



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Appendix 3 -Children & Young People Services - Compliments and Complaints - Quarter 1 - 2019/20



*Print Date: 20-Aug-2019*

**How will we know we are making a difference (01/04/2019 to 30/06/2019)?**

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	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	12.50	20.00		
There was a slight increase in the number of complaints received during the first quarter of 2019/20, when compared to 2018/19, from 8 to 10. No complaints were upheld and 2 Stage 1 complaints were partially upheld. The Complaints Team work closely with front-line managers including providing weekly monitoring reports, along with 'upheld' summaries to ensure complaints are managed appropriately. Any required lessons learned are communicated accordingly.					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	0.00			
There were no complaints at Stage 2 during the first quarter of 2019/20. There continues to be a strong 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					
There were no ombudsman investigations during the 1st Quarter 2019/20 or for the same period during the last 2 years'.					
PI/263 - Children & Young People Services- Number of compliments received from the public	4.00	13.00	9.00		
The number of Compliments remains consistent with previous years. The Complaints Team will continue to raise the profile for the need to report such incidences.					