



Y CABINET

DYDD MERCHER, 28 CHWEFROR 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 - 12*)
 - 14 Chwefror 2024
 - 28 Chwefror 2024 (Arbennig)
5. Blaenraglen Waith 2023/24 (*Tudalennau 13 - 14*)
6. Cwestiynau gan y Cyhoedd
Mae'n rhaid cyflwyno cwestiynau'n ysgrifenedig i'r Gwasanaethau Democrataidd, 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.

7. Adroddiad Monitro'r Trysorlys (*Tudalennau 15 - 22*)
8. Monitro'r Gyllideb Refeniw - Chwarter 3 (*Tudalennau 23 - 40*)
9. Monitro'r Gyllideb Cyfalaf - Chwarter 3 (*Tudalennau 41 - 56*)
10. Dangosyddion Perfformiad Chwarter 3 (*Tudalennau 57 - 94*)
11. 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).

K.Jones
Prif Weithredwr

Canolfan Ddinesig
Port Talbot

Dydd Iau, 22 Chwefror 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

14 FEBRUARY 2024

Cabinet Members:

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

Officers in Attendance:

K.Jones, N.Pearce, A.Jarrett, A.Thomas, N.Daniel, H.Jones, C.Griffiths, S.Rees, D.Griffiths, B.Griffiths, A.Spooner-Cleverly, L.McAndrew, P.Chivers and T.Davies

Scrutiny Chair: Councillor P.Rogers

1. **APPOINTMENT OF CHAIRPERSON**

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

2. **CHAIRPERSONS ANNOUNCEMENT/S**

The Chair welcomed all to the meeting.

3. **DECLARATIONS OF INTEREST**

The following Members made declarations of interest at the start of the meeting:

Councillor S.K.Hunt	Minute No 6 – UK Shared Prosperity Fund – Approval of Projects, as one of the applications relates to Community Bicycle
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Project, and he is Vice-Chair/Treasurer of the applicant (Friends of Seven Sisters). Cllr Hunt felt this interest to be prejudicial, and left the room for the discussion and voting thereon.

- | | |
|--------------------------|---|
| Councillor S.Harris | Minute No 12 – Third Sector Grant Funding – Award of Grants for 2024-25 – As she is Chair of Ffrindiau Creunant, which is mentioned in the report. |
| Councillor W.F.Griffiths | Minute No 12 - Third Sector Grant Funding – Award of Grants for 2024-25 – As he is a Member of The Bulldogs Boxing Club, which is mentioned in the report. |
| Councillor S.Jones | Minute No 12 - Third Sector Grant Funding – Award of Grants for 2024-25 – As he is a Trustee of Afan Valley Community Leisure (Cymmer Swimming Pool), which is mentioned in the report. |
| Councillor S.Knoyle | Minute No 12 - Third Sector Grant Funding – Award of Grants for 2024-25 – As he is a Board member of the Glynneath Training Centre, which is mentioned in the report. |

4. **MINUTES OF PREVIOUS MEETING**

That the minutes of the previous meeting of Cabinet, held on 22 January 2024, be agreed as an accurate record.

5. **PUBLIC QUESTION TIME**

No public questions were received.

6. **UK SHARED PROSPERITY FUND - APPROVAL OF PROJECTS**

At this point in the meeting, Councillor S.K.Hunt reaffirmed his interest in the matter, and left the meeting and the discussion and voting thereon. Councillor A.Llewelyn took over the Chair for this item only.

Decision:

That the following projects, submitted under the Neath Port Talbot UK Shared Prosperity Fund (UKSPF) Third Party Grants Fund, Sustainable Communities Growth Fund, as detailed within the circulated report, be approved –

- 1) Canolfan Maerdy - Amman Valley Dial-a-Ride Pilot
- 2) Canolfan Maerdy - Community Based Youth Work Training and Services
- 3) Friends of Seven Sisters – Community Bicycle Project

Reason for Decision:

To enable Neath Port Talbot Council to implement the UKSPF Implementation Plan and advise applicants of the funding decision.

Implementation of Decision:

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

7. **AUDIT WALES – SPRINGING FORWARD STRATEGIC WORKFORCE MANAGEMENT – NEATH PORT TALBOT COUNCIL**

Councillor S.K.Hunt rejoined the meeting and resumed the role of Chair.

