



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

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



Print Date: 23-Nov-2022

How will we know we are making a difference (01/04/2022 to 30/09/2022)?

PI Title	Qtr.2 Actual 20/21	Qtr.2 Actual 21/22	Qtr.2 Actual 22/23	Qtr.2 Target 22/23	Perf. RAG
ENVIRONMENT AND REGENERATION					
PI/268 - Environment, Regeneration and Streetscene Services - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year	0.00	12.00	0.00		
<p>17 Stage 1 complaints were received in this quarter. 17 amount of stage 1 complaints none were upheld. 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 2 2022/23 relate to :</p> <p>Environmental Health x 2 Planning x 3 Engineering x 1 Waste /Recycling x 6 Highways x 2 Parking Services 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	0.00	0.00		
<p>2 Stage 2 complaints were received in this quarter none were upheld.</p> <p>Complaints included :</p> <p>Passenger Transport x 1 Refuse x 1</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		
There were no complaints for this quarter dealt with by the Public Ombudsman.					
PI/271 - Environment, Regeneration and Streetscene Services - number of compliments received from the public	24.00	27.00	21.00		
<p>Compliments received: Road Safety x 7, Neighbourhood x 5, Highways & Drainage x 4, WCSM x 4, Grounds @Margam Crematorium x 1</p>					