



# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Cabinet - Compliments and Complaints - All Cabinet Board's Purview - Quarter 2 - 2018/19

*Print Date: 08-Nov-2018*

**How will we know we are making a difference (01/04/2018 to 30/09/2018)?**

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
<b>Organisation</b>					
PI/252 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of stage 1 complaints upheld/partially upheld	30.77	21.74	42.11		
8 of 19 complaints cumulative for first 6 months compared with 5 of 23 complaints received for the same 6 months in 17-18 of the 8 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. - Four 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. One in respect of incorrect information provided in relation to scanning of deceased cats, a reminder was given to all staff of the correct information to be relayed when queries were received in this respect. Two complaints were received relating to the call handling service provided by 2 staff in the Contact Centre. Following an investigation into the feedback received the complaints were upheld, an apology was given to the customers concerned and staff were reminded about expected service standards in respect of the circumstances involved. - One complaint related to the way in which a Welsh Language call was dealt with resulting in the matter being reported to the Welsh Language Commissioner. Following an investigation into the feedback received the complaint was upheld. As it was an anonymous complaint an apology could not be provided to the individual concerned but the staff member has been reminded about the expected service standards in this respect. - Two complaints were received in respect of benefits, one was a report of an employee driving a pool car, the employee was spoken to and a letter of apology was sent, the other related to a letter being sent to the wrong address, again a letter of apology was sent by email.					
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 complaints received in quarter 2 2018/19 compared to 1 of 1 complaint received for the same quarter 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 2 periods over the last three years.					
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	74.00	80.00	45.00		

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Cumulative compliments for 2018/2019 can be broken down as follows:- 5 – HR Resources/Training – excellent training provided 1 – Registrars – Fantastic service provided at wedding ceremony 11 – Community Safety – excellent advice, talks and fantastic work in keeping young people safe. Thanks also for support 1 - Anti Social Behaviour – Appreciative of advice given 9– Customer Services and Contact Centre – Thanks to staff for help and being diligent and for providing a friendly quick service, being polite and professional 1 – Benefits – on the way staff dealt with a query 12 – Licensing – thanks to staff for guidance, assistance, professional and excellent service, understanding and quick response. 3 - Council Tax - Compliments to staff 1 - Financial Services - Appreciated of assistance given 1 - Crematorium - well done on arrangements and organisation during a large funeral					
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 7 complaints. Three complaints concerned the SEN process, one the Library Service, one the Cleaning Service, one Margam Park and one concerning the issuing of child performance licences – all the complaints were not upheld					
PI/257 -Education, Leisure & Lifelong Learning Directorate - % of complaints at stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
One stage 2 complaint concerning the SEN process - this complaint was not upheld.					
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	97.00	8.00		
The 8 compliments concerned Margam Park. The way compliments are compiled have changed. We are now unable to quantify compliments raised via our social media pages as the grading system on these pages is no longer provided by the social media site.					
PI/260 - Children & Young Peoples Services - % of complaints at Stage 1 that were upheld/partially upheld	25.00	33.33	29.41		
4 of 12 in Quarter 2 2017-18 compared with 5 of 17 in Quarter 2 2018-19. Despite an increase in the number of complaints received during the 2nd quarter, 2018-19 (when compared to 2017-18) from 12 to 17, the Complaints Team continue to work closely with front line teams to manage complaints appropriately. Four stage 1 complaints were upheld and one stage 1 complaint was partially upheld (total of 5)					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	0.00	33.33		
0 out of 1 in Quarter 2 2017-18 compared to 1 out of 3 in Quarter 2 2018-19. There were three complaints at stage 2 during this period. One was partially upheld and one is currently "ongoing". However, 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		
There were no Ombudsman investigations during this period.					
PI/263 - Children & Young People Services- Number of compliments received from the public	11.00	4.00	21.00		
The number of compliments has increased; when compared to the same period last year, there has been an increase from 4 to 21. 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.					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 1 that were upheld/partially upheld	0.00	0.00	26.32		
Despite an increase in the number of complaints received during the 2nd quarter, 2018/19 (when compared to 2017/18) from 9 to 19, the Complaints Team continue to work closely with front line teams to manage complaints appropriately. 1 stage 1 complaint was upheld and 4 stage 1 complaints were partially upheld (total of 5).					
PI/265 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
There was 1 complaint at Stage 2 during this period which was not upheld. 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	0.00	0.00	33.00		
The number of compliments has increased; when compared to the same period last year there has been an increase from 13 to 33. 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.					
PI/268 - Regeneration and Sustainable Development - % of complaints at Stage 1 that were upheld/partially upheld	33.33	0.00	0.00		
30-Oct-18: 0 of 6 Stage 1 complaints were upheld for this quarter compared to 0 of 4 Stage 1 complaints recorded the same quarter last year					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI/269 - Regeneration and Sustainable Development - % of complaints at Stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
30-Oct-18: 0 of 8 Stage 2 complaints were upheld this quarter compared to 0 complaints upheld 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		
No Ombudsman investigations have been undertaken in quarter 2. One was undertaken in the same quarter last year, which was not upheld					
PI/271 - Regeneration and sustainable development - number of compliments received from the public	4.00	6.00	2.00		
The number of compliments received in this quarter is lower than for the same period last year					
PI/272 - Streetscene and Engineering - % of complaints at Stage 1 that were upheld/partially upheld	23.53	0.00	18.75		
3 of 16 Stage 1 complaints were upheld, compared to 0 of 5 Stage 1 complaints recorded for the same quarter 2017/2018					
PI/273 -Streetscene and Engineering - % of complaints at stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
0 of 1 Stage 2 complaints were upheld in total, compared to 0 of 4 Stage 2 complaints recorded quarter 2 last year					
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	43.00	17.00	28.00		
There has been a slight decrease in the number of compliments compared to the same quarter last year					