



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Appendix 2 - Cabinet - Chief Executive Directorate and Finance & Corporate Services Directorate -
Compliments and Complaints - Quarter 1 - 2019/20



Print Date: 24-Sep-2019

How will we know we are making a difference (01/04/2019 to 30/06/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
4 Governance and Resources (cross cutting) - To ensure the business of the Council is managed to maximise the long term benefit for the citizens of Neath Port Talbot					
PI/252 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of stage 1 complaints upheld/partially upheld	11.11	27.27	20.00		
<p>Quarter one: 15 complaints, breakdown as follows:</p> <p>8 for Council Tax 3 for Housing Benefits 1 for Electoral 1 for Communications 2 for Contact Centre</p> <p>Upheld/partially upheld - 3 of the above complaints were upheld/partially, breakdown as below:</p> <p>1. Council Tax - lack of clarity and content of emails, matter addressed and apology was given. 2. Council Tax - customer fallen behind in payments, complained regarding the initial advice given that a potential liability order being sought. Explained the procedure of the Council to the complainant and a payment plan was offered and accepted. 3. Electoral - in respect of a postal vote for the European Election, remedied to enable vote to be cast in time. Apology was given and procedures reviewed.</p> <p>Ongoing - 1 Welsh Language complaint in respect of Social Media which is still ongoing and outcome not yet known.</p>					
PI/253 -Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints at stage 2 that were upheld/partially upheld	100.00	0.00	100.00		
<p>Quarter one: we had one complaint in connection with Council Tax which was upheld.</p> <p>An error occurred following a telephone conversation whereby it was agreed that a hold would be placed on the complainants account together with the payments being adjusted. Unfortunately the hold was not placed on the account which subsequently generated a Final Notice. The error was rectified by the Principal Officer following investigation at Stage one, an apology was given and officers were reminded of the importance of recording information on the system. The complainant escalated the request to a Stage two asking for compensation which was declined due to the fact that a repayment plan had been put in place following the Stage one investigation which would not have otherwise have been offered.</p>					
PI/254 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld					
Quarter one: no complaints received for this period for the last 3 years.					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	41.00	24.00	28.00		
<p>Quarter one: compliments received for this period can be broken down as follows:</p> <p>7 for Mayoral - Thank you to Mayor and Deputy Mayor for supporting and attending various functions, award ceremonies, and area Scout Camp, the outstanding success of the Mayor's Citizen Awards and a visit to the Mayor's Parlour by Cub Scouts.</p> <p>8 for Community Safety – excellent advice, reassurance, information, understanding, informative newsletters, arranging meetings and personal thanks and appreciation from the outgoing High Sheriff in support to Crimebeat.</p> <p>4 for Contact Centre – Thanks to staff for help and prompt action.</p> <p>2 for Council Tax – Thanks to staff for help, support, advice and on one member of staff "being a credit to Neath Port Talbot County Borough Council"</p> <p>7 for Licensing – thanks to staff for guidance, assistance and always being ready to help.</p>					