



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 1 (1st April - 30th June) - 2021/22



Print Date: 03-Sep-2021

How will we know we are making a difference (01/04/2021 to 30/06/2021)?

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
ENVIRONMENT AND REGENERATION					
PI/268 - Regeneration and Sustainable Development - % of complaints at Stage 1 that were upheld/partially upheld	0.00	0.00	0.00		
A total of four Stage 1 complaints were received for this period none of which were upheld. Three were for E. Health and one for Estates. This compares with three received for the same period last year.					
We still have eight complaints outstanding from 2021, seven of which are for E. Health and one for Regeneration.					
PI/269 - Regeneration and Sustainable Development - % of complaints at Stage 2 that were upheld/partially upheld	50.00		0.00		
Only one Stage 2 complaint was received for this period for Planning which was not upheld. This compares to none received for the same period last year.					
PI/270 - Regeneration and Sustainable Development - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00				
No complaints were investigated by the Ombudsman for this period as was the same for Quarter one last year					
PI/271 - Regeneration and sustainable development - number of compliments received from the public	3.00	0.00	2.00		
Two compliments were received for this period these being one for E. Health and the other for Planning. This compares with none for the same period last year.					