Decision:

That the Council response to the review undertaken by Audit Wales – Springing Forward: Strategic Workforce Management – Neath Port Talbot Council as detailed at Appendix 2 to the circulated report, be approved.

Reason for Decision:

To enable the council to put in place the necessary arrangements to support the effective delivery of the Strategic Workforce Plan.

Implementation of Decision:

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

8. **LOCAL BUS TENDERING**

Decision:

That the report be noted.

9. **DECISIONS TAKEN BY URGENCY ACTION**

Decision:

That the report be noted.

10. **URGENT ITEMS**

No urgent items were received.

11. **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.

12. **THIRD SECTOR GRANT FUNDING - AWARD OF GRANTS FOR 2024-2025 (EXEMPT UNDER PARAGRAPH 14)**

Decision:

That the award of funding to the Third Sector organisations, detailed at Appendix 2 to the private, circulated report, be approved.

Reason for Decision:

To approve grants to third sector organisations in line with the Council's Scheme.

Implementation of Decision:

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

CHAIRPERSON

Mae'r dudalen hon yn fwriadol wag

EXECUTIVE DECISION RECORD

CABINET

21 FEBRUARY 2024

Cabinet Members:

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

Officers in Attendance:

K.Jones, N.Pearce, A.Jarrett, A.Thomas, N.Daniel, H.Jones, C.Griffiths,
A.Thomas and T.Davies

Scrutiny Chair and Vice Chair: Councillors P.Rogers and C.Jordan

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor S.K.Hunt 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. **PUBLIC QUESTION TIME**

No public questions were received.

5. **URGENT ITEMS**

No urgent items were received.

6. **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.

7. **ESTABLISHMENT OF CELTIC FREEPORT COMPANY LIMITED**

Decisions:

That having had due regard to the integrated impact assessment:

1. The current progress in respect of the approval of the Outline Business Case be noted.
2. The establishment of a Company Limited by Guarantee, to be known as Celtic Freeport Company Limited be approved, and the Council be authorised to take a membership interest in Celtic Freeport Company Limited, and delegated authority be granted to the Chief Executive and Head of Legal and Democratic Services, to sign the appropriate agreements to document this interest.
3. The Articles of Association and Draft Members Agreement enclosed at Appendix 1 and Appendix 2 to the private, circulated report be approved, and delegated authority be granted to the Chief Executive and Head of Legal and Democratic Services (in consultation with the Leader) to sign the Members Agreement on the part of Neath Port Talbot County Borough Council.
4. Delegated authority be granted to the Chief Executive (in consultation with the Leader and relevant Cabinet Member) to agree any minor variations to the Member's Agreement and Articles of Association that might be necessary prior to signature, on the basis that such delegation shall not extend to any

alternative financial commitments on the part of Neath Port Talbot County Borough Council.

5. The Director of Environment and Regeneration be nominated as the Neath Port Talbot County Borough Council representative to the Celtic Freeport Company Limited Board of Directors and be authorised to act as a Director of Celtic Freeport Company Limited.
6. The Director of Environment and Regeneration be provided with an indemnity in the form annexed at Appendix 3 to the private, circulated report.

Reason for Decisions:

To seek approval from members in relation to the proposed Company governance documentation, that the Company be constituted as an operational company and that the Council obtain a membership and appoint a director to sit on the board of the Company.

Implementation of Decisions:

The decisions are for immediate implementation, following the agreement of the Cabinet Scrutiny Chair.

Consultation:

The Freeport bid has been developed by the two local authorities, Associated British Ports and Milford Haven Port Authority, working in partnership. Wider consultation has also taken place with a wide range of public and private sector organisations including business networks within the Freeport proposed area.

