



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 3 ( 1st April - 31st December) - 2022/23

## How will we know we are making a difference (01/04/2022 to 31/12/2022)?

PI Title	Qtr.3 Actual 20/21	Qtr.3 Actual 21/22	Qtr.3 Actual 22/23	Qtr.3 Target 22/23	Perf. RAG
<b>CHIEF EXECUTIVES</b>					
PI/252 - Chief Executive's Directorate - % of closed stage 1 complaints upheld/partially upheld in the financial year	20.00	10.00	18.75	N/a	
<p>Sixteen stage 1 complaints were closed in Quarter 3 2022/23 (1<sup>st</sup> April to 31<sup>st</sup> December) of which three were upheld. Ten stage 1 complaints were closed in Quarter 3 2021/22 of which one was upheld.</p> <p>Seventeen stage 1 complaints were received in quarter 3 2022/23 (one carried forward to quarter 4), compared to nine received in quarter 3 2021/22.</p> <p>The three 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> <li>3. Registrars – Incorrect issue of a Marriage certificate, issued as a 'Draft' record which was not valid. An apology was given and the couple were reimbursed associated costs resulting in the resubmission of application including postage costs, to the sum of £74.20.</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	N/a	
<p>Four stage 2 complaints were closed in Quarter 3 2022/2023 which were not upheld. One closed complaint was received and carried forward from quarter 4 2021/2022. Three stage 2 complaints were closed in Quarter 3 2021/2022 which were not upheld.</p> <p>Three stage 2 complaints were received in quarter 3 2022/23 and three were received in quarter 3 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		0.00		N/a	
No ombudsman complaints have been received following a stage 1 and stage 2 for quarter 3 2022/23. One was received in 2021/22.					
PI/255 - Chief Executive's Directorate - Number of compliments received from the public	87.00	61.00	76.00	N/a	
76 compliments received for quarter 3 2022/23 as opposed to 61 received for quarter 3 2021/22.					
<b>Business Support</b> - 3 compliments received thanking the Land Charges Team for help with local searches, providing a helpful, knowledgeable and efficient service.					

**Council Tax** – 14 compliments received, thanks for assistance with disabled reduction fee (1), cost of living grant (3), assistance during COVID (1), Winter/Fuel Allowance (4), assistance with overpayments (1), providing copy of bill (1), assistance with a query on class J exemption (1) and praise for response time on an appeal with the Valuation Office Agency (1). Personal thanks from the Police Online Investigative Team (POLIT) for continued support and assistance, results have made job easier for which they are extremely grateful (1).

**Benefits** – 1 Compliment received – excellent help and attention, treated with kindness since the death of customer’s husband. “Cannot praise staff enough, help was much appreciated.”

**Human Resources** – 9 : 7 Compliments received for Health and Safety Team from Outdoor event organisers (April – June) giving thanks for the huge success of the Safety Advisory Group supporting various event registrations and / or applications to use Council land. Careers Wales gave praise and thanks for swift response for work experience placements relating to Government projects (1) and Social Care Wales gave praise regarding the content and delivery of the Children’s Services conference (1)

**Mayoral Service** – 9 compliments received – 5 from volunteer groups who attended afternoon tea at Margam Orangery on 30th August and 4 from volunteer culture and heritage groups who attended afternoon tea on 22nd September. The events were organised to recognise and bring together volunteers working in our communities. Compliments included how well run the event was, location, catering, the ability to network with other groups and for officers of the Council.

**Communications Team** – 1 compliment from officer of Welsh Government stating that our ‘Help with the cost of living website’ was a good example of work we are doing to help with cost of living crisis.

**Corporate Policy and Engagement team** - 7 Compliments received, 5 were 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. 1 compliment from Bethel Trust food bank for help and support provided and 1 from the WLGA complimenting a member of the team after working together, that she was ‘fab’ to work with and hopes to work with her again in the future

**Registration Service** – 19 compliments including thanks for an excellent service whilst registering a death, being both empathetic, kind and respectful during a difficult time, and making it as easy as it could possibly be (x9) and for help and support when death was registered in another district. Thanks for help with obtaining copy certificate (1) Thanks for being so helpful and making the difficult ‘Tell Us Once’ service as simple as can be (1). Thanks received for excellent service before and during wedding service which was delivered beautifully (x8)

**Customer / Digital Services** – 13 Compliments received including thanks of assistance with blue badge applications (x5) – One commented it was a first class service. The speed of which a Customer Services Officer reported needles found at a children’s bus stop which were cleared by the Council within 15 minutes (1). Provision of an update to a customer with regards to ‘Tell us Once’ (1), Assistance with booking a slot at the Recycling Centre (1) and for the service of delivery of recycling and food bags as well as help putting them in contact with the service (x3). Thanks for pleasant phone manner, stated customer advisor was excellent at their job, professionalism personified and a shining light (x2).