



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Measures

Neath Port Talbot Council

Appendix 3 - Chief Executive's Directorate - Compliments and Complaints - Quarter 4 ( 1st April - 31st March) - 2022/23

## How will we know we are making a difference (01/04/2022 to 31/03/2023)?

PI Title	Qtr. 4 Actual 20/21	Qtr. 4 Actual 21/22	Qtr. 4 Actual 22/23	Qtr. 4 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	34.38	15.38	21.74		
<p>23 stage 1 complaints were closed during 2022/2023 of which five were upheld. 13 stage 1 complaints were closed during 2021/22 of which two were upheld.</p> <p>The five 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. Registrars – Incorrect issue of 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> <li>3. Council Tax - Customer complained about the tone of emails received from NPTCBC. This was addressed with the member of staff who acknowledged that they could have responded in a better way and explained processes more clearly to customer.</li> <li>4. Council Tax - Complaint received against the actions of an Enforcement Agency instructed by Council tax to recover a debt. Resident was unhappy how the debt was being handled and requested that the debt be brought back to NPTCBC and the resident to make instalments directly to the Council instead. The Council Tax manager reviewed the account and applied a single person occupancy, also recalling the account so that resident can make payments directly to Council Tax department.</li> <li>5. Benefits complaint received over invoice issued for £1785 which, following a review of the circumstances surrounding the backdated charge, it was noted that income was not included in the financial assessment. This was an oversight by NPT staff therefore, the debt was written off. Complaint upheld.</li> </ol> <p>23 Stage 1 complaints were received during the full year 2022/23, compared to 11 received in 2021/22 .</p>					
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>Four stage 2 complaints were received during 2022/23, one was carried forward from 2021/22, and five were closed, none of which were upheld. Six stage 2 complaints were received during 2021/2022 with five closed and one carried forward to Quarter 1 2022/2023, none of which were upheld.</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			

No Ombudsman complaints have been received following a stage 1 and stage 2 for quarter 4 (full year) 2022/23. One was received for the quarter 4 (full year) period of 2021/22 which was not upheld.

PI/255 - Chief Executive's Directorate - Number of compliments received from the public	149.00	67.00	128.00		
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128 compliments received for 2022/23 as opposed to 67 received for 2021/22.

**Business Support - 3 compliments received** thanking the Land Charges Team for help with local searches, providing a helpful, knowledgeable and efficient service.

**Council Tax – 20 compliments received**, including thanks for help with debt management, 'honestly, don't know what it's meant to me, you literally saved me' and thanks for being amazing and providing help when most needed.

**Benefits – 2 Compliment received** – excellent help and attention, treated with kindness since the death of customer's husband. "Cannot praise staff enough, help was much appreciated." Another which complimented staff member for being reassuring and kind. Customer very impressed with how call was handled.

**Legal Regulatory Services - 2 compliments received** - Thanks given for the fantastic help you and your staff provided in helping me to pass my taxi test by pushing me to think before answering. As well as a Letter received from premises thanking staff for the courteous and cooperative way in which their Licensing review was handled - emails responded to immediately, papers in sensible format, proactive approach and a first class service.

**Human Resources – 9 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 and Social Care Wales also provided complimentary feedback.

**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.

**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 - 8 Compliments received.** 5 compliments were received relating to Armed Forces Day event which was overseen by the Regional Armed Forces Covenant Liaison Officer, stating it was a great event, 'proud to live in NPT'. One from Bethel Trust food bank, one from the WLGA (Welsh Local Government Association) complimenting a member of the team after working together and one from Pyle and Kenfig Hill Veterans Association for support provided.

**Registration Service – 53 compliments.**

21 people gave thanks for an excellent service, being empathetic, kind and respectful whilst registering a death.

27 people gave thanks in relation to excellent service before and during wedding service.

2 customers provided thanks given for providing a welcoming and great experience during their Citizenship ceremonies.

3 complimented the staff on service provided.

**Customer / Digital Services – 21 compliments received.**

Thanks given for speed in which customer services reported needles left at a children's bus stop, which was cleared by the Council within 15 minutes.

Thanks received giving thanks for a pleasant phone manner, 'you are really excellent at your job' 'Professionalism personified' Proud to say that the call handler was a shining light in these dark days of uncertainty and a great example as the face of the authority.

Thanks received praising staff member for the patience and kindness shown when dealing with a customer who had previously suffered a stroke, thank you for taking the time to listen.

Compliments also received for the assistance in obtaining a blue badge, and for staff providing good customer service.