



# Performance Indicators

Neath Port Talbot Council

Appendix 2 - Cabinet - Chief Executive Directorate and Finance & Corporate Services Directorate - Compliments and Complaints - Quarter 3 2018/19



*Print Date: 12-Feb-2019*

**How will we know we are making a difference (01/04/2018 to 31/12/2018)?**

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	26.09	20.69	40.00		
<p>10 of 25 complaints cumulative for the first 9 months compared with 6 of 29 complaints received for the same 9 months in 17-18 of the 10 complaints upheld:</p> <ul style="list-style-type: none"> <li>- 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.</li> <li>- 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.</li> <li>- 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.</li> <li>- 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.</li> <li>- 2 in respect of Council Tax, one where correspondence was not issued in Welsh as requested an apology was given and correspondence re-issued in Welsh and one where an error was made on a Council Tax account, again an apology was given and a new payment schedule was forwarded.</li> </ul>					
PI/253 -Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints at stage 2 that were upheld/partially upheld	20.00	50.00	25.00		
1 of 4 complaints received for the first 9 months for 2018/19 compared to 2 of 4 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 3 periods over the last three years.					
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	127.00	100.00	84.00		

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
<p>Cumulative compliments for 2018/2019 can be broken down as follows:-</p> <ul style="list-style-type: none"> <li>8 – HR Resources/Training– excellent training provided</li> <li>3 – Registrars – Fantastic, lovely wedding services provided at wedding ceremony and thanks to two Registrars</li> <li>16 – Community Safety – excellent advice, informative talks and fantastic work in keeping young people safe. Thanks also for support</li> <li>1 - Anti Social Behaviour – Appreciative of advice given</li> <li>20– Customer Services and Contact Centre – Thanks to staff for being helpful, courteous, diligent, polite and professional and for providing a friendly quick service</li> <li>2 – Benefits – on the way staff dealt with a query</li> <li>17 – Licensing – thanks to staff for help, guidance, assistance, professional and excellent service, understanding and quick response.</li> <li>3 - Council Tax - Compliments to staff</li> <li>1 - Financial Services - Appreciated of assistance given</li> <li>1 - Crematorium - well done on arrangements and organisation during a large funeral</li> <li>2 - Legal Services - Thanks to a staff member for being helpful and professionalism of Solicitor</li> <li>10 - Corporate Strategy split as follows: <ul style="list-style-type: none"> <li>5 received for Supporting the Older Persons Council</li> <li>2 expressions of confidence for supporting the Armed Forces Community</li> <li>3 for managing the Armed Forces Festival</li> </ul> </li> </ul>					