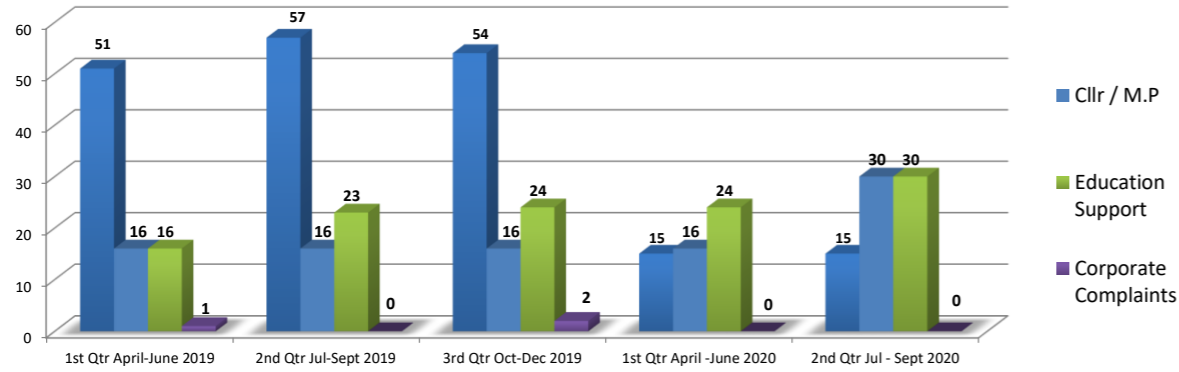




COMPLAINTS RECEIVED



Notes:
Please note that 'Schools' figure only capture complaints that have come through to the L.A. Schools have their own complaints policy/process that must be dealt with by the school. However the L.A may give advice and guidance on these complaints but direct them back to the school for response, some complaints go straight to the school and the L.A will not record these. These numbers only reflect the complaints we are aware of.

Complaints April - Sept 2020

This period relates from the start of lockdown and COVID-19. These issues have dominated complaints and queries. Within the first couple of weeks of lockdown, we received a lot of queries and a high call volume relating to Hub placements for key workers. These were not logged as complaints but dealt with by the department.

COVID-19 is the common theme for these 2 quarters and will probably continue for some time to come, dealing with the concerns and anxieties of parents during the lockdown period, dealing with hub queries, planning the return to school and the actual return. We also received 3 compliments this quarter.

If there are any pressing issues or contentious complaints that arise throughout the year, management are kept informed and involved in the plan of action moving forward. Our schools have expressed uncertainty in how to handle complaints so were putting on a schedule of training for Head Teachers and Governors including managing conflict. The training will be in partnership with our internal complaints team, EAS and Legal Services

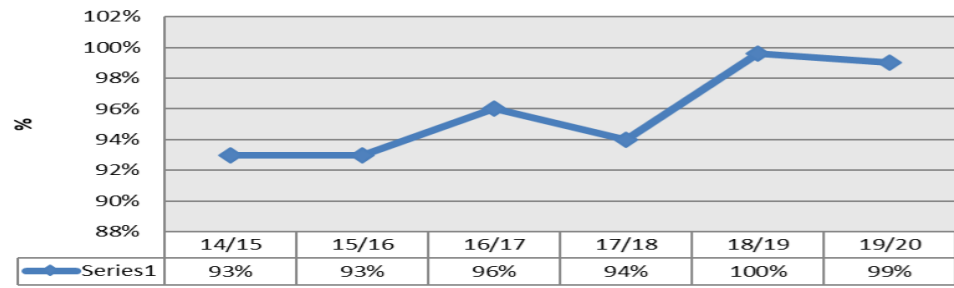
Estyn Inspections *

Primary Schools (26)					
	Standards	Wellbeing	Teaching and Learning Experiences	Care, Support and guidance	Leadership and Management
Excellent	12%	12%	12%	15%	15%
Good	73%	73%	69%	73%	62%
Adequate	15%	15%	19%	8%	12%
Unsatisfactory	0%	0%	0%	4%	12%

Secondary & Special Schools (6)					
	Standards	Wellbeing	Teaching and Learning Experiences	Care, Support and guidance	Leadership and Management
Excellent	17%	17%	17%	17%	17%
Good	33%	50%	50%	50%	33%
Adequate	50%	33%	33%	33%	50%
Unsatisfactory	0%	0%	0%	0%	0%

All Schools (32)					
	Standards	Wellbeing	Teaching and Learning Experiences	Care, Support and guidance	Leadership and Management
Excellent	13%	13%	13%	16%	16%
Good	66%	69%	66%	69%	56%
Adequate	22%	19%	22%	13%	19%
Unsatisfactory	0%	0%	0%	3%	9%

% of Young People satisfied with quality of service received



Satisfaction

A total of 1549 young people completed the survey, representing 28% of all registered young people. This is an excellent result, with many surveys conducted post lockdown to ensure the data was collected for the year.

