



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 2
(1st April - 30th September) - 2021/22



Print Date: 16-Nov-2021

RAG (Red, Amber Green) key:

- **Green:** achieved target for the period – Quarter 2 2021/22
- **Amber:** Within 5% of target for the period – Quarter 2 2021/22
- **Red:** 5% or more below target for the period – Quarter 2 2021/22
- **NA** – no comparable data or no target set for the Quarter 2 2021/22 period

How will we know we are making a difference (01/04/2021 to 30/09/2021)?

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
Organisation					
PI/268 - Regeneration and Sustainable Development - % of complaints at Stage 1 that were upheld/partially upheld	0.00	0.00	25.00		
<p>A total of eight Stage 1 complaints were received for this period. Seven were for E. Health and one for Property Management. The two upheld were for E. Health regarding the late delivery of a service due to workload where an apology was sent. This compares with three received for the same period last year.</p> <p>We still have eight complaints outstanding from 2021, seven of which are for E. Health and one for Regeneration.</p>					
PI/269 - Regeneration and Sustainable Development - % of complaints at Stage 2 that were upheld/partially upheld	50.00		0.00		
<p>Four Stage 2 complaints have been received for this period with three all for Planning and one for E. Health which were not upheld. This compares to three Stage 2 complaints received for the same period last year.</p>					
PI/270 - Regeneration and Sustainable Development - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00				
<p>No complaints have been investigated by the Ombudsman for this period which is the same as last year.</p>					
PI/271 - Regeneration and sustainable development - number of compliments received from the public	6.00	15.00	4.00		
<p>Four compliments were received for this period these being two for E. Health, one for Estates and one for Planning. This compares with fifteen received for the same period last year.</p>					