



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Appendix 2 - Streetscene and Engineering - Compliments and Complaints - Quarter 2 - 2019/20



Print Date: 18-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
Organisation					
PI/272 - Streetscene and Engineering - % of complaints at Stage 1 that were upheld/partially upheld	0.00	18.75	6.67		
The Stage 1 complaint upheld for this period was regarding refuse being repeatedly left in Forest Lodge Lane. This was rectified.					
PI/273 -Streetscene and Engineering - % of complaints at stage 2 that were upheld/partially upheld	0.00	0.00	28.57		
Two of these Stage 2 complaints were partially upheld. The first was regarding the refusal of waste operatives to take refuse from an address with an exemption scheme where more than the agreed amount has been placed for disposal. It was found that the Authority had made reasonable adjustments to the complainant to present excess waste however some comments made by the operatives caught on a recording were found to be unprofessional. An apology was made to the complainant and additional guidance offered to the operatives. The second complaint was also partially upheld where Waste Operatives had paid a visit to the same complainant on the same day regarding the same refuse matter. The visit however was recorded by the complainant who asked the officers to leave however on leaving the complainants leg was accidentally injured by an officer who refused to give their name. An apology was made to the complainant. The Authority has since put in place some reasonable adjustments in dealing with the complainant to assist with their disabilities.					
PI/274 -Streetscene and Engineering - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld					
no complaints were received from the Ombudsman for this period as was the same figure for the same period last year.					
PI/275 - Streetscene and Engineering - Number of compliments received from the public	17.00	28.00	29.00		
29 compliments were received for this period compared to 28 for the same period last year					