



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Education, Leisure and Lifelong Learning - Compliments & Complaints - Quarter 2 - 2019/20



*Print Date: 06-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>EDUCATION LEISURE &amp; LIFELONG LEARNING</b>					
PI/256 - Education, Leisure & Lifelong Learning Directorate-- % of complaints at stage 1 that were upheld	0.00	0.00			
Two complaints in the period, one for the Library Service and one for the Childcare Service. Both 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			
There have been no stage 2 complaints for Quarter 2 - 19/20 There were no stage 2 complaints upheld in Q2 - 17/18 (Zero of 2)					
PI/258 -Education, Leisure & Lifelong Learning Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld					
No complaints have been referred to the Ombudsman in quarter 2 for the last 3 years					
PI/259 - Education, Leisure & Lifelong Learning Directorate - Number of compliments received from the public	97.00	8.00	76.00		
The compliments received for Quarter 2 - 19/20 can be broken down as follows: 64 - Wellbeing and Cynnydd team - Thanks from pupils and parents for all the help and advice received. 1 - Cefn Coed Colliery Museum - Thanking a staff member for a wonderful day. 5 - Additional Learning Needs Support Team - Thanking staff for the service they provided during the process. 1 - Education Psychology - Thanking a staff member for the help they provided. 5 – Margam Park – Overall appearance of the park.					