



# Performance Indicators

Neath Port Talbot Council

Appendix 3 -Children & Young People Services - Compliments and Complaints - Quarter 2 -2018/19



*Print Date: 27-Nov-2018*

**How will we know we are making a difference (01/04/2018 to 30/09/2018)?**

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
<b>CHILDREN AND YOUNG PEOPLE SERVICES</b>					
PI/260 - Children & Young Peoples Services - % of complaints at Stage 1 that were upheld/partially upheld	25.00	33.33	29.41		
4 of 12 in Quarter 2 2017-18 compared with 5 of 17 in Quarter 2 2018-19. Despite an increase in the number of complaints received during the 2nd quarter, 2018-19 (when compared to 2017-18) from 12 to 17, the Complaints Team continue to work closely with front line teams to manage complaints appropriately. Four stage 1 complaints were upheld and one stage 1 complaint was partially upheld (total of 5)					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	0.00	33.33		
0 out of 1 in Quarter 2 2017-18 compared to 1 out of 3 in Quarter 2 2018-19. There were three complaints at stage 2 during this period. One was partially upheld and one is currently "ongoing". However, there continues to be a stronger emphasis on a speedier resolution at "local" and stage 1 levels.					
PI/262 -Children & Young People Services - % of complaints dealt with by the Public Services Ombudsman that were upheld	0.00	0.00	0.00		
There were no Ombudsman investigations during this period.					
PI/263 - Children & Young People Services- Number of compliments received from the public	11.00	4.00	21.00		
The number of compliments has increased; when compared to the same period last year, there has been an increase from 4 to 21. This can be attributed to an improvement in reporting from services receiving praise and thanks. the Complaints Team will continue to raise the profile for the need to report such incidences.					