



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 3 ( 1st April - 31st December) - 2021/22

## How will we know we are making a difference (01/04/2021 to 31/12/2021)?

PI Title	Qtr. 3 Actual 19/20	Qtr. 3 Actual 20/21	Qtr.3 Actual 21/22	Qtr.3 Target 21/22	Perf. RAG
<b>Cabinet Purview</b>					
PI/252 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of stage 1 complaints upheld/partially upheld	35.48	20.00	11.11		
<p>Out of 9 complaints received for Quarter 3 2021/22, 1 was upheld. This compares to 20 received for Quarter 3 for 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>3 complaints were received for Quarter 3 2021/22 as opposed to 1 received for Quarter 3 for 2020/21</p> <p>Of the 3 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			0.00		
<p>Quarter 3 2021/22: one complaint received (which was not upheld) as opposed to zero for the last 5 years.</p> <p>The one complaint was in relation to council tax where enforcement action had been taken. This was not investigated by the Ombudsman, as they were unable to consider any enforcement actions due to statutory limitations and, also the response provided by the Council, clearly explained the reasons for enforcement action.</p>					
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	106.00	87.00	61.00		
<p>61 cumulative compliments were received for Quarter 3 (breakdown below) as opposed to 87 received for the same period in 2020/21</p> <p>5 - Registrars - Overall thanks given for a beautiful wedding service, made it a special day. Also thanks given for help and support, kindness and professionalism for registering a death, during an extremely difficult time and thank you received for registering a marriage and being supportive during COVID.</p> <p>8 – 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. Compliment given of pleasure dealing with an employee over the last couple of years, also a customer made a comment that they were impressed to receive such outstanding communication and customer service from an employee.</p>					

1 – Safeguarding – A compliment from a District Judge to a safeguarding lawyer regarding a case summary that was provided to him for a hearing. It was an excellent document which provided him with all of the relevant information that he needed.

3 – 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. Thanks were received from Cardiff University for help with a survey on the Entrances Project and commented that the communications officers had been amazing. A compliment was received from the chair of the Tell Me More campaign, for the work Communications Team did to support their event in November.

2 – Corporate Policy - Thanks were received from 'Change Step' who said our work to help source an allotment for an Armed Forces Veteran who struggles with mental health will be of huge benefit. Local Government Association gave thanks for help and support provided relating to the planning of the LGA Panel Assessment work undertaken in September.

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

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".

8 - Benefits - Overall thanks given to a colleague who had gone the extra mile to show kindness. Very professional friendly and understanding. Thanks were received from recipients of winter fuel payments

24 – Customer/Digital Services. Customer/Digital Services now incorporates One Stop Shop, Contact Centre and Digital 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. A compliment on the cheerfulness and polite manner the way that the telephone was answered by a team member. A compliment was given on behalf of the senior Digital Team at Swansea Bay University Health Board would like to put on record their thanks to the NPT council team for the help provided through COVID including providing a network into the Princess Royal Theatre which was done so quickly and effectively. "We really do appreciate your support."