



# Performance Indicators

Neath Port Talbot Council

Regeneration and Sustainable Development - Compliments and Complaints

*Print Date: 23-Aug-2018*

**How will we know we are making a difference (01/04/2018 to 30/06/2018)?**

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
<b>Organisation</b>					
PI/268 - Regeneration and Sustainable Development - % of complaints at Stage 1 that were upheld/partially upheld	0.00	0.00	0.00		
No Stage 1 complaints were received this quarter. This is compared to 1 complaint received for the same quarter last year which was not upheld					
PI/269 - Regeneration and Sustainable Development - % of complaints at Stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
Out of the 2 Stage 2 complaints received this quarter, none were upheld. This is comparable with the same quarter last year					
PI/270 - Regeneration and Sustainable Development - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	0.00		
No Ombudsman investigations have been undertaken in quarter 1. One was undertaken in the same quarter last year, but this was not upheld					
PI/271 - Regeneration and sustainable development - number of compliments received from the public	0.00	4.00	1.00		
The number of compliments received in this quarter is lower than for the same period last year					