



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

Appendix 3 - Cabinet - Chief Executive Directorate and Finance & Corporate Services Directorate -
Compliments and Complaints - Quarter 2 (1st April – 30th September) - 2021/22

How will we know we are making a difference (01/04/2021 to 30/09/2021)?

PI Title	Qtr. 2. Actual 19/20	Qtr. 2. Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
Cabinet Purview					
PI/252 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of stage 1 complaints upheld/partially upheld	38.46	23.53	20.00		
<p>Out of 5 complaints received in Quarter 2 2021, 1 was upheld. This compares to 17 received for Quarter 2 in 2020/21 of which 4 were 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 2020/21 which closed in this period 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	0.00		
<p>2 complaints were received in Quarter 2 2021/22 as opposed to 1 received in Quarter 2 for 2020/21.</p> <p>Of the 2 received none were upheld.</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					
<p>No ombudsman complaints received for this period for each of the last three years.</p>					
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	59.00	66.00	40.00		
<p>40 compliments were received in Quarter 2 (breakdown below) as opposed to 66 received in the same period for 2020/21</p> <p>1 - Registrars - Overall thanks given for a beautiful wedding service, made it a special day.</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>					

1 - Communications Team – Overall thanks given for help, co-operation, support and assistance in arranging access for BBC Cymru Wales, Senedd election counts in Neath and Aberavon,

2 - Corporate Policy - thanks for help in sourcing an allotment for an Armed forces veteran and one from East of England, Local Government Association for help and support provided relating to strategic planning work.

1 – Safeguarding – Thanks given for an excellent case summary document provided to a District Judge by a safeguarding lawyer.

5 – Licensing – Overall thanks given for help, kind assistance and prompt responses, ‘it has been a delight working with you’.

1 – Registrars – Thanks given in relation to a fantastic marriage ceremony. Staff have been very professional and supportive during COVID.

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

1 - Benefits - Overall thanks given to a colleague who had gone the extra mile to show kindness. Very professional friendly and understanding.

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

20 - Customer Services - Overall thanks, appreciation, support, thoughtfulness and gratitude was given to the whole team for support, doing a ‘cracking job’, excellent call manner and being helpful, given for services such as blue badge, bin emptying and new bin delivery and answering the phone.
Customer Services now incorporates One Stop Shop and Contact Centre, both were reported separately in the last quarter.