



# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Regeneration and Sustainable Development - Compliments and Complaints - Quarter 4  
(Full Year) - 2018/19



*Print Date: 07-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/268 - Regeneration and Sustainable Development - % of complaints at Stage 1 that were upheld/partially upheld	16.67	0.00	12.50		
0 of 8 stage 1 complaints were upheld for this quarter compared to 7 stage 1 complaints not upheld for the same quarter last year.					
PI/269 - Regeneration and Sustainable Development - % of complaints at Stage 2 that were upheld/partially upheld	0.00	14.29	20.00		
2 stage 2 complaints were upheld for this quarter. out of a total of 10 complaints received this year. This compares with 7 stage 2 complaints received at this time last year, with 1 being upheld.					
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		
1 complaint was received from the Information Commissioners Office which is yet to be determined.					
PI/271 - Regeneration and sustainable development - number of compliments received from the public	10.00	9.00	9.00		
The number of compliments received in this quarter is the same as the period last year.					