



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Appendix 3 - Chief Executive's Directorate - Compliments and Complaints - Quarter 1 ( 1st April - 30th June) - 2022/23

## How will we know we are making a difference (01/04/2022 to 30/06/2022)?

PI Title	Actual 20/21	Actual 21/22	Actual 22/23	Target 22/23	Perf. RAG
<b>Chief Executive's Directorate</b>					
PI/252 - Chief Executive's Directorate - % of closed stage 1 complaints upheld/partially upheld in the financial year	16.67	33.33	50.00		
<p>Four stage 1 complaints were closed in quarter 1 2022/23 of which two were upheld. Three stage 1 complaints were closed in quarter 1 2021/22 of which one was upheld.</p> <p>Four stage 1 complaints were received in quarter 1 2022/23 compared to 3 received in quarter 1 2021/22.</p> <p>The two complaints upheld in this period are:</p> <ol style="list-style-type: none"> <li>1. Council Tax – a resident had contacted the office at the end of March to pay his first instalment of council tax for April 2022. He then contacted the office at the end of April to set up a direct debit to be taken on 28th of each month (from May) and so on. During this phone call the officer took another payment by card, which was taken in error as the direct debit was due to be taken at the end of May, this resulted in him paying twice. The officer during that call, should have amended the direct debit to commence on 28th June. This error also corrupted the payment profile and no further payments were taken. An offer of apology and options were given which included refunding the overpaid amounts or paying less going forward.</li> <li>2. Elections – A resident attended to vote to find she was not on the register and unable to vote at the election. On further investigation it appears that correspondence had been received in relation to her being removed, however the Registration Officer had made an error by not performing secondary checks before removing her off the register, therefore an apology was given and additional training for staff put in place.</li> </ol>					
PI/253 -Chief Executive's Directorate - % of closed complaints at stage 2 that were upheld/partially upheld in the financial year	0.00	0.00	0.00		
<p>One stage 2 complaint was closed in quarter 1 2022/23 which was not upheld. This closed complaint was received and carried forward from quarter 4 2021/22. One stage 2 complaint was closed in quarter 1 2021/22 which was not upheld.</p> <p>Zero stage 2 complaints were received in quarter 1 2022/23 and zero received in quarter 1 2021/22.</p>					
PI/254 - Chief Executive's Directorate - % of closed complaints dealt with by the Public Services Ombudsman (following Stage 1 and Stage 2 process) that were upheld/partially upheld					
No ombudsman complaints have been received following the stage 1 and stage 2 process for quarter 1 for the previous 3 years.					
PI/255 - Chief Executive's Directorate - Number of compliments received from the public	34.00	31.00	19.00		
<p>19 Compliments received for quarter 1 2022/23 as opposed to 31 received in quarter 1 2021/22.</p> <p>The 19 compliments are:</p> <p><b>Business Support</b> - 1 compliment received thanking the Land Charges Team for help with a local search.</p>					

**Council Tax** - 4 compliments received:

- Thanks given for arranging disabled reduction fee (via the disabled reduction grant scheme), greatly appreciated.
- Thanks given for providing a copy of a council tax bill which was very helpful, and solved the customer's problem immediately.
- Thanks and appreciation were given for assistance in relation to refund of an overpayment of council tax by the customer.
- A huge thank you was given to the Cost of Living Team for the £150 being provided to eligible residents. Customer is really grateful for this assistance, and appreciates the help and commented that Team are doing a great job during very difficult times.

**Customer/Digital Services** - 3 compliments received –

- Two compliments to say thank you for assistance in respect of blue badge applications, one comment that it is a 1st class service.
- One compliment given for the speed in which customer services officer reported needles left at a children's bus stop, which was cleared by the Council within 15 minutes.

**Human Resources** - 7 compliments received for the Health & Safety Team from outdoor event organisers during the April to June period, giving thanks for the huge success of the Safety Advisory Group for supporting various event registrations and/or applications to use council land.

**Corporate Policy and Engagement** - 4 compliments received all relating to Armed Forces Day event which was overseen by the Regional Armed Forces Covenant Liaison Officer. Three compliments said that it was a great event.