



# Performance Indicators

Neath Port Talbot Council

Cabinet - Compliments and Complaints - All Cabinet Board's Purview

How will we know we are making a difference (01/04/2018 to 30/06/2018)?					
PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Cabinet					
PI/252 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of stage 1 complaints upheld/partially upheld	33.33	11.11	27.27		
3 of 11 complaints for quarter 1 2018/19 compared 1 of 9 complaints for quarter 1 2017/18. Of the 3 complaints upheld: - one was in connection with the Registration Service where a complaint was received on various issues in respect of the service provided at a wedding ceremony, an apology was given and procedures established to enable information to be double checked if required thereafter and; - two were received in connection with Customer Services responsibilities. One where a blue badge record was cancelled in error, this was rectified and an apology given and the other was in respect of incorrect information provided in relation to scanning microchips of deceased cats, a reminder was given to all staff of the correct information to be relayed when queries were received in this respect.					
PI/253 -Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints at stage 2 that were upheld/partially upheld	0.00	100.00	0.00		
0 of 1 complaints for quarter 1 2018/19 and 1 of 1 complaint was partially upheld for quarter 1 2017/18					
PI/254 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	0.00		
Zero Ombudsman investigations for services within this purview for each of the quarter 1 periods over the last three years.					
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	41.00	41.00	24.00		
The compliments received in the period can be broken down as follows: 3 – Training – excellent training provided 1 – Registrars – Fantastic service provided at wedding ceremony 7 – Community Safety – excellent advice, talks and fantastic work in keeping young people safe 1 - Anti Social Behaviour – Appreciative of advice given 3 – Customer Services and Contact Centre – Thanks to staff for help and being diligent and for providing a friendly quick service 1 – Benefits – on the way staff dealt with a query 8 – Licensing – thanks to staff for guidance, assistance, excellent service, understanding and quick response.					
Education, Skills and Culture Cabinet Board					
PI/256 - Education, Leisure & Lifelong Learning Directorate-- % of complaints at stage 1 that were upheld	0.00	0.00	0.00		
Zero upheld/partially upheld of 2 complaints.					

<b>How will we know we are making a difference (01/04/2018 to 30/06/2018)?</b>					
<b>PI Title</b>	<b>Actual 16/17</b>	<b>Actual 17/18</b>	<b>Actual 18/19</b>	<b>Target 18/19</b>	<b>Perf. RAG</b>
PI/257 -Education, Leisure & Lifelong Learning Directorate - % of complaints at stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
No stage 2 complaints					
PI/258 -Education, Leisure & Lifelong Learning Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	0.00		
No complaints were referred to the Ombudsman.					
PI/259 - Education, Leisure & Lifelong Learning Directorate - Number of compliments received from the public	3.00	0.00	5.00		
Social Care, Health and Wellbeing Cabinet Board					
PI/260 - Children & Young Peoples Services - % of complaints at Stage 1 that were upheld/partially upheld	33.33	25.00	12.50		
1 of 4 in Quarter 1 2017-18 compared to 1 of 8 in Quarter 1 2018-19. Despite an increase in the number of complaints received during the 1st quarter 2018/19 (when compared to 2017/18) from 4 to 8, numbers still remain relatively low. The Complaints Team continue to work closely with front line teams to manage complaints appropriately.					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	0.00	0.00		
0 of 1 in Quarter 1 2017-18 compared to 0 of 2 in Quarter 1 2018-19. There has been an increase on the previous year (from 1 to 2 ).There continues to be a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels.					
PI/262 -Children & Young People Services - % of complaints dealt with by the Public Services Ombudsman that were upheld	0.00	0.00	0.00		
PI/263 - Children & Young People Services- Number of compliments received from the public	4.00	4.00	13.00		
The number of compliments has increased when compared to the same period 2017/18; this can be attributed to an improvement in reporting from services receiving praise & thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 1 that were upheld/partially upheld	30.00	33.33	14.29		
Despite an increase in the number of complaints received during the 1st quarter 2018/19 (when compared to 2017/18) from 3 to 7, the Complaints Team continue to work closely with front line teams to manage complaints appropriately. No stage 1 complaints were upheld and one stage 1 complaint was partially upheld.					

<b>How will we know we are making a difference (01/04/2018 to 30/06/2018)?</b>					
<b>PI Title</b>	<b>Actual 16/17</b>	<b>Actual 17/18</b>	<b>Actual 18/19</b>	<b>Target 18/19</b>	<b>Perf. RAG</b>
PI/265 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 2 that were upheld/partially upheld	0.00	100.00	0.00		
Levels remain the same as the previous year at 1 during the 1st quarter; there continues to be a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels.					
PI/266 -Social Services, Health and Housing (excluding CYPS) - % of complaints dealt with by the Public Services Ombudsman that were upheld	0.00	0.00	0.00		
There were no Ombudsman investigations during this period.					
PI/267 - Social Services, Health and Housing (excluding CYPS) - Number of compliments received from the public	1.00	13.00	17.00		
The number of compliments has increased; this can be attributed to an improvement in reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.					
<b>Regeneration and Sustainable Development Cabinet Board</b>					
PI/268 - Regeneration and Sustainable Development - % of complaints at Stage 1 that were upheld/partially upheld	0.00	0.00	0.00		
No Stage 1 complaints were received this quarter. This is compared to 1 complaint received for the same quarter last year which was not upheld					
PI/269 - Regeneration and Sustainable Development - % of complaints at Stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
Out of the 2 Stage 2 complaints received this quarter, none were upheld. This is comparable with the same quarter last year					
PI/270 - Regeneration and Sustainable Development - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	0.00		
No Ombudsman investigations have been undertaken in quarter 1. One was undertaken in the same quarter last year, but this was not upheld					
PI/271 - Regeneration and sustainable development - number of compliments received from the public	0.00	4.00	1.00		
The number of compliments received in this quarter is lower than for the same period last year					

**How will we know we are making a difference (01/04/2018 to 30/06/2018)?**

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Streetscene and Engineering Cabinet Board					
PI/272 - Streetscene and Engineering - % of complaints at Stage 1 that were upheld/partially upheld	12.50	0.00	16.67		
Out of the 6 Stage 1 complaints received in quarter 1, only 1 complaint was upheld, compared to quarter 1 last year when 3 complaints were received but none were upheld.					
PI/273 -Streetscene and Engineering - % of complaints at stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
Only one Stage 2 complaint was received this quarter, but it was not upheld. This is compared to 3 complaints received in quarter 1 last year, but none were upheld.					
PI/274 -Streetscene and Engineering - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	0.00		
No Ombudsman investigations were received this quarter, as per the same quarter last year					
PI/275 - Streetscene and Engineering - Number of compliments received from the public	31.00	7.00	21.00		
The number of compliments has trebled this quarter compared to the same quarter last year					