



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) - 2022/23



Print Date: 07-Feb-2023

How will we know we are making a difference (01/04/2022 to 31/12/2022)?

PI Title	Actual 20/21	Actual 21/22	Actual 22/23	Target 22/23	Perf. RAG
CHILDREN AND YOUNG PEOPLE SERVICES					
SSHCS - CYPS - PI/260 - Children & Young Peoples Services - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year	17.65	15.38	23.81		
<p>3rd Quarter (1st October – 31st December)</p> <p>8 complaints were closed during this quarter; of which 2 were partially upheld. Breakdown as follows:-</p> <ol style="list-style-type: none"> 1. Partially Upheld – this complaint related to delays in therapeutic support and unhappy with actions of Team Manager; PO acknowledged the delays and decision to change SW in support of; it was noted that Team Manager actions were appropriate. 2. Partially Upheld - this complaint related to social worker actions; PO agreed that lessons were to be learned with the practise but noted that the individual has since left the authority. <p>Accumulative (1st April 2022 to 31st December 2022)</p> <p>During the first nine months of 2022/23, 21 complaints have been closed which compares with 13 complaints closed in the same period in 2021/22.</p> <p>There is an increase in number of complaints closed during the 3rd quarter, 8, when compared to the same period in 2021/22 (6). 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	0.00	100.00	100.00		
<p>3rd Quarter (1st October – 31st December)</p> <p>2 Stage 2 complaints were closed during this quarter; both of which were partially upheld. Breakdown as follows:-</p> <ol style="list-style-type: none"> 1. Partially Upheld – this complaint was undertaken through the corporate complaint procedure; it was very complex and related to a number of the service concerns, including lack of communication and issues with support during assessment process. The Head of Service issued a response following a Stage 2 Report investigation and accepted the recommendations. The service has created an action plan to follow up the necessary recommendations. 2. Partially Upheld - this complaint reflects similar circumstances as above; The Head of Service issued a response following a Stage 2 Report investigation and accepted the recommendations. The service has created an action plan to follow up the necessary recommendations. 					
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	37.00	35.00	34.00		
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16 compliments were received during this quarter; the total number received during the first nine months of 2022/23 is 34, which compares to 35 compliments received for the first nine months in 2021/22.