



## **Y CABINET**

**DYDD MERCHER, 17 EBRILL 2024**

**YN SYTH AR ÔL CYFARFOD PWYLLGOR CRAFFU POLISIÄU AC  
ADNODDAU'R CABINET**

**SIAMBR Y CYNGOR – CANOLFAN DDINESIG CASTELL-NEDD PORT  
TALBOT**

**RHAID GOSOD POB FFÔN SYMUDOL AR Y MODD DISTAW AR  
GYFER PARHAD Y CYFARFOD**

### **Rhan 1**

1. Penodi Cadeirydd
2. Cyhoeddiad(au) y Cadeirydd
3. Datganiadau o fuddiannau
4. Cofnodion y Cyfarfod Blaenorol (*Tudalennau 3 - 10*)
  - 18 Mawrth 2024
  - 27 Mawrth 2024
5. Cwestiynau gan y cyhoedd  
Mae'n rhaid cyflwyno cwestiynau'n ysgrifenedig i'r Gwasanaethau Democrataidd, [democratic.services@npt.gov.uk](mailto:democratic.services@npt.gov.uk) - dim hwyrach na chanol dydd dau ddiwrnod gwaith cyn y cyfarfod. Mae'n rhaid i'r cwestiynau ymwneud ag eitemau ar yr agenda. Ymdrinnir â chwestiynau o fewn cyfnod o 10 munud.

## **Materion i'w Penderfynu:**

6. Archwilio Cymru - Safbwynt Defnyddwyr y Gwasanaeth  
(*Tudalennau 11 - 30*)
7. Eitemau brys  
Unrhyw eitemau brys (boed yn gyhoeddus neu wedi'u heithrio) yn ôl disgresiwn y Cadeirydd yn unol â Rheoliad 5(4)(b) o Offeryn Statudol 2001 rhif 2290 (fel y'i diwygiwyd).

## **Rhan 2**

8. Mynediad i Gyfarfodydd - Gwahardd y Cyhoedd  
(*Tudalennau 31 - 36*)  
Penderfynu gwahardd y cyhoedd o'r eitem ganlynol yn unol â Rheoliad 4 (3) a (5) Offeryn Statudol 2001 Rhif 2290 a'r paragraff eithriedig perthnasol, sef paragraff 14, o Ran 4 Atodlen 12A Deddf Llywodraeth Leol 1972.
9. Cynllun Cymhorthdal Cartrefi fel Gorsafoedd Pŵer Bargen Ddinesig Bae Abertawe (Yn eithriedig dan Baragraff 16)  
(*Tudalennau 37 - 44*)

**K.Jones**  
**Prif Weithredwr**

**Canolfan Ddinesig**  
**Port Talbot**

**Dydd Iau, 11 Ebrill 2024**

## **Aelodau'r Y Cabinet:**

Y Cyngorwyr S.K.Hunt, S.A.Knoyle, N.Jenkins, J.Hurley, S.Harris,  
J.Hale, A.Llewelyn, W.F.Griffiths, S.Jones a/ac C.Phillips

## EXECUTIVE DECISION RECORD

### CABINET

18 MARCH 2024

#### **Cabinet Members:**

Councillors: S.K.Hunt (Chairperson), S.A.Knoyle, N.Jenkins, J.Hurley, J.Hale, A.Llewelyn, W.F.Griffiths, S.Jones and C.Phillips

#### **Officers in Attendance:**

N.Pearce, A.Jarrett, C.Griffiths, N.Daniel, A.Thomas, H.Jones, M.Roberts, C.Saunders, C.Howard, A.Hinder, A.Thomas and T.Davies

**Scrutiny Chairperson:** Councillor P.Rogers

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#### 1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor S.K.Hunt be appointed as Chairperson for the meeting.

#### 2. **CHAIRPERSONS ANNOUNCEMENT/S**

The Chair welcomed all to the meeting.

