



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 3 - 2019/20



Print Date: 20-Feb-2020

How will we know we are making a difference (01/04/2019 to 31/12/2019)?

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	27.78	28.57	25.93		
<p>There was a slight decrease in the number of complaints received during the first three quarters of 2019/20 when compared to 2018/19 from 28 to 27. 1 complaint was upheld and 6 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.</p> <p>Upheld/Partially Upheld Analysis - Quarter 3 - 1 partially upheld - Quality of service (communication issue); complainant was unhappy with procedure in relation to safeguarding investigation, which were not upheld; however, the Directorate recognised communication could have been better and apologised for this.</p>					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	33.33	0.00		
<p>There was 1 Stage 2 complaint received during the 3rd Quarter 2019/20 which is currently on-going. This is an improvement on the same period 2018/19 (3). There continues to be a strong emphasis on a speedier resolution at 'local' and 'Stage 1' levels.</p>					
PI/262 -Children & Young People Services - % of complaints dealt with by the Public Services Ombudsman that were upheld					
<p>There were no ombudsman investigations during the 3rd Quarter 2019/20.</p>					
PI/263 - Children & Young People Services- Number of compliments received from the public	10.00	26.00	29.00		
<p>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.</p>					