99% of young people reported that they were very happy and happy with the service, exceeding the target of 80%.

In addition to this result, many very positive evaluative comments are received regularly, thanking youth workers for the support provided and for the experiences and

Library Service 2019-2020 Core Performance comparisons to 2018-2019

Library Service Performance Area	2019-2020	2018-2019	Commentary	RAG Status
The percentage of adults who think the Borough Library Service is 'very good' or 'good' overall	98%	99%	Based on most recent Adult PLUS survey 2019 compared to 2017.	1% decline but still an excellent score
Average child satisfaction score with their local library out of 10	9.40%	9.40%	Based on July 2018 Children's PLUS survey across all service points.	Maintaining excellent and positive score
Percentage of adults who think that the customer care they received from their local library is 'very good' or 'good'	99%	99%	Based on most recent Adult PLUS survey 2019 compared to 2017.	Maintaining excellent and positive score
Total number of visits to library premises for the year 2019-2020	650,881	651,926	Due to the COVID-19 pandemic, all library buildings in the Caerphilly borough were instructed to close their doors to the public on: Friday 20th March 2020 therefore an annual visitor count normally taken between 01/04/19-31/03/20 was not fully executed.	Despite the closure of library doors the visits to library premises remains consistent with the previous year and certainly will have exceeded last year's total if libraries had not closed.
Total number of active borrowers during the year	37,120	37,849	Due to the COVID-19 pandemic, all library buildings in the Caerphilly borough were instructed to close their doors to the public on: Friday 20th March 2020 Due to the move to the All-Wales Library Management System, Caerphilly Library Service had no access to its existing Library Management System (Infor's: Vubis Smart) due to key integration work: From the 16th March 2020 , library services staff and the general public had no access at all to a Library Management System therefore new customers could not be registered.	Despite the closure of library doors and the unavailability of a Library Management system, the number of active borrowers remains consistent with the previous year and certainly may have exceeded last year's total
Total loans for the year (adult and child)	452,211	563,175	Significant decline in children and adult loans, predominantly children's issues caused by a number of factors.	19.4% decrease
Total loans for the year (adult and child) electronic downloads	49,275	32,092	Rise in customer loans of the eDigital services we provide: eBooks, eAudiobooks, eComics and eMagazines. Library service investment to these services continues.	34.8% increase
Number of Welsh Government Core Entitlements achieved in full or part	12 in full (projected estimate)	12 in full	Estimates based on evidence submitted as part of local authority standards return	Top quartile for Wales attainment possible
Number of Welsh	7 in full	8 in full	Estimates based on evidence submitted as part of local authority standards return.	

What is our External / Customer Intelligence telling us?

* The data in the table above represents an overview of Estyn inspections from September 2017 to March 2020. This is from the introduction of a revised framework for Estyn inspections to the period where all activity was suspended due to the coronavirus outbreak. Estyn's guidance on self-evaluation for local authority inspections states that judgements will be based on evidence from inspections over a three year period. Therefore, evaluations have to take all inspections during this timeframe into account. Estyn inspections have been suspended until September 2021.

In terms of Library's the number of visits to our library are reducing and this is a trend across Wales. Our School Engagement Strategy aims to reverse this by bringing younger children and growing the age profile of visitors.

The Library Standards for 19/20 are shown to the left, however it should be noted these standards have not yet been verified. We have not yet been given a verification date and if verification changes the outcome we will update this in quarter 3.

Score	RAG	Status
0	Black	Not yet started or too early to report any progress (achievements/changes)
1	Red	Started but not progressing well
2	Amber	Started with reasonable progress achieved
3	Green	Going well with good progress

Government measurable Quality Indicators achieved in full or part	1 in part 1 fail to meet 1 with no	2 in part	1 standard does not need to be reported on, had we been asked to report on this we would have fully met.	Reduction from last year's return. Possibility we may remain in top quartile for Wales.
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