#### 3. **DECLARATIONS OF INTEREST**

The following Member made a declaration of interest at the beginning of the meeting:

Councillor J.Hale

Minute No 5 – Council Tax Premium on Long Term Empty Dwellings and Second Homes – Cllr Hale declared a prejudicial interest, and

left the meeting for the discussion and voting on this item.

4. **PUBLIC QUESTION TIME**

No public questions were received.

5. **COUNCIL TAX PREMIUM ON LONG TERM EMPTY DWELLINGS AND SECOND HOMES**

At this point in the meeting, Councillor J.Hale reaffirmed her interest in this item, and left the meeting for the discussion and voting thereon.

**Decisions:**

That having given due regard to the Full Integrated Impact Assessment the following be commended to Council for approval:

1. That the Council Tax Premium of 100% on Long Term Empty Dwellings and Second Homes be approved with an implementation date of April 2025.
2. That no premium be charged where an empty property can only be accessed through a business premises and does not have a separate entrance. This category will not apply if the building is altered to remove an existing separate entrance.
3. That no premium be charged where a premium would be payable on a long term empty property that is sold, the new owner will not be charged a premium for up to 6 months from the date of sale while major building work is being carried out.

**Reasons for Decisions:**

1. To allow council tax premiums to be charged on long term empty properties and second homes with effect from 1st April 2025.
2. To encourage home owners to return their properties to good use.

**Implementation of Decisions:**

The decisions will be implemented after the three day call in period.

6. **URGENT ITEMS**

No Urgent Items were received.

7. **ACCESS TO MEETINGS - EXCLUSION OF THE PUBLIC**

**RESOLVED:** That pursuant to Regulation 4 (3) and (5) of Statutory Instrument 2001 No 2290, the public be excluded for the following items of business which involved the likely disclosure of exempt information as defined in Paragraph 14 of Part 4 of Schedule 12A of the Local Government Act 1972.

8. **CELTIC LEISURE FORMAL CONTRACT NOTICE**

**Decision:**

Having given due regard to the Integrated Impact Screening Assessment, the Director of Education, Leisure and Lifelong Learning be granted delegated authority to issue formal notification to Celtic Leisure, in the form attached at Appendix A to the private, circulated report.

**Reason for Decision:**

To comply with the terms of the Contract, and enable all options regarding the future of the provision of indoor leisure to be fully considered.

**Implementation of Decision:**

The decision is for immediate implementation, following the agreement from the Scrutiny Chairperson.

9. **CAPITAL PROGRAMME UPDATE FOLLOWING THE OUTCOME OF A TENDER EXERCISE**

**Decisions:**

Having given due regard to the Integrated Impact Assessment:

1. The Capital Budget for the waste fleet relocation works project be increased from the originally agreed £3.4million to the revised total of £6.050 million.
2. That the Head of Streetcare, in consultation with the Head of Legal and Democratic Services, be granted delegated authority to enter into the contract for works with the successful tenderer for the relocation of the waste collection fleet for the Transfer Station.

**Reason for Decisions:**

To allow the waste fleet relocation works to proceed.

**Implementation of Decisions:**

The decisions will be implemented after the three day call in period.

**Consultation:**

Staff consultation was undertaken, and informed the proposals as reported to Cabinet on 28 July 2022.

**CHAIRPERSON**

**EXECUTIVE DECISION RECORD**

**CABINET**

**27 MARCH 2024**

**Cabinet Members:**

Councillors: A.Llewelyn (Chairperson), N.Jenkins, J.Hurley, S.Harris,  
J.Hale, W.F.Griffiths, S.Jones and C.Phillips

**Officers in Attendance:**

N.Pearce, N.Daniel, C.Griffiths, H.Jones, S.Brennan, A.Thomas, R.Headon,  
P.Chivers and T.Davies

**Invitees:** Councillor P.Rogers (Scrutiny Chairperson)

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1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor A.Llewelyn be appointed Chairperson for the meeting.

2. **CHAIRPERSONS ANNOUNCEMENT/S**

The Chair welcomed all to the meeting.

3. **DECLARATIONS OF INTEREST**

No declarations of interest were received.

