



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 2 - 2019/20



Print Date: 04-Nov-2019

How will we know we are making a difference (01/04/2019 to 30/09/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
CHILDREN AND YOUNG PEOPLE SERVICES					
PI/260 - Children & Young Peoples Services - % of complaints at Stage 1 that were upheld/partially upheld	33.33	29.41	22.22		
There was a slight increase in the number of complaints received during the second quarter of 2019/20, when compared to 2018/19, from 17 to 18. 1 Complaint was upheld and 3 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	33.33			
There were no complaints at Stage 2 during the second 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 2nd Quarter 2019/20.					
PI/263 - Children & Young People Services- Number of compliments received from the public	4.00	21.00	24.00		
There was a slight increase in the number of compliments in comparison with previous years. The Complaints Team continue to raise the profile for the need to report such incidences.					