



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



Print Date: 17-Nov-2021

How will we know we are making a difference (01/04/2021 to 01/10/2021)?

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
Organisation					
PI/260 - Children & Young Peoples Services - % of complaints at Stage 1 that were upheld/partially upheld	22.22	28.57	14.29		
<p>2nd Quarter (1st July – 30th September) 5 complaints were received during this quarter; no complaints were upheld/partially upheld.</p> <p>Accumulative (1st April 2021 to 30th September 2021) During the first 6 months of 2021/22, 7 complaints have been received which compares with 7 complaints received for the same period in 2020/21.</p> <p>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>					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld			100.00		
There was 1 complaint at Stage 2 during the second 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	24.00	25.00	30.00		
<p>2nd Quarter (1st July – 30th September) 16 compliments were received during this quarter; the total number received during the first 6 months of 2021/22 is 30; which compares to 25 compliments received for the first six months in 2020/21.</p> <p>Compliments received include personal praise of staff and thanks for service/support.</p>					