



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Appendix 2 - Streetscene and Engineering - Compliments and Complaints - Quarter 1 (1st April - 30th June) - 2021/22



Print Date: 26-Oct-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 |
|---|-----------------|-----------------|-----------------|-----------------|-----------|
| Organisation | | | | | |
| PI/272 - Streetscene and Engineering - % of complaints at Stage 1 that were upheld/partially upheld | 16.67 | | 0.00 | | |
| A total of eight Stage 1 complaints were received for this period with six being for parking Services and two for Passenger Transport, none of which were upheld. This compares with none being received for the same period last year. | | | | | |
| PI/273 -Streetscene and Engineering - % of complaints at stage 2 that were upheld/partially upheld | 0.00 | | 0.00 | | |
| One Stage 2 complaint was received in this period for Parking Services which was not upheld. This compares to none for the same period last year. | | | | | |
| PI/274 -Streetscene and Engineering - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld | | | | | |
| No complaints were dealt with by the Ombudsman for this period as was the case for the the same quarter last year | | | | | |
| PI/275 - Streetscene and Engineering - Number of compliments received from the public | 18.00 | 9.00 | 12.00 | | |
| A total of twelve compliments were received for this period with six being for Streetcare, three for Road Safety, one for Highways & Engineering and one for Highways Maintenance. | | | | | |