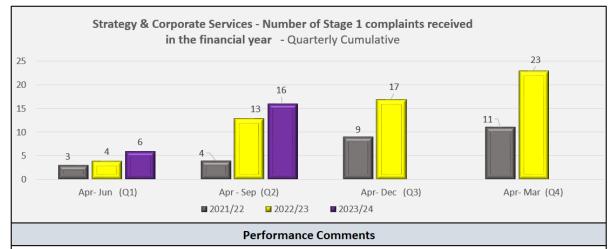


Performance Measures

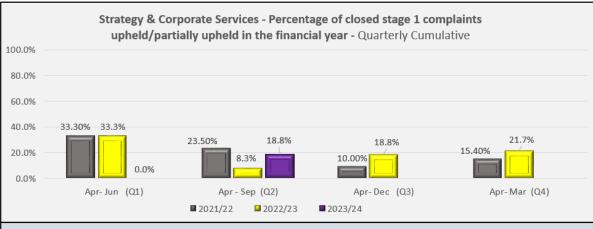
Appendix 3 - Strategy & Corporate Services –
Compliments and Complaints
Quarter 2 (1st April - 30th September) - 2023/24



Sixteen stage 1 complaints were received in quarter 2 2023/24 compared to 13 received in quarter 2 2022/23.

Service complaints received in this period relate to 10 for Council Tax (one relating to the Enforcement Agent used), 2 for Benefits, 1 for Legal Regulatory Services, 1 for Mayoral and 2 for Customer Services.

2.

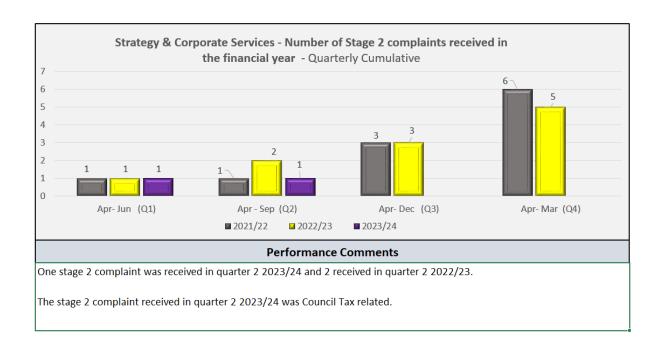


Performance Comments

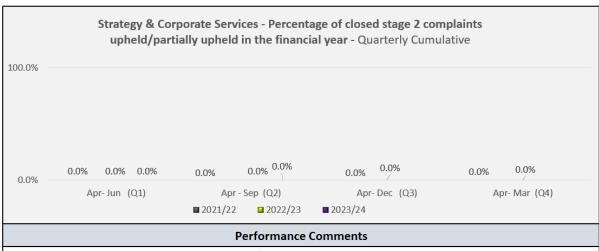
Sixteen stage 1 complaints were closed in Quarter 2 2023/2024 of which three were upheld. Twelve stage 1 complaints were closed in quarter 2 2022/23 of which one was upheld.

The three stage 1 upheld complaints received in this quarter 2 six month period are:

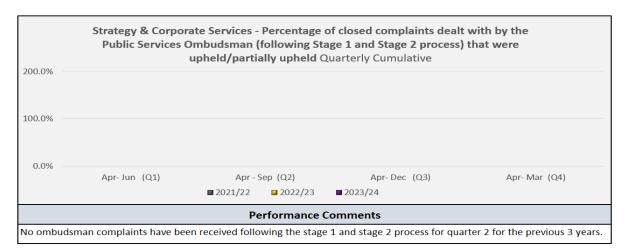
- **1. Council Tax** A landlord had contacted the Section regarding an outstanding bill on a property as it had been noted that reminders of the debt had been sent to a previous address. The debt has now been resolved and a payment plan in place, an apology was provided and a process put in place for change of address notifications to be clearly identified in the future.
- **2. Customer Services** A booking was made for a resident for a bulk collection, who had requested the items be collected from the side of the property, the customer services officer refused to discuss this option with the resident even though it had been agreed previously. An apology was provided, discussions and further training was provided for staff.
- **3. Customer Services** A resident handed a document in to Port Talbot Civic Centre which had gone missing, a thorough investigation was undertaken, however the item was not located. An apology was provided and a review is being undertaken of the mail monitoring system to make improvements.



4.



Two stage 2 complaints were closed in Quarter 2 2023/2024 of which none were upheld. Three stage 2 complaints were closed in quarter 2 2022/23 none of which were upheld.



6.



62 Compliments received for this quarter 2 period 2023/24 which is an increase of 10 compliments compared to quarter 2 2022/23.

The 62 compliments for this period are :

Council Tax - 8 compliments received for exceptional efficiency and outstanding customer service, 'level of responsiveness is so seldom encountered these days and deserves to be acknowledged and recognised.' Customer stated 'best service I've had with the Council in terms of contact'.

Benefits – 5 compliments received for excellent service, immensely helpful, kind and professional, 'in a world where excellent customer service is becoming rarity, it is great when one encounters such a person.'

Registration Service – 28 compliments received.

22 related to marriage ceremonies carried out praising professionalism, special touches and effort and manner of staff. 6 related to death registrations thanking staff for compassion, efficiency, integrity and care.

Customer/Digital Services – 7 compliments, received 4 exceptional and compassionate customer service, 1 giving thanks for application assistance, and 2 for a quick and efficient service.

Mayoral Services – 4 compliments received all relating to the successful event for the Mayor's Civic Sunday.

Occupational Health, Safety and Well-being- 1 compliment received giving thanks for assistance to the Safety Advisory Group for help with a street party.

Communications & Marketing – 5 received praising support and promotion by NPT on recent TV programme, increasing visitors, volunteers and sold out events, massive congratulations to the team for their hard work.

Legal Regulatory Services – 3 compliments received relating to staff providing excellent and professional service.

Land Charges - Thanks given for a really helpful service.