



**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
<b>Organisation</b>					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 1 that were upheld/partially upheld	38.46	45.45	36.00		
Despite an increase in the number of complaints received during the 3rd quarter, 2018/19 (when compared to 2017/18) from 11 to 25, the Complaints Team continue to work closely with front line teams to manage complaints appropriately. 4 stage 1 complaints were upheld and 5 stage 1 complaints were partially upheld (total of 9). No target has been set for this PI.					
PI/265 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 2 that were upheld/partially upheld	50.00	100.00	0.00		
There was 1 complaint at Stage 2 during this period which was not upheld. There continues to be a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels. No target has been set for this PI.					
PI/266 -Social Services, Health and Housing (excluding CYPS) - % 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. No target has been set for this PI.					
PI/267 - Social Services, Health and Housing (excluding CYPS) - Number of compliments received from the public	9.00	52.00	35.00		
The number of compliments has decreased; when compared to the same period last year there has been a decrease from 52 to 35. This can be attributed to a reluctance in reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences. No target has been set for this PI.					