CHAIRPERSON

Mae'r dudalen hon yn fwriadol wag

Cabinet Forward Work Programme

Meeting Date 2024	Agenda Item and Type	Contact Officer
6 March 2024	Setting of Budget	Huw Jones

Meeting Date 2024	Agenda Item and Type	Contact Officer
27 March 2024	Strategic Equality Plan – Annual Report 22/23	Caryn Furlow

Meeting Date 2024	Agenda Item and Type	Contact Officer
17 April 2024	Draft Corporate Plan 2024-2027	Caryn Furlow
	Draft Strategic Equalities Plan – 2024-2028	Caryn Furlow
	Audit Wales – Service User Perspective	Louise McAndrew/ Caryn Furlow

Tudalen 13

Eitem yr Agendas 5

Mae'r dudalen hon yn fwiadol wag



NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

REPORT OF THE CHIEF FINANCE OFFICER – HUW JONES

28th February 2024

Matter for Monitoring

Wards Affected - All

TREASURY MANAGEMENT MONITORING 2023/24

Purpose of Report

1. This report sets out treasury management action and information for 2023/24.
2. This report will also be forwarded to the next Governance and Audit Committee in line with the Council's Treasury Management Practices Scrutiny arrangements.

Rates of Interest

3. Over the past 18 months, the cost of living has risen sharply. The speed of this increase is called the 'rate of inflation'. It is the job of the Bank of England to keep this rate around their target of 2%, however, it is currently above this – mainly due to the higher price of goods coming in from abroad along with the increase in the cost of energy.
4. To reduce the rate of inflation, the Bank of England increase their interest rates. Since March 2022 the interest rates have increased as per below:

Effective Date	Bank Rate
16 th March 2022	0.75%
5 th May 2022	1.00%
16 th June 2022	1.25%
4 th August 2022	1.75%
22 nd September 2022	2.25%
3 rd November 2022	3.00%
15 th December 2022	3.50%
2 nd February 2023	4.00%
23 rd March 2023	4.25%
11 th May 2023	4.50%
22 nd June 2023	5.00%
3 rd August 2023	5.25%

- There has been no change to the rate since August and this is a sign that the rate of inflation is starting to reduce to the targeted level.
- The following table provides examples of external borrowing costs as provided by the Public Works Loans Board (certainty rate) as at 24th January 2024:

	Equal Instalments of Principal		Annuity		Maturity	
	Previous 17Oct23	Current 24Jan24	Previous 17Oct23	Current 24Jan24	Previous 17Oct23	Current 24Jan24
	%	%	%	%	%	%
5-5.5 years	5.37	4.87	5.36	4.86	5.18	4.62
10-10.5 years	5.17	4.61	5.16	4.60	5.30	4.83
20-20.5 years	5.30	4.83	5.39	4.93	5.68	5.29
35-35.5 years	5.63	5.24	5.70	5.32	5.63	5.28
49.5-50 years	5.70	5.33	5.64	5.29	5.47	5.11

General Fund Treasury Management Budget

7. The following table sets out details of the treasury management budget for 2023/24 along with outturn figures for 2022/23. The budget consists of a gross budget for debt charges i.e. repayment of debt principal and interest, and interest returns on investment income.

2022/23 Outturn £'000		2023/24 Original Budget £'000
21,646	Principal and Interest charges	20,732
	Investment Income	
(1,523)	- Total	(1,500)
577	- less allocated to other funds	375
(946)	Subtotal Income	(1,125)
0	Contribution from General Reserves	0
0	Contribution to General Reserves	0
(186)	Contribution to/(from) treasury management reserve	0
20,514	Net General Fund	19,607

NB: Other funds include Trust Funds, Social Services Funds, Schools Reserves, Bonds etc.

Borrowing

8. There has been no new loans taken out since the last report.

Investments

9. The following are a list of investments as at 31st December 2023

<u>Counterparty</u>	<u>Value (£)</u>	<u>Investment type</u>	<u>Investment start</u>	<u>Investment maturity</u>	<u>Interest rate</u>
Goldman Sachs International Bank	£5,000,000	Fixed	5 th October 2023	5 th April 2024	5.605%
South Ayrshire Council	£5,000,000	Fixed	27 th Mar 2023	27 th Mar 2026	4.30%
Medway Council	£5,000,000	Fixed	10 th Feb 2023	10 th Feb 2027	4.35%
DMO	£4,500,000	Fixed/ Overnight	N/A	N/A	5.19%
Santander	£6,900,000	Call Account	N/A	N/A	5.25%
Lloyds	£9,900,000	Call Account	N/A	N/A	5.14%

10. Please note – the Council’s investment criteria (appendix 1) allows for a maximum investment for an F1 rated counterparty to be £15m. Santander are currently an F1 rated counterparty – however, the policy also allows for this to be temporarily exceeded in exceptional circumstances.

