



Performance Indicators

Neath Port Talbot Council

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



Print Date: 21-Feb-2019

How will we know we are making a difference (01/04/2018 to 31/12/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CHILDREN AND YOUNG PEOPLE SERVICES					
PI/260 - Children & Young Peoples Services - % of complaints at Stage 1 that were upheld/partially upheld	46.67	27.78	28.57		
Despite an increase in the number of complaints received during the 3rd quarter, 2018-19 (when compared to 2017/18) from 18 to 29, the complaints team continue to work closely with front line teams to manage complaints appropriately. 6 stage 1 complaints were upheld and 2 stage 1 complaints partially upheld (8 in total).					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	0.00	33.33		
There were 3 complaints at stage 2 during this period. One was partially upheld and 2 were not upheld. 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	19.00	10.00	26.00		
The number of compliments has increased; when compared to the same period last year there has been an increase from 10 to 26. 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.					