



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Appendix 2 - Education, Leisure & Lifelong Learning - Compliments & Complaints - Quarter 3 (1st April - 31st December) - 2022/23



Print Date: 08-Feb-2023

How will we know we are making a difference (01/04/2022 to 31/12/2022)?

PI Title	Qtr. 3 Actual 20/21	Qtr. 3 Actual 21/22	Qtr. 3 Actual 22/23	Qtr.3 Target 22/23	Perf. RAG
EDUCATION LEISURE & LIFELONG LEARNING					
PI/256 - Education, Leisure & Lifelong Learning Directorate-- % of closed complaints at stage 1 that were upheld in the financial year	0.00	25.00	0.00		
There have been eight stage 1 complaints so far this year. Six concerned home to school transport, one concerning fishing at Margam Park and one concerning a booking at the Princess Royal theatre and all 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	25.00		
There has been three stage 2 complaint for Quarter 3, one concerning school transport and one concerning fishing at Margam Park which were not upheld. There was one complaint upheld concerning a booking at Princess Royal theatre and the cancelling of an event due to the Proclamation announcement were a full refund was given. The council contracts are now being altered to include these unpredicted events.					
PI/258 -Education, Leisure & Lifelong Learning Directorate - % of closed complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld		0.00			
There have been no complaints referred to the Ombudsman for Quarter 3 - 22/23, 21/22 or 20/21					
PI/259 - Education, Leisure & Lifelong Learning Directorate - Number of compliments received from the public	1.00	6.00	25.00		
There have been 25 compliments in the first 9 months (April 22 – Dec 22). 3 for Margam Park: positive feedback concerning an event and the park in general, 14 for the Orangery all concerning wedding or events, 4 for the Princess Royal Theatre for their help and support during events, 2 for the Data Unit for speedy/accurate response, 1 for The Children and Family Team for the help and support supplied and 1 for School Admissions Team for their support with an application.					