



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) - 2022/23



*Print Date: 09-Nov-2022*

## How will we know we are making a difference (01/04/2022 to 30/09/2022)?

PI Title	Actual 20/21	Actual 21/22	Actual 22/23	Target 22/23	Perf. RAG
<b>SOCIAL SERVICES HEALTH &amp; HOUSING</b>					
SSHCS - CYPS - PI/260 - Children & Young Peoples Services - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year	28.57	14.29	20.00		
<p>2nd Quarter (1st July – 30th September)                      5 complaints were closed during this quarter; of which 1 was upheld. Breakdown as follows:-</p> <p>1. Upheld – this complaint related to lack of support and assistance which following investigation resulted in the Social Worker assessing on-going needs.</p> <p>Accumulative (1st April 2022 to 30th September 2022)                      During the first 6 months of 2022/23, 13 complaints have been closed which compares with 6 complaints closed in the same period in 2021/22.</p> <p>The number of complaints closed during the 2nd quarter, is the same (5) when compared to the same period in 2021/22. 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		100.00			
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	25.00	30.00	15.00		
The number of compliments during the 2nd quarter has seen a decrease when compared to the previous year, from 30 to 15. The Complaints Team continue to raise the profile for the need to report such incidences.					