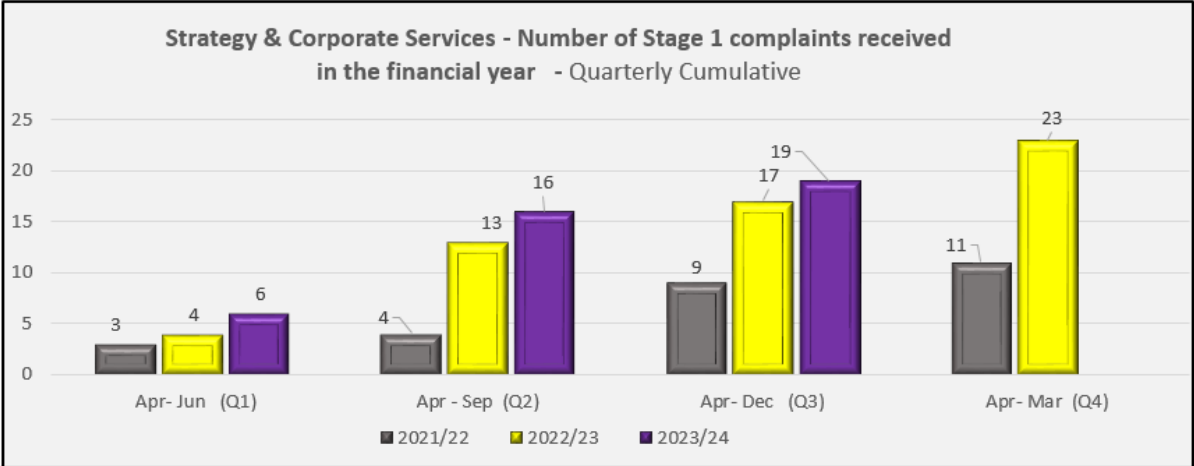




Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Measures

Appendix 3 - Strategy & Corporate Services –
Compliments and Complaints
Quarter 3 (1st April - 31st December) - 2023/24

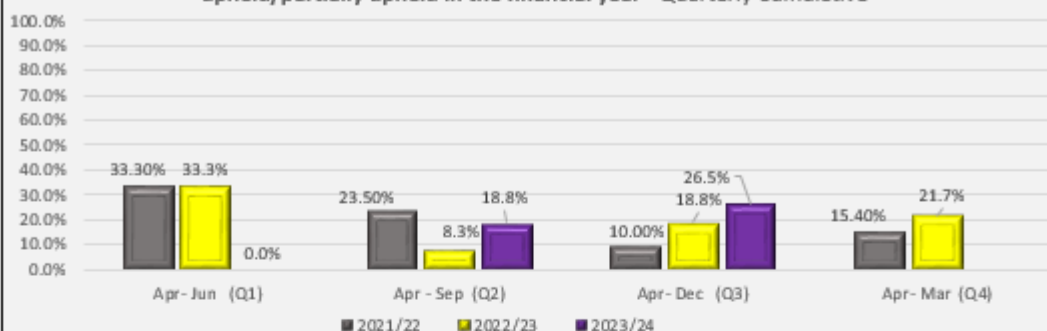


Performance Comments

Nineteen stage 1 complaints were received in quarter 3 2023/24 compared to 16 received in quarter 3 2022/23.

Service complaints received in this period relate to 13 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.

Strategy & Corporate Services - Percentage of closed stage 1 complaints upheld/partially upheld in the financial year - Quarterly Cumulative