Investment Income

11. In line with the Council’s Investment Strategy, the 2023/24 original budget target for investment income is £1.5m, income for the financial year to date totals £1.98m. This increase will be offset against the increase in the investment interest paid to be paid out and any surpluses will go into reserves.

12. Members should note that the short-term investments are classified as ‘specified’ i.e. up to 12 months and are currently deposited with Debt Management Office, Local Authorities, Goldman Sachs International Bank, Lloyds Bank, and Santander Bank.

13. The Council policy allows long-term investments up to a maximum of £25m for periods of more than 1 year and up to 5

years. The Council has two investments in this category which are both made to other Local Authorities.

Financial Impact

14. All relevant financial information is provided in the body of the report.

Integrated Impact Assessment

15. There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring purposes.

Valleys Communities Impacts

16. No implications

Workforce Impacts

17. There are no workforce impacts arising from this report.

Legal Impacts

18. There are no legal impacts arising from this report.

Risk Management

19. Borrowing and investment decisions are made in line with the Council's Treasury Management Policy. The Council has appointed Link Asset Services to provide support and advice in relation to this policy.

Consultation

20. There is no requirement under the Constitution for external consultation on this item.
- 21.

Recommendation

22. It is recommended that Members note the contents of this monitoring report.

Appendices

23. Appendix 1 - Specified Investments

List of Background Papers

24. Public Works Loans Board (PWLB) Notice Number 033/24

Officer Contact

Mr Huw Jones – Chief Finance Officer

E-mail - h.jones@npt.gov.uk

Mr Ross Livingstone – Group Accountant – Capital and Corporate

E-mail – r.livingstone@npt.gov.uk

Specified Investments

	Minimum 'High' Credit Criteria	Funds Managed	Max Amount	Max Duration
Term deposits				
Term deposits - Debt Management Office	N/A	In-house	Unlimited	1 year
Term deposits – local, police and fire authorities	N/A	In-house	£10m	1 year
Term deposits – Nationalised & Part Nationalised UK banks/Building Societies	Fitch short-term rating F1+, F1	In-house	£20m	1 year
Term deposits – UK banks/Building Societies	Fitch short-term rating F1+	In-house	£20m	1 year
Term deposits – UK banks/Building Societies	Fitch short-term rating F1	In-house	£15m	6 months or 185 days
Callable deposits				
Callable deposits – Debt Management Agency deposit facility	N/A	In-house	Unlimited	
Callable deposits – Nationalised & Part Nationalised UK banks/Building Societies	Fitch short-term rating F1+, F1	In-house	£20m	
Callable deposits – Nationalised & Part Nationalised UK banks/Building Societies	Fitch short-term rating F2	In-house	£10m	
Callable deposits - UK banks/Building Societies	Fitch short-term rating F1+ or F1	In-house	£15m *	
Term deposits – non UK banks	Fitch short-term rating F1+	In-house	£5m	6 months or 185 days

* Where necessary this limit may be temporarily exceeded with the Authority's bankers only.

Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

CABINET

28th February 2024

Report of the Chief Finance Officer

Wards affected – All

Matter for Decision

Revenue Budget Monitoring Report 2023/24 – As at the end of December 31st 2023

Purpose of Report

To provide Members with information in relation to the Council's projected revenue budget position and savings as agreed for 2023/24.

Background

This report sets out the Council's projected budget position based on information available as at 31st December 2023.

Budget Management Responsibility

Under the Council's Constitution and Financial Procedure Rules Corporate Directors are responsible for managing their Budgets within the overall cash limit approved by Council.

A Corporate Director may exercise virements on budgets under his or her control for any amount on any one budget head during the year, following notification to the Chief Finance Officer provided that:

- a) overall expenditure and income is contained within the cash limit
- (b) except where virement would involve a significant variation in the level or nature of the delivery of the service approved by Council in the Revenue Budget.

Summary

The Council's net revenue budget for 2023/24 is £361m (£338m in 2022/23). When the budget was set a number of service savings and efficiencies were required totalling £15m. The current position on these savings are attached in appendix 2, with a red, amber, green (RAG) rating to show their current status.