4. **MINUTES OF PREVIOUS MEETINGS:**

That the minutes of the previous meetings of Cabinet, held on the following dates, be agreed as an accurate record:

- 28 February 2024
- 6 March 2024

5. **PUBLIC QUESTION TIME**

No public questions were received.

6. **STRATEGIC EQUALITY PLAN ANNUAL REPORT 2022-2023**

Members noted two errors within the circulated report, which were contained within the recommendations (the date of the Annual Report, and the word Cabinet rather than Cabinet (Policy and Resources) Sub Committee), and are reflected in the amended decisions below (in bold and underlined):

**Decisions:**

1. That the Strategic Equality Plan Annual Report **2022-2023**, be approved.
2. That the Head of People and Organisational Development be granted delegated authority to make such changes as may be needed to the Annual Report prior to publication, provided that such changes do not materially alter the content of the document considered by **Cabinet**.

**Reason for Decisions:**

To meet the statutory requirements set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

**Implementation of Decisions:**

The decisions were for immediate implementation, with the support of the Scrutiny Committee Chair.



7. **URGENT ITEM**

Because of the need to deal now with the matter contained in Minute No. 8 and 9 below, the Chairperson agreed this could be raised at today's meeting as an urgent item pursuant to Section 100B (4)(b) of the Local Government Act 1972.

Reason:

Due to the time element.

8. **ACCESS TO MEETINGS - EXCLUSION OF THE PUBLIC**

**RESOLVED:** That pursuant to Regulation 4 (3) and (5) of Statutory Instrument 2001 No 2290, the public be excluded for the following item of business which involved the likely disclosure of exempt information as defined in Paragraph 14 of Part 4 of Schedule 12A of the Local Government Act 1972.

9. **THE NEW PLAZA**

**Decision:**

That having had due regard to the first stage Integrated Impact Assessment, the recommendations in the private, urgent report, including the amendment (as contained within the Private minute) be approved.

**Reason for Decision:**

To allow a decision to be made on options for the New Plaza.

**Implementation of Decision:**

The decision was for immediate implementation, with the support of the Scrutiny Committee Chair.

**CHAIRPERSON**

Mae'r dudalen hon yn fwriadol wag

## NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

### CABINET

17<sup>th</sup> APRIL 2024

### Report of the Director of Strategy & Corporate Services

Noelwyn Daniel

#### Matter for Decision

**Wards Affected:** All Wards

#### **Audit Wales – Use of performance information: Service user perspective and outcomes – Neath Port Talbot Council**

#### **Purpose of Report**

1. To present Members with the council's proposed response to the above examination undertaken by Audit Wales during 2023.

#### **Executive Summary**

2. The Well-being of Future Generations (Wales) Act 2015 places a “well-being duty” on 48 public bodies. The duty requires those bodies to set and publish “well-being objectives” that are designed to maximise their contribution to achieving each of the Act's seven national well-being goals.
3. Section 15(1) (a) of the above Act requires the Auditor General to carry out examinations to assess the extent to which public bodies have acted in accordance with the sustainable development principle when setting their well-being objectives.
4. The aim of the examination was to determine:

*‘Does the Council's performance data enable senior leaders to understand the service user perspective and the outcomes of its activities to effectively manage its performance?’*

## Summary of Findings

5. The examination found:

*'The performance information provided by the Council to senior leaders to enable them to understand the service user perspective and the outcomes of the Council's activities is limited'*

A copy of the Audit Wales report is attached at Appendix 1

6. The examination concluded with the following three recommendations:

### **Information on the perspective of the service user**

**R1** - The Council should ensure that the information provided to its senior leaders enable them to understand the service user perspective on a broader range of services and policies. The Council should ensure this information is drawn from the diversity of service users.

### **Outcomes information**

**R2** - The Council should strengthen the information provided to senior leaders to help them evaluate whether the Council is delivering its objectives and intended outcomes

### **Quality and accuracy of data**

**R3** - The Council needs to assure itself that it has robust arrangements to check the quality and accuracy of the information it provides to senior leaders relating to service user perspective and outcomes.