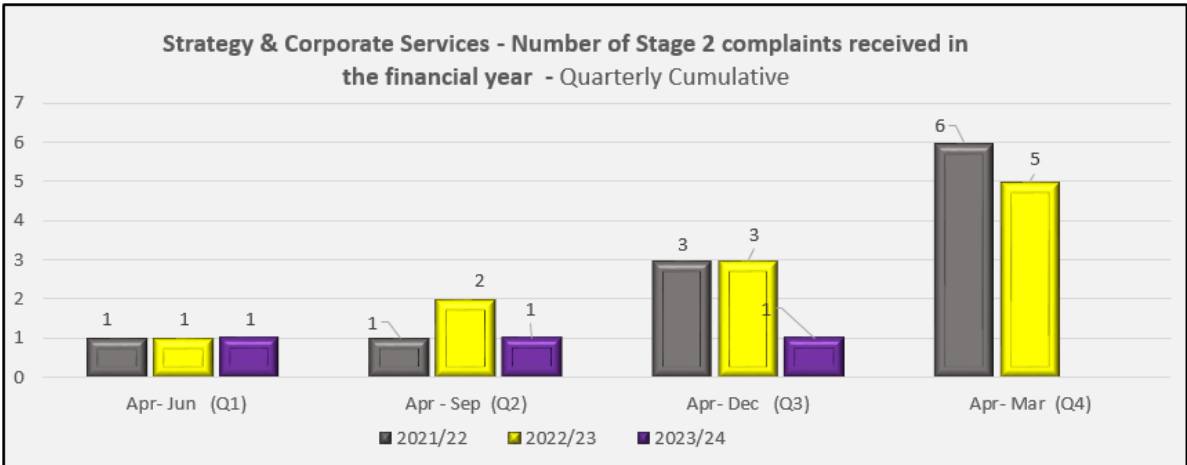
Responsible Person - Chief Finance Officer / HR Manager

Performance Comments

Nineteen stage 1 complaints were closed in Quarter 3 2023/2024 of which five were upheld. Sixteen stage 1 complaints were closed in Q3 2022/2023 of which two were upheld

The five stage 1 upheld complaints received in this quarter 3 nine month period are:

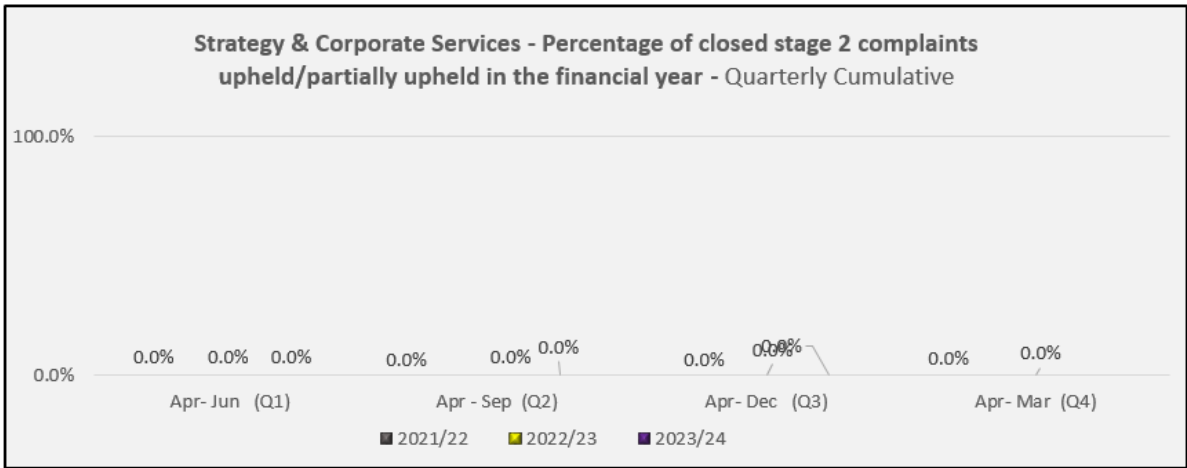
- Council Tax** – A member of the public initially emailed in as she was annoyed to have received a final notice demand. She stated that she was exempt from council tax from September 2023 however, she had begun making payments. When the member of the public then spoke to the Council Tax team, the call was terminated by the member of staff. The staff member was distressed by her action and immediately referred this matter to her manager who tried to contact the member of the public however, the person was already in contact with another staff member in Council Tax who assisted her with her query to her satisfaction. Manager of Council Tax has addressed this with staff member who acknowledges that her actions were unacceptable and apologised.
- Council Tax** – A member of the public expressed dissatisfaction with how the Council Tax team dealt with her enquiry over the phone. The staff member misunderstood the enquiry and believed the caller was enquiring over a relative's council tax account and not her own. Feedback was provided to the staff member and they are aware that they should have ascertained the address details, questioned further and validated the call. Apology given to the member of the public by Manager of Council Tax.
- 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.
- Customer Services** – A booking was made for a resident for a bulk collection and who had requested the items be collected from the side of the property, the 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.
- 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 has not been located. An apology was provided and a review is being undertaken on the mail monitoring system to make improvements.



