



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 ( 1st April - 30th June) - 2021/22



*Print Date: 14-Sep-2021*

**How will we know we are making a difference (01/04/2021 to 30/06/2021)?**

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
<b>Organisation</b>					
PI/260 - Children & Young Peoples Services - % of complaints at Stage 1 that were upheld/partially upheld	20.00	33.33	50.00		
There were 2 complaints received during the first quarter of 2021/22, when compared to 3 received in 2020/21. 1 complaint was 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					
There were no complaints at Stage 2 during the first quarter of 2021/22. 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 this period.					
PI/263 - Children & Young People Services- Number of compliments received from the public	9.00	12.00	14.00		
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.					