



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Streetscene and Engineering - Compliments and Complaints - Quarter 3 - 2019/20



*Print Date: 14-Feb-2020*

**How will we know we are making a difference (01/04/2019 to 31/12/2019)?**

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
<b>ENVIRONMENT</b>					
PI/272 - Streetscene and Engineering - % of complaints at Stage 1 that were upheld/partially upheld	12.50	9.09	16.67		
A total of 24 Stage 1 complaints were received up to this quarter with 4 being upheld. This compares to 22 received for this time last year with 3 upheld. The first complaint upheld was regarding Streetcare services not removing household waste for a property. This was resolved with an apology. The remaining three complaints were regarding the Public Transport section relocating a pick up point for school buses, which was not convenient to local residents. The pick - up point was relocated following an investigation.					
PI/273 -Streetscene and Engineering - % of complaints at stage 2 that were upheld/partially upheld	0.00	33.33	20.00		
Out of the 10 Stage 2 complaints received up to this quarter, 2 have been upheld. This compares with 3 received up to the same quarter last year with 1 upheld. Both complaints received were from the same complainant and were partially upheld. The first was regarding the actions of a refuse operative which was found to be unacceptable. The second complaint was regarding a visit made by officer where the officer refused to provide their name. An apology was made to the complainant and the section concerned has put in place some adjustments in dealing with the complainants disabilities.					
PI/274 -Streetscene and Engineering - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld		100.00			
No complaints have been investigated by the Ombudsman regarding this service area up until this quarter. This compares to 1 complaint investigated last year which was upheld.					
PI/275 - Streetscene and Engineering - Number of compliments received from the public	29.00	46.00	32.00		
32 compliments have been received up to this quarter. This compares to 46 received up to the same quarter last year.					