



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Measures

Neath Port Talbot Council

Appendix 3 -Children & Young People Services - Compliments and Complaints - Quarter 4 (1st April - 31st March) - 2022/23



Print Date: 17-May-2023

How will we know we are making a difference (01/04/2022 to 31/03/2023)?

PI Title	Qtr. 4 Actual 20/21	Qtr. 4 Actual 21/22	Qtr. 4 Actual 22/23	Qtr. 4 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	21.05	11.76	24.14		
4th Quarter (1st January – 31st March) 8 complaints were closed during this quarter; of which 1 was upheld and 1 partially upheld. Breakdown as follows:- 1.Upheld – this complaint related to communication issues and the Service Manager acknowledged the issues and issued an apology. 2.Partially Upheld – a complex complaint which included concerns surrounding decisions in relation to the complainant’s daughter. Elements were agreed and resulted in updates to records; however, some elements were not upheld, particularly surrounding court proceedings. Accumulative (1st April 2022 to 31st March 2023) During 2022/23, 29 complaints have been closed which compares with 18 complaints closed in 2021/22. There is an increase in number of complaints closed during the 4th quarter, 8, when compared to the same period in 2021/22 (4). 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.					
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		
4th quarter (1st January – 31st March 2023) ONLY (based on closed data) There were no Stage 2 complaints closed during the fourth 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	51.00	50.00	50.00		
16 compliments were received during this quarter; the total number received during 2022/23 is 50, which compares to 50					

compliments in 2021/22.
