



# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Streetscene and Engineering - Compliments and Complaints - Quarter 3 - 2018/19



*Print Date: 07-Feb-2019*

## How will we know we are making a difference (01/04/2018 to 31/12/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
<b>ENVIRONMENT</b>					
PI/272 - Streetscene and Engineering - % of complaints at Stage 1 that were upheld/partially upheld	26.32	12.50	9.09		
2 of 22 Stage 1 complaints were upheld, compared to 1 of 8 Stage 1 complaints recorded for the same quarter last year.					
PI/273 -Streetscene and Engineering - % of complaints at stage 2 that were upheld/partially upheld	20.00	0.00	33.33		
1 of 3 Stage 2 complaints were upheld, compared to 0 of 5 Stage 2 complaints recorded for same quarter 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	100.00		
1 Ombudsman investigation was received this quarter which was upheld, compared to no investigations for the same quarter last year.					
PI/275 - Streetscene and Engineering - Number of compliments received from the public	48.00	29.00	46.00		
The number of compliments has increased considerably when compared to the same quarter last year.					