



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 2 - 2019/20



*Print Date: 02-Dec-2019*

**How will we know we are making a difference (01/04/2019 to 30/09/2019)?**

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
<b>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</b>					
PI/252 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of stage 1 complaints upheld/partially upheld	21.74	42.11	38.46		
<p>Quarter Two: 10 of 26 complaints cumulative for the first 6 months of 2019/20 compared with 8 of 19 complaints received for the first six months of 2018/19.</p> <p>Of the 10 complaints upheld/partially:-</p> <ol style="list-style-type: none"> <li>1. Council Tax – lack of clarity and content of emails, matter addressed and apology was given.</li> <li>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.</li> <li>3. Council Tax - a shortfall in payments lead to Recovery Process being undertaken but due to a small balance outstanding the summons was withdrawn.</li> <li>4. Council Tax – a complainant did not agree with the total money refunded based on their payments of Council Tax, an additional amount was granted.</li> <li>5. 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.</li> <li>6. CEX Directorate – relevant policy used and a member of staff was reminded about their responsibilities for future reference to enable them to uphold the policy requirements.</li> <li>7. Registration Service – the complaint was two-fold with one part upheld regarding concerns that were raised in respect of an email response which was not using the medium of Welsh when the initial email was received in Welsh. An apology was given and the complainant was informed their details had now been placed on the list of customers wanting to be contacted via the Medium of Welsh.</li> <li>8. One Stop Shop – Customer complained about attitude and the way they were dealt with at the Customer Services Desk when applying for a Blue Badge. The complaint was partially upheld as the Officer did not fully investigate the application and had not offered enough information to the customer.</li> <li>9. Contact Centre – complainant was unhappy with the way in which they had been spoken to and requested to speak to Supervisor.</li> <li>10. Ongoing from Quarter 1 - Welsh Language complaint in respect of Social Media whereby a technical error led to the use of an English greeting only when receiving direct messages to the @CyngorCnPT Twitter account. The Council has taken steps to correct the error and has given assurance that the failure to comply with standard 59 in this context will not continue or be repeated.</li> </ol> <p>Also, one complaint relating to Housing Benefits was unable to be substantiated due to a telephone call with a customer which was not recorded or any witnesses to it therefore the Principal Officer was unable to investigate. The complainant was informed of this.</p>					
PI/253 -Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints at stage 2 that were upheld/partially upheld	100.00	33.33	100.00		

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
Quarter Two: 3 of 3 complaints cumulative for the first 6 months of 2019/20 compared with 0 of 3 complaints received for the first six months in 2018/19, breakdown is as follows:-					
<p>1. Council Tax -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> <p>2. Benefits/Miscellaneous Income – in respect of underpayment of LA Financial Assistance – the Stage 1 complaint was not investigated by the Principal Officer in line with the Council's Policy and no response was given to a request for a simpler breakdown of figures which had been requested by the complainant. An apology was given on the two aspects and the complainant was provided with a simpler breakdown of the figures provided initially.</p> <p>3. This complaint comprised a number of elements within the Contact Centre however only one part was upheld, this was in relation to an inappropriate response to a telephone call. Following an investigation, a telephone call was made to the complainant and a verbal apology was offered, however unfortunately the apology was not accepted and complainant was informed to contact the Ombudsman's office, this was also declined.</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 Two: No complaints received for this period for the last 3 years.					
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	80.00	46.00	59.00		
<p>Quarter Two : 59 cumulative compliments received can be broken down as follows:</p> <p>1 for Legal Services – many thanks for the quick turn-around of a Freedom of Information Request.</p> <p>10 for Mayoral - Thank you to Mayor, Mayoress and Deputy Mayor for supporting and attending various functions, award ceremonies, presentations, 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>3 for Corporate Strategy – relating to Armed Forces Covenant Work i.e. one for support provided for a Veterans Employment Project and two relate to support provided in the Swansea Air Show.</p> <p>1 for Scrutiny and Member Development – in relation to the recent Education Skills and Culture Task and Finish Group which received excellent press coverage.</p> <p>24 for Community Safety/IDVA Service/APB– excellent advice which will help in improving life skills and confidence, reassurance, information, understanding, informative newsletters, informative talks, arranging meetings, advertising, promoting events, quality of a bid submitted by one team, support and personal thanks and appreciation from the outgoing High Sheriff in support to Crimebeat.</p> <p>1 for One Stop Shop – thank you card received for all staff but one particular staff member who was very thoughtful and helped out the complainant who was very thankful for consideration shown.</p> <p>6 for Contact Centre – Thanks to staff for prompt action, being helpful, one staff member in particular was kind and patient and an excellent ambassador for the Council Service and another was told that she was the nicest person the member of the public had dealt with on the main desks.</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>9 for Licensing – thanks to staff for guidance, assistance, being amazing, always being ready to help and extending the highest gratitude</p> <p>2 for Benefits – Two members of staff received compliments in the way that one call had been dealt with and another on the way a visit to a property was conducted.</p>					