



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Appendix 3 - Education, Leisure and Lifelong Learning - Compliments & Complaints - Full Year - 2018/19



*Print Date: 21-Jun-2019*

## How will we know we are making a difference (01/04/2018 to 31/03/2019)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
<b>Organisation</b>					
PI/256 - Education, Leisure & Lifelong Learning Directorate-- % of complaints at stage 1 that were upheld	0.00	0.00	0.00		
Zero upheld/partially upheld of 8 complaints - (2017-18 : Zero of 19) Four complaints concerned the SEN process, one the Library Service, one the Cleaning Service, one Margam Park and one concerning the issuing of child performance licences – all the complaints were not upheld					
PI/257 -Education, Leisure & Lifelong Learning Directorate - % of complaints at stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
Zero upheld/partially upheld of 2 complaints - (2017-18 : Zero of 4) One stage 2 complaint concerning the SEN process and one concerning a cleaner at a school - both complaints were not upheld.					
PI/258 -Education, Leisure & Lifelong Learning Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	0.00		
2 complaints were referred to the Ombudsman – one was dismissed before investigation and the other is still under investigation.					
PI/259 - Education, Leisure & Lifelong Learning Directorate - Number of compliments received from the public	8.00	110.00	8.00		
The 8 compliments concerned Margam Park. The way compliments are compiled has changed. We are now unable to quantify compliments raised via our social media pages as the grading system on these pages is no longer provided by the social media site.					