7. Whilst we do not wholly accept the above recommendations, we acknowledge that there is further work to be done to ensure that we bring together corporately the service user feedback we already have processes in place to collect across a number of service areas. This will further strengthen decision making and service delivery. The council's response to the above recommendation is attached at Appendix 2.

## Financial Appraisal

8. The programme of audit work undertaken by Audit Wales has been delivered within the budget allocated for audit and inspection work.

## **Integrated Impact Assessment**

9. There is no requirement to undertake an Integrated Impact Assessment.

## **Valleys Communities Impact**

10. No impacts.

## **Workforce Impact**

11. There are no workforce impacts.

## **Legal Impact**

12. Section 15(1) (a) of the Well-being of Future Generations (Wales) Act 2015 requires the Auditor General to carry out examinations to assess the extent to which public bodies have acted in accordance with the sustainable development principle when setting their well-being objectives.

## **Risk Management**

13. The findings of Audit Wales examinations are a key input into the council's corporate governance and self-assessment arrangements.

## **Consultation**

14. There is no requirement for external consultation on this item.

## **Recommendation**

15. For Cabinet to approve the council response attached at Appendix 2.

## **Reason for Proposed Decision**

16. To enable the council to put in place the necessary arrangements to support the effective delivery of and accountability for its Well-being objectives.

## **Implementation of Decision**

17. The decision is proposed for implementation after the three day call in period.

## **Appendices**

18. Appendix 1 – Audit Wales Report – Service user perspective and outcomes - Neath Port Talbot Council  
Appendix 2 – Council Response Form

## **List of Background Papers**

19. None

## **Officer Contact**

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# Use of performance information: service user perspective and outcomes – Neath Port Talbot Council

Audit year: 2022-23

Date issued: January 2024

Document reference: 3979A2023

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In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000.

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We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'r ddogfen hon hefyd ar gael yn Gymraeg. This document is also available in Welsh.



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## Report summary

- 1 We considered the service user perspective and outcome information provided to senior officers and senior members (senior leaders), and how this information is used.
- 2 Overall, we found **the performance information provided by the Council to senior leaders to enable them to understand the service user perspective and the outcomes of the Council's activities is limited.**
- 3 We have made three recommendations to strengthen the performance information given to senior leaders.
- 4 Our findings are based on fieldwork we did between July and September 2023.

## What we looked at – the scope of this audit

- 5 We focused on the performance information provided to senior officers and senior members (senior leaders) about service user perspective and outcomes, and how this information is used. We did not undertake a full review of the Council's performance management arrangements or an in-depth review of the quality of the data that the Council collects. Neither did the review focus on engagement with service users on specific service changes or the development of policies and strategies.
- 6 We have set out our audit questions and audit criteria in **Appendix 1**. The audit criteria essentially set out what good looks like and what we would expect to find.
- 7 Overall, we were looking for performance information to be shared with senior leaders to help them understand how well services and policies are meeting the needs of service users and how well they are helping the Council to achieve the outcomes it is working towards. We were also looking to see that senior leaders use this information to monitor progress and take action where necessary to improve outcomes.
- 8 This is an important part of arrangements to ensure that councils are securing value for money in the use of their resources. It is also an important way in which the Council can assure itself that it is acting in accordance with the 'involvement' way of working in taking steps to meet its well-being objectives. Without this information, it is difficult to see how senior leaders can understand whether their policies and actions are having the intended impact and make changes where they are not.
- 9 Our findings are based on document reviews and interviews with the Cabinet Member, Chief Executive, and senior officers with responsibility for the Council's performance management arrangements. The evidence we have used to inform our findings is limited to these sources.

- 10 We set out to answer the question '**Does the Council's performance data enable senior leaders to understand the service user perspective and the outcomes of its activities to effectively manage its performance?**' We did this by exploring the following questions:
- Does the performance information provided to senior leaders include appropriate information on the perspective of service users?
  - Does the performance information provided to senior leaders include appropriate information on the outcomes of the Council's activities?
  - Does the Council have robust arrangements to ensure that the data provided is accurate?
  - Does the Council use the information to help it achieve its outcomes?
  - Does the Council review the effectiveness of its arrangements?

