



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

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



*Print Date: 25-Nov-2021*

### 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
<b>Organisation</b>					
PI/272 - Streetscene and Engineering - % of complaints at Stage 1 that were upheld/partially upheld	6.67	0.00	0.00		
A total of nine Stage 1 complaints were received for this period with seven being for Parking Services and two for Passenger Transport, none of which were upheld. This compares with six received for the same period last year.					
PI/273 -Streetscene and Engineering - % of complaints at stage 2 that were upheld/partially upheld	28.57	0.00	0.00		
One Stage 2 complaint was received in this period for Parking Services which was not upheld. This compares to one Stage 2 complaint received 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 investigated by the Ombudsman for this period. This compares with the same for last year.					
PI/275 - Streetscene and Engineering - Number of compliments received from the public	29.00	17.00	23.00		
A total of twenty-three compliments were received for this period with nine being for Streetcare, nine for Road Safety, one for Highways & Engineering and four for Highway Maintenance. This compares with twenty-six received for the same period last year.					