



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Education, Leisure & Lifelong Learning - Compliments & Complaints - Quarter 4 (1st April - 31st March) - 2022/23



*Print Date: 15-May-2023*

## How will we know we are making a difference (01/04/2022 to 31/03/2023)?

PI Title	Qtr. 4 Actual 20/21	Qtr. 4 Actual 21/22	Qtr. 4 Actual 22/23	Qtr. 4 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	60.00	0.00		
There have been eleven stage 1 complaints so far this year. Six concerned home to school transport, one concerning fishing at Margam Park, two concerning the Additional Learning Needs process, one concerning the National Exercise Referral Scheme NERS and one concerning a booking at the Princess Royal theatre. 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 four stage 2 complaint for 2022/23, two 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 2022/23.					
PI/259 - Education, Leisure & Lifelong Learning Directorate - Number of compliments received from the public	2.00	35.00	25.00		
There have been 25 compliments for the full year. 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.					