



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Appendix 3 - Cabinet - Chief Executive's Directorate and Finance & Corporate Services Directorate -
Compliments and Complaints - Quarter 1 (1st April - 30th June) - 2021/22

How will we know we are making a difference (01/04/2021 to 30/06/2021)?

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
Cabinet Purview					
PI/252 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of stage 1 complaints upheld/partially upheld	20.00	16.67	33.33		
<p>Out of 3 complaints received in Quarter 1 2021/22, 1 was upheld. This compares to 6 received in Quarter 1 for 2020/21 of which, 1 was upheld.</p> <p>The complaint upheld for this period related to Council Tax. A customer requested to pay by weekly payments not only for the balance for the last financial year (2020/2021) but for the current year (2021/22) which was not accepted. The Team Leader then accepted that weekly payments should have been set up for this financial year and offered an apology for the misunderstanding. The account has now been set up so that all payments are weekly in respect of the arrears for last year and the current debt.</p> <p>One complaint ongoing from last year has now been closed which was upheld. The complaint was Welsh language related concerning the Immbulance (immunisation bus) and lack of bilingual text which was rectified within three working days. The complaint also related to Department Facebook accounts in English only. The Council has worked to address these issues by recruiting Welsh speakers into the Communication and Digital Services Team to provide additional support. The Welsh Language Commissioner is fully aware of the issues faced and our work to address them.</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			
No complaints were received in Quarter 1 as opposed to 1 received in Quarter 1 for 2020/21. The one stage 2 received in quarter 1 last year (2020/21) was not upheld.					
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 1 2021/22: no complaints received for this period for the last 5 years.					
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	28.00	34.00	31.00		
<p>31 compliments were received in Quarter 1 (breakdown below) as opposed to 34 received in the same Quarter 2020/21:</p> <p>3 – Council Tax – Appreciation received for the exceptional work in administering financial assistance provided by the Welsh and UK Governments. Overall thanks given in respect of assistance and support when dealing with Council Tax enquiries.</p> <p>1 - Communications Team – Thanks given by The BBC Elections Team for co-operation, assistance and help in arranging access for BBC Cymru Wales to the Senedd election counts in Neath and Aberavon.</p> <p>1 – Safeguarding – Thanks given for an excellent case summary document provided to a District Judge by a safeguarding lawyer.</p> <p>5 – Licensing – Overall thanks given for help, kind assistance and prompt responses, ‘it has been a delight working with you’.</p> <p>1 – Registrars – Thanks given in relation to a fantastic marriage ceremony. Staff have been very professional and supportive during COVID.</p>					

3 – **Land Charges** – Overall thanks given for an excellent service, staff were very helpful, and appreciation was given for a prompt response.

2 – **Business Support FOI Team** – Overall thanks given for information provided and help with FOI enquiries "greatly appreciated".

4 – **Contact Centre** – Gratitude was given to the whole team for support, doing a 'cracking job'. Overall thanks given for services such as blue badge and bin delivery.

11 – **One Stop Shop** – Overall thanks, appreciation, support and thoughtfulness given for assistance with various enquiries. Cheerful, compassionate and polite manner of staff answering the phone.