



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Appendix 2 - Streetscene and Engineering - Compliments and 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
Organisation					
PI/272 - Streetscene and Engineering - % of complaints at Stage 1 that were upheld/partially upheld	26.32	20.00	13.04		
3 of 23 stage 1 complaints were upheld compared to 2 of 10 for the same quarter last year.					
PI/273 -Streetscene and Engineering - % of complaints at stage 2 that were upheld/partially upheld	20.00	14.29	33.33		
1 of 6 stage 2 complaints were upheld in this quarter compared to 1 of 7 in the same period last year. The complaint that was upheld was against parking services where it was found the Authority had not provided disabled parking spaces on the top floor of the Neath Multi-storey car park as part of the free parking after 3pm campaign by Neath Inspired. This arrangement is now under review with the proviso that disabled spaces will be provided should the scheme continue. An apology was sent to the complainant.					
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		
0 Ombudsman investigations were received for this quarter compared to the same period last year however the 1 complaint received during quarter 3 was upheld therefore the % of complaints dealt with by the Ombudsman is 100%.					
PI/275 - Streetscene and Engineering - Number of compliments received from the public	58.00	43.00	63.00		
63 compliments were received in total compared with 43 for the same period last year.					