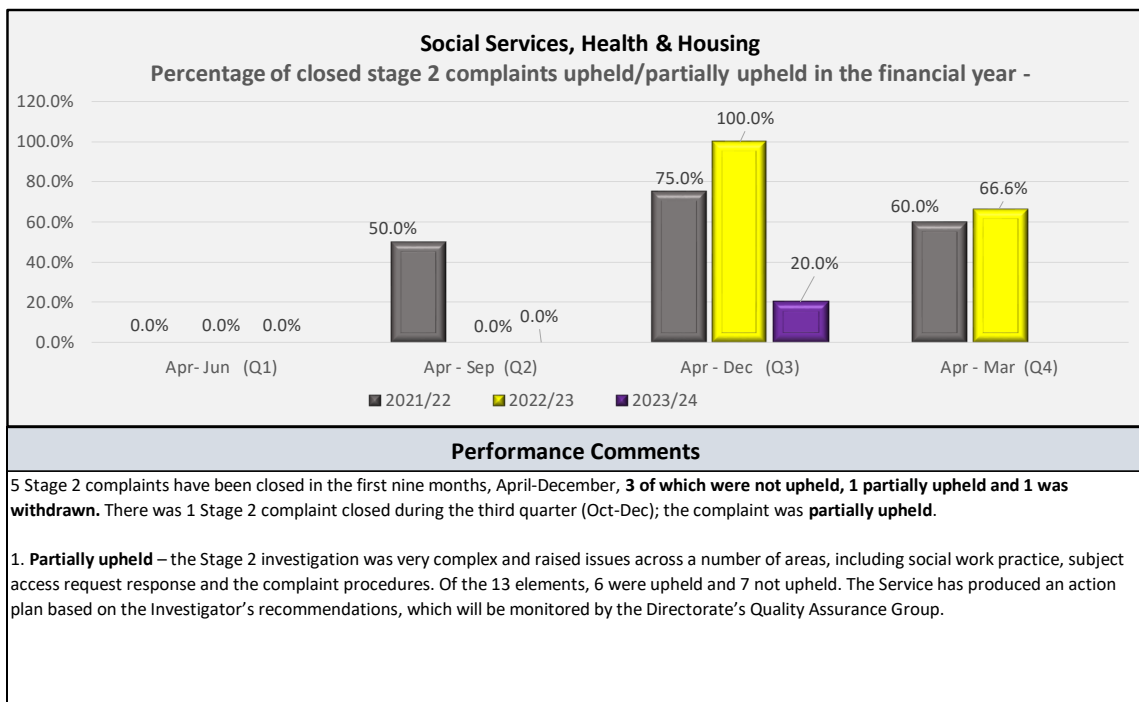
1. **Upheld** – the complaint surrounded the accusation of sharing of data inappropriately; the complainant was reassured about the process but an apology was provided for any distress caused. Supporting systems will be reviewed by the Directorate’s Quality Assurance Group.
2. **Upheld** – the complaint centred on the respite process; management acknowledged the frustrations the process caused and apologised for the experience.
3. **Upheld** – delays in fulfilling assessment recommendations in relation to transport costs; the Team Manager apologised, a new Social Worker allocated to the case and a reassessment of the transport needs.
4. **Upheld** – the complaint was about the behaviour of a Housing Options Advisor, following the complainant’s referral into the Service; the Manager acknowledged how the communication had made the complainant feel and apologised for their experience. The complaint was discussed with the member of staff, in order that future practice is improved.
5. **Partially upheld** – the complaint related to the Community Resource Team; management apologised for the issue of the quality of care and assurances for provided for future.
6. **Partially upheld** – communication issues from the Social Work Team were raised in relation to the discharge from hospital and subsequent care arrangements; the Team Manager apologised for the experience.
7. **Partially upheld** – the issues surrounded the Court proceedings and social work behaviour, considered in appropriate; in response, the Team Manager outlined the Court proceedings and acknowledged the behaviour, speaking directly with the member of staff for future practice.
8. **Partially Upheld** – the complaint was in relation to a Professional Strategy Meeting and specific comments from the Chair; management outlined the process but accepted that the Chair had spoken inappropriately and issued an apology, as well as acknowledging lessons to be learnt for future practice.

N.B. Apr-June and July-Sept upheld/partially upheld explanations are detailed on 1st and 2nd quarter reports.

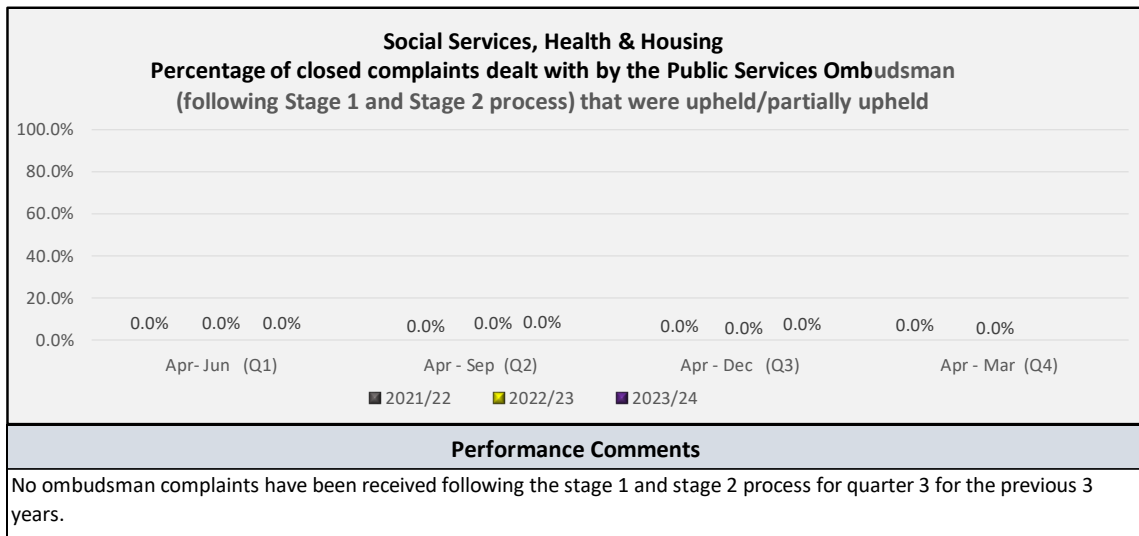
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