



# Performance Indicators

Neath Port Talbot Council

Appendix 3 -Children & Young People Services - Compliments and Complaints - Full Year - 2 018/19



*Print Date: 17-Jun-2019*

**How will we know we are making a difference (01/04/2018 to 31/03/2019)?**

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	47.37	21.43	38.71		
Despite a slight increase in the number of complaints received during 2018/19 (when compared to 2017/18) from 28 to 31, the Complaints Team continue to work closely with front line teams to manage complaints appropriately. 8 stage 1 complaints were upheld and 4 stage 1 complaints were partially upheld (total of 12).					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	50.00	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	23.00	19.00	30.00		
The number of compliments has increased; when compared to the same period last year there has been an increase from 19 to 30. 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.					