



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 3 (1st April - 31st December) - 2021/22



Print Date: 03-Feb-2022

RAG (Red, Amber Green) key:

- **Green:** achieved target for the period – Quarter 3 2021/22
- **Amber:** Within 5% of target for the period – Quarter 3 2021/22
- **Red:** 5% or more below target for the period – Quarter 3 2021/22
- **NA** – no comparable data or no target set for the Quarter 3 2021/22 period

How will we know we are making a difference (01/04/2021 to 31/12/2021)?

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	9.09	6.67	18.18		
A total of 11 Stage 1 complaints have been received to date with 10 being for E. Health and 1 for Regeneration. Only two complaints were upheld for Environmental Health both due to a delayed service due to excess workload. An apology was sent in both instances. This compares to 13 Stage 1 complaints received up to the same period last year.					
PI/269 - Regeneration and Sustainable Development - % of complaints at Stage 2 that were upheld/partially upheld	75.00	33.33	100.00		
A total of 7 Stage 2 complaints have been received to date with 6 being for Planning Development Control and 1 for Environmental Health. None were upheld. This compares with 3 complaints being 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 have been dealt with by the Ombudsman up to this quarter which is the same for last year.					
PI/271 - Regeneration and sustainable development - number of compliments received from the public	10.00	24.00	7.00		
7 compliments have been received up to this quarter for officer's exemplary work with 2 for Environmental Health, 1 for Regeneration, 1 for Planning Development Control, 2 for Building Control and 1 for the Partnerships & Com Team for work undertaken in the Harm Reduction section. This compares with 24 received up to the same period last year.					