



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 ( 1st April - 31st December ) - 2021/22



*Print Date: 28-Jan-2022*

**How will we know we are making a difference (01/04/2021 to 31/12/2021)?**

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	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	25.93	17.65	15.38		
<p>rd Quarter (1st October – 31st December) 6 complaints were received during this quarter; no complaints were upheld/partially upheld.</p> <p>Accumulative (1st April 2021 to 31st December 2021) During the first 9 months of 2021/22, 13 complaints have been received which compares with 17 complaints received for the same period in 2020/21. 1 complaint was upheld and 1 complaint was partially upheld.</p>					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	0.00	100.00		
There was 1 complaint at Stage 2 during the second quarter of 2021/22 which was partially upheld. 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	29.00	37.00	35.00		
The number of compliments remains consistent in comparison with previous years. The Complaints Team continue to raise the profile for the need to report such incidences. Compliments received include personal praise of staff and thanks for service/support.					