



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Streetscene and Engineering - 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	Qtr.3 Actual 19/20	Qtr.3 Actual 20/21	Qtr.3 Actual 21/22	Qtr.3 Target 21/22	Perf. RAG
<b>ENVIRONMENT AND REGENERATION</b>					
PI/272 - Streetscene and Engineering - % of complaints at Stage 1 that were upheld/partially upheld	16.67	0.00	0.00		
A total of 14 Stage 1 complaints have been received up to this quarter with 8 being for Parking Services, 4 for Passenger Transport and 2 for Refuse collection, none of which were upheld. This compares to with 9 received for the same period last year.					
PI/273 -Streetscene and Engineering - % of complaints at stage 2 that were upheld/partially upheld	20.00	0.00	0.00		
Only 1 Stage 2 complaint has been received up to this quarter for Parking Services which was not upheld. This compares with the same figure for this 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 which compares to the same last year.					
PI/275 - Streetscene and Engineering - Number of compliments received from the public	32.00	34.00	27.00		
A total of 27 compliments have been received for this period for exemplary work by officers with 15 being for Streetcare, 10 for Road Safety and 2 for Highways & Engineering. This compares with 34 being received for the same period last year.					