



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Education, Leisure & Lifelong Learning (excl. Community Safety) - Compliments & Complaints - Quarter 2 (1st April - 30th September) - 2022/23



*Print Date: 28-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
<b>Organisation</b>					
PI/256 - Education, Leisure & Lifelong Learning Directorate-- % of closed complaints at stage 1 that were upheld in the financial year	0.00	0.00	0.00		
There have been five stage 1 complaints so far this year. The five concerned home to school transport and were not upheld.					
PI/257 -Education, Leisure & Lifelong Learning Directorate - % of closed complaints at stage 2 that were upheld/partially upheld in the financial year	0.00		0.00		
There has been one stage 2 complaint for Quarter 2 concerning school transport which was not upheld.					
PI/258 -Education, Leisure & Lifelong Learning Directorate - % of closed complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld					
There have been no complaints referred to the Ombudsman for Quarter 2 - 22/23, 21/22 or 20/21					
PI/259 - Education, Leisure & Lifelong Learning Directorate - Number of compliments received from the public		1.00	21.00		
There have been 21 compliments in Q2. 3 for Margam Park: positive feedback concerning an event and the park in general, 14 for the Orangery all concerning wedding or events and 4 for the Princess Royal Theatre for their help and support during events.					