## Why we undertook this audit

- 11 This audit was undertaken to help fulfil the Auditor General's duties under section 17 of the Public Audit (Wales) Act 2004 (the 2004 Act) and section 15 of the Well-being of Future Generations (Wales) Act 2015.
- 12 We sought to:
- gain assurance that the performance information the Council provides to senior officers and elected members enables them to understand the service user perspective and the outcome of its activities;
  - gain assurance that this information forms part of the Council's arrangements to secure value for money in the use of its resources and its application of the sustainable development principle; and
  - identify opportunities for the Council to strengthen its arrangements.

## The Council's performance reporting arrangements

- 13 The Cabinet and three Cabinet Boards receive quarterly performance reports that include details of service performance and some corporate cross cutting measures that show a contribution link towards the Council's well-being objectives. All quarterly performance data that is reported to the Cabinet and the Cabinet Boards is reviewed by the Corporate Directors' Group (CDG) beforehand. A set of strategic dashboard performance indicators were being reported to the CDG on broadly a six-weekly basis which have recently moved to quarterly reporting.
- 14 Budget monitoring reports are provided monthly to CDG and quarterly to Cabinet. Information on compliments and complaints data is presented to the Cabinet and Cabinet Boards at the same time as the performance information.

- 15 The Council published its Annual Self-Assessment for 2021-22 in March 2023. Prior to this, the Governance and Audit Committee considered it in February 2023 in line with the requirements of the Local Government and Elections (Wales) Act 2021.
- 16 Our review focused on these key performance reporting mechanisms.

## What we found: the performance information provided by the Council to senior leaders to enable them to understand the service user perspective and the outcomes of the Council's activities is limited

### The performance information the Council provides to senior leaders on the perspective of service users is limited

- 17 The Council's performance reports do not generally include information on the perspective of service users, apart from a few examples. It is, therefore, difficult to see how senior leaders would be able to understand how well services and policies are meeting the needs of service users.
- 18 The Council's Service Recovery Plans (SRP) are a key component of its Corporate Performance Management Framework. The accompanying SRP Guidance is very clear on the need for services to understand the needs of, and engage with, service users. However, this information is not reflected in the quarterly performance reports. This is a missed opportunity to give senior leaders information which would help them understand the views of service users and to take action to address any issues.

### The performance information the Council provides to senior leaders largely focuses on activities and outputs, rather than evaluating their impact

- 19 Despite a few exceptions, the Council's performance reports generally describe activities and outputs, as opposed to an assessment of progress against the outcomes the Council is seeking to achieve. This limits the ability of senior leaders to understand the impact of the Council's activities and assess whether it is meeting its overall objectives.
- 20 In its Corporate Plan Annual Report 2021-22, the Council provides some case study examples to illustrate the outcomes it has achieved under each of its three Wellbeing Objectives. These examples contain a range of information, including feedback and quotes from service users. Sharing this information can help senior leaders understand the impact of the Council's activities. However, the small

number of examples does not provide a comprehensive picture of performance and does not enable senior leaders to fully understand the impact of the Council's activities.

- 21 The Council acknowledges that reporting on the progress of outcomes is an area it needs to improve. It has identified the outcomes it wants to achieve. Its Strategic Change Programme 2023-24 (for the Corporate Plan 2022-27) lists the intended outcomes under each of its Wellbeing Objectives. The SRP Guidance is clear on the need to deliver outcomes. One of the key questions managers must answer when creating their SRP is, "How well is the service improving outcomes and improving the well-being of residents/stakeholders?" But this information has not featured in the recent quarterly reports, which is a missed opportunity to give senior leaders information to help them understand the impact of the Council's activities.

