



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Regeneration and Sustainable Development - Compliments and Complaints - Quarter 2 - 2019/20



*Print Date: 22-Nov-2019*

**How will we know we are making a difference (01/04/2019 to 30/09/2019)?**

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
<b>Organisation</b>					
PI/268 - Regeneration and Sustainable Development - % of complaints at Stage 1 that were upheld/partially upheld	0.00	0.00	0.00		
out of the 5 Stage 1 complaints received for this period none were upheld. This compares with 6 Stage 1 complaints received for the same period last year which were not upheld.					
PI/269 - Regeneration and Sustainable Development - % of complaints at Stage 2 that were upheld/partially upheld		0.00	50.00		
Two Stage 2 complaint was partially upheld. One was regarding regarding the actions of E. Health officers not providing noise monitors in a HMO property. This was rectified by the placement of monitoring equipment. The other complaint was regarding an altercation by a member of the public with a security guard in the Port Talbot Civic Centre. This was a misunderstanding on behalf of the guard who has been offered additional training.					
PI/270 - Regeneration and Sustainable Development - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00		0.00		
Only one complaint has been dealt with by the Ombudsman for this period which was not upheld. This compares with none for the same period last year.					
PI/271 - Regeneration and sustainable development - number of compliments received from the public	6.00	2.00	6.00		
Six compliments have been recorded for this period compared with 2 for the same period last year.					