



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Appendix 2 - Environment & Regeneration Directorate Performance Measures - Compliments and Complaints - Quarter 4 (1st April - 31st March) - 2022/23



Print Date: 11-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
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	9.68	8.82	0.00		
<p>11 stage 1 complaints were received Jan – March 2023. None were upheld. During the same quarter last financial year there were 9 stage 1 complaints received and closed, none were upheld. Stage 1 complaints received in Quarter 4 2022/2023 relate to :</p> <ul style="list-style-type: none"> Parking x 3 Cleaning x1 Refuse /Waste x 2 Highways x 3 Planning x 1 EH/TS x 1 <p>This gives a total of 63 Stage 1 complaints received and closed in total for the financial year 2022/23 , none were upheld. This compares to a total of 41 Stage 1 complaints received and closed for the year 2021/2022, none were upheld. This total for 2022/2023 is made up in the following way :</p> <ul style="list-style-type: none"> Planning x7 EH/TS x 8 Engineering x 5 Highways x 8 Streetcare x 3 Estates x 1 Parking x 11 Waste x 17 Neighbourhood x 2 Cleaning x 1 					
PI/269 - Environment, Regeneration and Streetscene Services - % of closed complaints at Stage 2 that were upheld/partially upheld in the financial year	10.00	0.00	0.00		
<p>4 Stage 2 Complaints were received Jan – March 2023 none were upheld.</p> <p>Complaints included :</p> <ul style="list-style-type: none"> Refuse /Recycling x 1 Parking x 2 Planning x 1 <p>This gives a total of 10 Stage 2 complaints received for the year 2022/2023 , none of which were upheld.</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	0.00	0.00		
<p>There were four complaints dealt with by the Public Ombudsman Jan – March 2023 these were not upheld. These include:</p> <p>Parking x 1 Planning x 1 Architects x 1 Highways x 1</p> <p>There were a total of 5 complaints dealt with by the public Ombudsman 2022/23 none were upheld</p>					
PI/271 - Environment, Regeneration and Streetscene Services - number of compliments received from the public	59.00	48.00	58.00		
<p>Compliments received Jan –March 2023 :</p> <p>Refuse /recycling x 3 Highways x 2 Planning x 1 Environmental Health /Trading Standards x 2 Neighbourhood x 6 Road Safety x 6</p> <p>Total compliments for the year 2022/2023 is 58</p>					