### **The Council has limited arrangements to ensure the information it provides to senior leaders on the service user perspective and outcomes is accurate**

- 22 The Council does not have comprehensive arrangements in place to routinely check the data quality of performance information relating to outcomes and the service user perspective.
- 23 The Council relies on individual service areas to ensure their own data is accurate before submitting it. The performance data is then 'sense checked' by the Performance User Group (PUG) and the Corporate Performance Management Team. It then goes to Heads of Service to be signed off for presentation at the CDG, Cabinet and Cabinet Boards.
- 24 The Council created the PUG to oversee the operational performance management arrangements of the Council. The PUG uses a checklist to review the Council's performance reports. One of the items on the checklist is 'accuracy of data', but it does not give any further detail or explain how the PUG would know the data is inaccurate or how they would check the accuracy.
- 25 The Council's Interim Performance Management Framework makes no reference to data quality. We found no recent evidence that the Council's Internal Audit Service has done any reviews of data quality.
- 26 As a result of the Council having limited arrangements in place to ensure the accuracy of its service user perspective and outcomes performance information, the Council cannot assure itself that its performance information is accurate. Consequently, there is a risk that any actions and decisions it takes, and the resources it deploys, may be based upon inaccurate performance information.

### **As the information provided on outcomes and the perspective of service users is limited, the extent to which the Council can use this information to help it achieve its outcomes is also limited**

- 27 As set out above, our main finding is that limited performance information is provided to senior leaders to enable them to understand the service user perspective and the outcomes of the Council's activities. Therefore, it follows logically that the extent to which the Council uses the service user perspective and outcomes information to help it achieve its outcomes from this performance information is limited.
- 28 Where we did find a few examples of the Council providing performance information on the perspective of service users and outcomes, we found some evidence of the Council using this information to make changes. For example, the Council receives and records complaints information and monitors the outcomes of the action it takes in response to those complaints.

### **The Council recognises it needs to improve the performance information it provides to senior leaders so they can better understand the service user perspective and the outcomes of its activities**

- 29 In its 2021-22 Annual Self-Assessment, the Council stated it needed to strengthen its performance management arrangements during the development of its revised Corporate Plan and to do more work to gauge residents' satisfaction levels with the services they access and use. Consequently, the Council has begun a review of its existing Corporate Performance Management Framework.
- 30 It has introduced interim arrangements as it conducts its review. For example, it has introduced a new quarterly Highlight Report that presents performance information in a clearer and more user-friendly way. It also includes more cumulative quarterly trend data over a longer timescale. However, the Council has not outlined how it will include the service user perspective or information on the progress of outcomes. The Council now has the opportunity to use its review to action the findings of this report and address this issue.
- 31 The Council does not compare its arrangements for collecting and reporting performance information on outcomes and the service user perspective with other similar organisations. We do not mean comparing performance per se, but to help it learn how other organisations are providing information about service user perspectives and outcomes to help strengthen its own arrangements. This is an important element of arrangements to secure value for money. As the Council undertakes its review, it will be important for it to compare arrangements with other organisations.

# Recommendations

## Exhibit 1: recommendations

### **Information on the perspective of the service user**

- R1 The Council should ensure that the information provided to its senior leaders enable them to understand the service user perspective on a broader range of services and policies. The Council should ensure this information is drawn from the diversity of service users.

### **Outcomes information**

- R2 The Council should strengthen the information provided to senior leaders to help them evaluate whether the Council is delivering its objectives and intended outcomes.

### **Quality and accuracy of data**

- R3 The Council needs to assure itself that it has robust arrangements to check the quality and accuracy of the information it provides to senior leaders relating to service user perspective and outcomes.

# Appendix 1

## Key questions and what we looked for

### Exhibit 2: key questions and what we looked for

The table below sets out the question we sought to answer in carrying out this audit, along with the audit criteria we used to arrive at our findings.