Performance Comments

One stage 2 complaint was received in quarter 3 2023/24 and 3 received in quarter 3 2022/23.

The stage 2 complaint received in quarter 3 2023/24 was Council Tax related.



Performance Comments

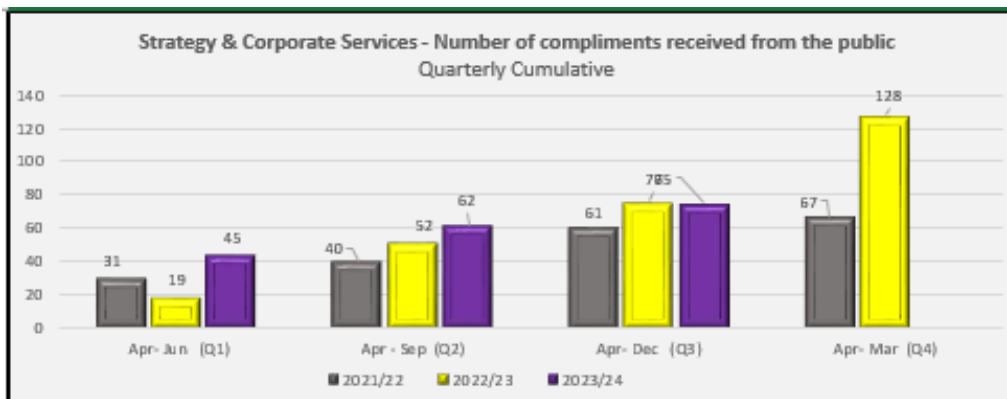
Two stage 2 complaints were closed in Quarter 3 2023/2024 of which none were upheld. Four stage 2 complaints were closed in quarter 3 2022/23 none of which were upheld.

Strategy & Corporate Services - Percentage of closed complaints dealt with by the Public Services Ombudsman (following Stage 1 and Stage 2 process) that were upheld/partially upheld Quarterly Cumulative



Performance Comments

No ombudsman complaints have been received following the stage 1 and stage 2 process for quarter 3 for the previous 3 years.



Performance Comments

75 Compliments received for this quarter 3 period 2023/24 which is an decrease of 1 compliment compared to quarter 3 2022/23.

The 75 compliments for this period are :

Council Tax – 9 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’ and South Wales Police were extremely grateful for continued support and assistance which made their job easier.

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 – 33 compliments received.

27 related to marriage ceremonies carried out praising outstanding service, professionalism, special touches, inclusivity 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 – 6 compliments, 4 relating to the successful event for the Mayors Civic Sunday, 1 relating to the filming of a celebration for the member of the public and the other giving thanks for a celebration party for a member of the public which took place in the Mayors parlour.

Occupational Health, Safety and Well-being – 5 compliments received, 1 received giving thanks for assistance to the Safety Advisory Group for help with a street party, 2 for assistance with Christmas events in Alltwen and Cymmer. Additional praise received from the Lord Lieutenant for a staff member that provided a wealth of knowledge and experience towards the planning and safety of the statue unveiling by the First Minister stating this was an excellent reflection on Neath Port Talbot CBC. There was another received for the support and assistance with the “Imbalance” an approach which was then adopted by many other health boards.

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.

Litigation – Thanks received from Solicitors for assistance with inquest on behalf of bereaved family