



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

**NEATH PORT TALBOT COUNCIL
SOCIAL SERVICES, HOUSING AND COMMUNITY SAFETY
CABINET BOARD**

18th April 2024

**Report of the Director of Social Services, Health & Housing -
Andrew Jarrett**

Matter for Information

Wards Affected: All

**SOCIAL SERVICES COMPLAINTS AND REPRESENTATIONS
ANNUAL REPORT 2022-23**

Purpose of Report

To report on the operation of the Directorate's Complaints and Representation procedures from 1st April 2022 - 31st March 2023, including comparisons, where relevant, against activities in previous years.

Executive Summary

Social Services Departments have been required by statute to operate a complaints and representation procedure since 1991. Neath Port Talbot Council operates its procedure in line with Welsh Government guidance.

The Annual Report, attached as Appendix 1, provides Members with a summary of the complaint and representation activities during 2022-23.

Financial Impacts

No Implications.

Integrated Impact Assessment

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes.

Valleys Communities Impacts

No Implications.

Workforce Impacts

There are no workforce impacts associated with this report.

Legal Impacts

There are no legal impacts associated with this report.

Risk Management Impacts

There are no known risks associated with this item.

Crime and Disorder Impacts

Section 17 of the Crime and Disorder Act 1998 places a duty on the Council in the exercise of its functions to have “due regard to the likely effect of the exercise of those functions on and the need to do all that it reasonably can to prevent:

- a) Crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment);
- b) The misuse of drugs, alcohol and other substances in its area; and
- c) Re-offending the area”.

There is no impact under the Section 17 of the Crime and Disorder Act 1998.

Counter Terrorism Impacts

There is no impact on the duty to prevent people from being drawn into terrorism.

Violence Against Women, Domestic Abuse and Sexual Violence Impacts

Section 2(1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 introduced a general duty where a person exercising relevant functions must have regard (along with all other relevant matters) to the need to remove or minimise any factors which:

- (a) increase the risk of violence against women and girls, or
- (b) exacerbate the impact of such violence on victims.

There is no impact on the above duty.

Consultation

There is no requirement for external consultation on this item.

Recommendation

This item is for monitoring purposes.

Reasons for Proposed Decision

Not applicable.

Implementation of Decision

Not applicable.

Appendices

Appendix 1 - Social Services Complaints and Representations
Annual Report 2022-23.

List of Background Papers

A Guide to Handling Complaints & Representations by Local
Authority Social Services – Welsh Government (August 2014).

Officer Contact

Leighton Jones, P.O. Governance & Policy Support (Designated
Complaints Officer) Tel. No. 01639 763394 email: l.jones@npt.gov.uk

Lisa Cody-Davies, Governance & Policy Support (Complaints Team)
Tel. No. 01639 763445 email: l.cody-davies@npt.gov.uk