Level 1	
Does the Council's performance data enable senior leaders to understand the service user perspective and the outcomes of its activities to effectively manage its performance?	
Level 2	Audit Criteria <sup>1</sup> (what we are looking for)
2.1 Does the performance information provided to senior leaders include appropriate information on the perspective of service users?	<ul style="list-style-type: none"> <li>• The information is:               <ul style="list-style-type: none"> <li>– relevant to the objectives the Council has set itself;</li> <li>– sufficient to enable an understanding of the service user perspective;</li> <li>– sufficient to provide an understanding of progress towards the outcomes the Council is planning to achieve;</li> <li>– drawn from the diversity of service users including groups who share protected characteristics; and</li> <li>– used to inform comparisons with the performance of similar bodies where relevant.</li> </ul> </li> <li>• The Council has involved service users in determining which information to collect.</li> </ul>
2.2 Does the performance information provided to senior leaders include appropriate information on the outcomes of the Council's activities?	<ul style="list-style-type: none"> <li>• The information draws on a range of evidence sources to provide a holistic view of progress.</li> <li>• The information enables senior leaders to monitor progress over the short, medium and long term.</li> <li>• The information enables senior leaders to monitor the delivery of outcomes that cover multiple service areas and/or organisations.</li> </ul>

<sup>1</sup> Our audit criteria have been informed by our cumulative knowledge of previous audit work, as well as the question hierarchy and positive indicators we have developed to support our sustainable development principle examinations.



## Level 1

Does the Council's performance data enable senior leaders to understand the service user perspective and the outcomes of its activities to effectively manage its performance?

## Level 2

### Audit Criteria<sup>1</sup> (what we are looking for)

2.3 Does the Council have robust arrangements to ensure that the data provided is accurate?

- The Council has clear arrangements to check the quality and accuracy of the data it provides to senior leaders.
- Where weaknesses in data quality are identified, the Council addresses them.

2.4 Does the Council use the information to help it achieve its outcomes?

- Where poor performance is identified, the Council uses the information to make changes/interventions.
- There is evidence of the Council improving its progress towards its outcomes as a result of interventions.

2.5 Does the Council review the effectiveness of its arrangements?

- The Council reviews the information provided to senior leaders to ensure it is appropriate and relevant.
- The Council compares the information it collects with the information collected by similar organisations to identify opportunities to strengthen its arrangements.



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We welcome correspondence and telephone calls in Welsh and English.  
Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg.

## Organisational response form

**Report title:** Use of Performance Information; Service User Perspective and Outcomes

**Completion date:** January 2024

**Document reference:** 3979A2023

Tudalen 27

Ref	Recommendation	Organisational response Please set out here relevant commentary on the planned actions in response to the recommendations	Completion date Please set out by when the planned actions will be complete	Responsible officer (title)
R1	<p><b>Information on the perspective of the service user</b></p> <p>The Council should ensure that the information provided to its senior leaders enable them to understand the service user perspective on a broader range of services and policies. The Council should ensure this information is drawn from the diversity of service users.</p>	<p>Work is underway to identify service user perspective information that is already collected across the council by services. In addition, research is also being undertaken to identify other examples of service user perspective information that is collected by other local authorities for inclusion in the Council's updated Corporate Plan and Business Plans for 2024 onwards.</p>	30 <sup>th</sup> April 2024	Caryn Furlow-Harris
R2	<p><b>Outcomes information</b></p> <p>The Council should strengthen the information provided to senior leaders to help them evaluate whether the Council is delivering its objectives and intended outcomes.</p>	<p>Information provided to senior leaders has been strengthened during 2023/2024 with the provision of 6 monthly report on progress made on delivering the Council's well-being objectives.</p> <p>A review is underway of the Council's Corporate Performance Framework and a key consideration in that review will be how we can further strengthen the information provided to senior leaders.</p>	30 <sup>th</sup> April 2024	Caryn Furlow-Harris
R3	<p><b>Quality and accuracy of data</b></p> <p>The Council needs to assure itself that it has robust arrangements to check the quality and accuracy of the information it provides to senior leaders relating to service user perspective and outcomes.</p>	<p>Engaging with the Internal Audit Service on an approach to the checking of quality and accuracy of information provided to senior leaders.</p>	30 <sup>th</sup> April 2024	Caryn Furlow-Harris



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Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

