



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Appendix 2 - Cabinet - Chief Executive's Directorate and Finance & Corporate Services Directorate -
Compliments and Complaints - Full Year - 2018/19



Print Date: 25-Jun-2019

How will we know we are making a difference (01/04/2018 to 31/03/2019)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Organisation					
PI/252 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of stage 1 complaints upheld/partially upheld	21.88	26.47	45.16		
<p>14 of 31 complaints cumulative for the 12 months 2018/19 compared with 9 of 34 complaints received for the 12 months of 2017-18</p> <p>Of the 14 complaints upheld:</p> <p>Registration Service:</p> <ul style="list-style-type: none"> - One 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. <p>Customer Services:</p> <ul style="list-style-type: none"> - 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 in to 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 partially upheld complaint consisted of numerous aspects of which these were not upheld, and staff had treated the complainant in a professional manner. The one aspect that was partially upheld whereby it was suggested that, for future reference, our Training Section would undertake refresher training and re-affirm what constitutes reasonable adjustments when a disability related condition arises for future clarity. - One partially upheld complaint was in relation to a Blue Badge application whereby it was found that the One Stop Shop staff could have taken time at the initial visit to explain the wait time enabling the application to make the decision whether to stay or come back another time. - 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. <p>Benefits:</p> <ul style="list-style-type: none"> - 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. <p>Council Tax:</p> <ul style="list-style-type: none"> - One where correspondence was not issued in Welsh as requested, an apology was given and correspondence re-issued in Welsh. - One where an error was made on a Council Tax account, again an apology was given and a new payment schedule was forwarded. - One related to Council Tax whereby an Officer omitted to update the records of a Member of the Public who received correspondence requesting a payment when a hold had been agreed to be placed on the account. An apology was given for the error occurring and officers were reminded of the importance of recording information accurately on the system. - One Partially upheld case was in respect of Council Tax whereby correspondence was sent to an address whereby it should have been sent to the son's address. Again an apology was given and systems were updated with the correct address for correspondence. 					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI/253 -Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints at stage 2 that were upheld/partially upheld	14.29	50.00	25.00		
1 of 4 upheld in 2018-19 compared to 2 of 4 in 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 last three years.					
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	190.00	115.00	115.00		
<p>Compliments for the full year 2018/2019 can be broken down as follows:-</p> <ul style="list-style-type: none"> 8 – HR Resources/Training – excellent training provided 3 – Registrars – Fantastic, lovely wedding services provided at wedding ceremony and thanks to two Registrars 26 – Community Safety – excellent advice, informative talks, successful mediation, informative feedback and fantastic work in keeping young people safe. Thanks also for support 1 - Anti Social Behaviour – Appreciative of advice given 22– Customer Services and Contact Centre – Thanks to staff for being helpful, courteous, diligent, polite and professional, and for providing a friendly quick service which ran very smoothly when applying for a Blue badge 3 – Benefits – on the way staff dealt with a query 21 – Licensing – thanks to staff for providing the time, help, 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 4 - Legal Services - Thanks to staff members for being helpful, all the work completed and professionalism of Solicitor 22 - Corporate Strategy split as follows: <ul style="list-style-type: none"> 5 received for Supporting the Older Persons Council 2 expressions of confidence for supporting the Armed Forces Community 3 for managing the Armed Forces Festival 9 Mayoral Services - compliments received in respect of the Mayor's Charity Dinner and thank you for the Mayor's attendance at the 70th Celebration Event of Port Talbot Soroptimists. 1 - from Probation Service relating to a veteran/domestic abuse discussion group which had been organised by the team 1 - Public Health Wales for work and support provided by the team 1 - Public Services Board for work and support provided by the team 					