



# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Regeneration and Sustainable Development - 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/268 - Regeneration and Sustainable Development - % of complaints at Stage 1 that were upheld/partially upheld	33.33	0.00	12.50		
1 of 8 Stage 1 complaints were upheld for this quarter compared to 0 recorded in the same quarter last year.					
PI/269 - Regeneration and Sustainable Development - % of complaints at Stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
0 of 8 Stage 2 complaints were upheld this quarter compared to 0 complaints upheld 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 3. Two ombudsman investigations were received last year, none of which were upheld.					
PI/271 - Regeneration and sustainable development - number of compliments received from the public	4.00	6.00	3.00		
The number of compliments received in this quarter is lower than for the same period last year					