



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Environment, Regeneration & Streetscene Services Cabinet Board - Compliments and Complaints - Quarter 1 (1st April - 30th June) - 2022/23

*Print Date: 09-Sep-2022*

**How will we know we are making a difference (01/04/2022 to 30/06/2022)?**

PI Title	Qtr 1 Actual 20/21	Qtr 1 Actual 21/2	Qtr 1 Actual 22/23	Target 22/23	Perf. RAG
<b>ENVIRONMENT AND REGENERATION</b>					
PI/268 - Environment, Regeneration and Streetscene Services - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year	0.00	0.00	0.00		
<p>19 Stage 1 complaints were received in this quarter.                      14 of Stage 1 Complaints were closed in this period, of which none were upheld.</p> <p>During the same quarter last financial year there were 12 Stage 1 complaints received and closed, none were upheld.</p> <p>Stage 1 Complaints received in quarter 1 2022/23 relate to:</p> <p>Environmental Health x 5 (1 of which was Ombudsman Complaint)                      Planning x 1                      Engineering x 3                      Highway Development Control x 1                      Streetcare x 3                      Estates x 1                      Parking Services x 3                      Waste / Recycling x 2</p>					
PI/269 - Environment, Regeneration and Streetscene Services - % of closed complaints at Stage 2 that were upheld/partially upheld in the financial year		0.00			
<p>3 Stage 2 complaints were received in this quarter, 3 remain open at the end of the period.</p> <p>Complaints included:-                      Environmental Health x 1                      Network &amp; Programme Management x 2</p>					
PI/270 - Environment, Regeneration and Streetscene Services - % of closed complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld			0.00		
<p>There was 1 closed complaint for Environmental Health dealt with by the Public Ombudsman this was not upheld.</p>					

PI/271 - Environment, Regeneration and Streetscene Services - number of compliments received from the public	9.00	14.00	10.00		
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Compliments received:  
Neighbourhood Services x 4, Road Safety x 1, Highways x 2, Environmental Health x 1, WCSM x 2