## **Report of the Head of Legal and Democratic Services**

**Cabinet –**  
**Wednesday, 7 April 2024**

### **ACCESS TO MEETINGS/EXCLUSION OF THE PUBLIC**

<b>Purpose:</b>	To consider whether the Public should be excluded from the following item of business.
<b>Item (s):</b>	Item 9 – Swansea Bay City Deal Homes as Power Stations Subsidy Scheme
<b>Recommendation(s):</b>	That the public be excluded from the meeting during consideration of the following item(s) of business on the grounds that it/they involve(s) the likely disclosure of exempt information as set out in the Paragraphs listed below of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007 subject to the Public Interest Test (where appropriate) being applied.
<b>Relevant Paragraph(s):</b>	16

#### **1. Purpose of Report**

To enable Members to consider whether the public should be excluded from the meeting in relation to the item(s) listed above.

Section 100A (4) of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007, allows a Principal Council to pass a resolution excluding the public from a meeting during an item of business.

Such a resolution is dependent on whether it is likely, in view of the nature of the business to be transacted or the nature of the proceedings that if members of the public were present during that item there would be disclosure to them of exempt information, as defined in section 100I of the Local Government Act 1972.

## **2. Exclusion of the Public/Public Interest Test**

In order to comply with the above mentioned legislation, Members will be requested to exclude the public from the meeting during consideration of the item(s) of business identified in the recommendation(s) to the report on the grounds that it/they involve(s) the likely disclosure of exempt information as set out in the Exclusion Paragraphs of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007.

Information which falls within paragraphs 12 to 15, 17 and 18 of Schedule 12A of the Local Government Act 1972 as amended is exempt information if and so long as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

The specific Exclusion Paragraphs and the Public Interest Tests to be applied are listed in Appendix A.

Where paragraph 16 of the Schedule 12A applies there is no public interest test. Members are able to consider whether they wish to waive their legal privilege in the information, however, given that this



may place the Council in a position of risk, it is not something that should be done as a matter of routine.

**3. Financial Implications**

Not applicable

**4. Integrated Impact Assessment**

Not applicable

**5. Valleys Communities Impact**

Not applicable

**6. Workforce Impact**

Not applicable.

**7. Legal Implications**

The legislative provisions are set out in the report.

Members must consider with regard to each item of business the following matters.

- (a) Whether in relation to that item of business the information is capable of being exempt information, because it falls into one of the paragraphs set out in Schedule 12A of the Local Government Act 1972 as amended and reproduced in Appendix A to this report.

and either

- (b) If the information does fall within one or more of paragraphs 12 to 15, 17 and 18 of Schedule 12A of the Local Government Act 1972 as amended, the public interest test in maintaining the exemption outweighs the public interest in disclosing the information; or
- (c) if the information falls within the paragraph 16 of Schedule 12A of the Local Government Act 1972 in considering whether to exclude the public members are not required to apply the public interest test by must consider whether they wish to waive their privilege in relation to that item for any reason.

**8. Risk Management**

To allow Members to consider risk associated with exempt information.

**9. Recommendation(s)**

As detailed at the start of the report.

**10. Reason for Proposed Decision(s):**

To ensure that all items are considered in the appropriate manner.

**11. Implementation of Decision(s):**

The decision(s) will be implemented immediately.

**12. List of Background Papers:**

Schedule 12A of the Local Government Act 1972

**13. Appendices:**

Appendix A – List of Exemptions

## Appendix A

<b>NO</b>	<b>Relevant Paragraphs in Schedule 12A</b>
<b>12</b>	Information relating to a particular individual
<b>13</b>	Information which is likely to reveal the identity of an individual
<b>14</b>	Information relating to the financial or business affairs of any particular person (including the authority holding that information).
<b>15</b>	Information relating to any consultations or negotiations, or contemplated consultations or negotiations in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority
<b>16</b>	Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
<b>17</b>	Information which reveals that the authority proposes: <ul style="list-style-type: none"><li>• To give under any enactment a notice under or by virtue of which requirements are imposed on a person, or</li><li>• To make an order or direction under any enactment.</li></ul>
<b>18</b>	Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Document is Restricted

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