



**How will we know we are making a difference (01/04/2018 to 30/09/2018)?**

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
<b>Organisation</b>					
PI/272 - Streetscene and Engineering - % of complaints at Stage 1 that were upheld/partially upheld	23.53	0.00	18.75		
3 of 16 Stage 1 complaints were upheld, compared to 0 of 5 Stage 1 complaints recorded for the same quarter 2017/2018					
PI/273 -Streetscene and Engineering - % of complaints at stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
0 of 1 Stage 2 complaints were upheld in total, compared to 0 of 4 Stage 2 complaints recorded quarter 2 last year					
PI/274 -Streetscene and Engineering - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	0.00		
No Ombudsman investigations were received this quarter, as per the same quarter last year					
PI/275 - Streetscene and Engineering - Number of compliments received from the public	43.00	17.00	28.00		
There has been a slight decrease in the number of compliments compared to the same quarter last year					