



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 3 (1st April - 31st December) - 2022/23



Print Date: 25-Jan-2023

	Qtr 3 Actual 20/21	Qtr 3 Actual 21/22	Qtr 3 Actual 22/23	Qtr 3 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	4.17	8.00	0.00		
<p>18 Stage 1 complaints were received in this quarter. 18 amount of stage 1 complaints none were upheld. During the same quarter last financial year there were 8 stage 1 complaints received and closed, none were upheld.</p> <p>Stage 1 complaints received in Quarter 3 2022/23 relate to :</p> <p>Engineers x 1 Neighbourhood x 2 Parking x 4 Planning x 1 Waste x 6 Highways & Drainage x 2 Transfer station x 1 Building control x 1</p>					
PI/269 - Environment, Regeneration and Streetscene Services - % of closed complaints at Stage 2 that were upheld/partially upheld in the financial year	12.50	0.00	0.00		
<p>1 Stage 2 complaint was received in this quarter. This was not upheld.</p> <p>Complaint included : Environmental health 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	43.00	34.00	7.00		
<p>Compliments received: Neighbourhood x 2, Road Safety x 1, Environmental health x 1, Highways and Drainage x 1, Waste services x 2.</p>					