



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) - 2022/23



*Print Date: 01-Sep-2022*

## How will we know we are making a difference (01/04/2022 to 30/06/2022)?

| PI Title  | Actual<br>20/21 | Actual<br>21/22 | Actual<br>22/23 | Target<br>22/23 | Perf. RAG |
|---|-----------------|-----------------|-----------------|-----------------|-----------|
| <b>Organisation</b>   |                 |                 |                 |                 |           |
| SSHCS - CYPS - PI/260 - Children & Young Peoples Services - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year   | 33.33           | 50.00           | 25.00           |                 |           |
| <p>8 complaints were closed during this quarter; of which 1 was upheld and 1 partially upheld. Breakdown as follows:-</p> <ol style="list-style-type: none"> <li>1. Upheld – this complaint related to lack of support and assistance in caring for grandchildren; the Team Manager investigated the complaint and responded with immediate assistance. The allocated Social Worker assessed on-going needs.</li> <li>2. Partially upheld - this complaint related to the lack of support received from Social Worker in the delivery of care, along with communication concerns; the responsible Principal Officer investigated the complaint and identified the necessary services to support the complainant’s son, as well as assurances around future conduct and lesson to be learnt.</li> </ol> <p>There was an increase in the number of complaints closed during the 1st quarter, when compared to the same period in 2021/22, from 1 to 8. 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> |                 |                 |                 |                 |           |
| SSHCS - CYPS - PI/261 - Children & Young Peoples Services - % of closed complaints at Stage 2 that were upheld in the financial year  |                 |                 |                 |                 |           |
| There were no Stage 2 complaints closed during the first quarter.   |                 |                 |                 |                 |           |
| SSHCS - CYPS - PI/262 -Children & Young People Services - % of closed complaints dealt with by the Public Services Ombudsman that were upheld   |                 |                 |                 |                 |           |
| There were no ombudsman investigations during this period.  |                 |                 |                 |                 |           |
| SSHCS - CYPS - PI/263 - Children & Young People Services- Number of compliments received from the public  | 12.00           | 14.00           | 10.00           |                 |           |
| The number of compliments during the 1st quarter has seen an decrease when compared to the previous year, from 14 to 10. The Complaints Team continue to raise the profile for the need to report such incidences.  |                 |                 |                 |                 |           |