The overall budget position as at December 2023 is a £529k overspend after reserve requests. As the financial year draws to a close, services will continue to review expenditure and income within their areas to mitigate the impact of the overall budget position.

	Original Budget	Revised Budget	Projected Outturn	Reserves	Variance ~ Under / (Over)
	£'000	£'000	£'000	£'000	£'000
Delegated Schools Budget	102,086	102,086	111,603	-9,517	0
Education, Leisure and Lifelong Learning	31,677	31,847	31,921	-95	21
Social Services Health & Housing	105,572	106,909	108,609		-1,700
Environment	46,262	47,288	43,923	3,870	-505
Strategy and Corporate Services	21,357	21,673	21,176	470	27
Directly Controlled Expenditure	306,954	309,803	317,232	-5,272	-2,157
Levies and contributions	10,203	10,203	10,203		0
Capital financing	19,608	19,608	18,834	774	0
Pay contingency	4,714	1,885	1,500		385
Contingency	781	761	1,133	-536	164
Energy efficiency/Transition/Contingency	2,800	2,800	1,500	700	600
Council Tax Reduction Scheme (CTRS)	19,413	19,413	18,934		479
Contributions from reserves	-3,500	-3,500	-3,500		0
(Overspend) / Underspend	360,973	360,973	365,836	-4,334	-529

The vacancy management target for the council in 2023/24 is £2.9m. This has been achieved in full.

Significant service variances of £100k or more are detailed below.

Education Leisure and Lifelong Learning (ELLL)

Based on costs incurred to date the ELLL directorate is projected to underspend by £21k. The main variances included in this £21k overspend are:

School Meals £173k underspend

The LA has received WG grants for the administration of the Universal Primary School Meals rollout and the FSM provision in school holidays scheme which has now ended

Out of County placements £405k underspend

Due to a mixture of additional income from children attending NPT schools and a reduction in independent sector placements.

Specific School Contingencies £230k underspend

Following a recent revaluation backdated to 2017, the LA has received a number of one-off NNDR rebates. These are partially offset by £120k temporary accommodation hire costs relating to a specific primary school.

Home to school transport £347k overspend

There have been several new routes since the budget was set, this pressure now brings the current cost of the home to school service to approximately £9.3m.

Skills and Training unit £158k overspend

The current Jobs Growth Wales contract sum is not covering the full cost of delivery. As the largest job growth Wales provider within the consortium, discussions are underway with Pembrokeshire county council to address this in the hope of securing additional funding this financial year which will in turn reduce the projected overspend.

Post 16 Transport £110k underspend

The underspend is a result of routes no longer required and the conversion of some routes to personal travel budget payments.

Management & Admin £137k overspend

£115k of the overspend relates to the temporary management arrangements in place at Celtic Leisure.

Delegated School Budgets

The delegated school budget for 2023/24 is £102m. Based on projections to date, schools are expected to go into an overall deficit reserve position of £2.9m. The opening balance of school reserves as at April 2023 was £6.5m credit.

As part of the November budget monitoring process, schools were awarded one off funding towards their increased energy costs of £720k.

All schools currently reporting a deficit budget have been requested to submit a 3 year recovery plan.

The following risks have been identified within the ELLL directorate:

Welsh Government (WG) has passed legislation that means speed limits on most restricted roads will reduce from 30mph to 20mph from September 2023. The transport section are currently reviewing the impact of this on Home to School Transport. It is likely some existing routes will need to be revised and additional routes procured.

The unit costs of Home to School Transport continue to be monitored, a shortage of drivers and lack of competition means we are seeing an increase in the price of routes.

Social Services Health & Housing (SSHH)

Based on costs incurred to date the SSHH directorate is projected to overspend by £1.7m. The main variances included in this overspend are:

Children's Residential Care £888k overspend

The over spend is due to more children in residential care this year than anticipated when the budget was set. Step down provision is being explored for a number of placements which would ease the pressure on this budget.

It is becoming increasingly difficult to place children with more complex needs, this has been considered as part of the recruitment strategy and the amended foster plus scheme. By increasing the foster allowance, it should attract foster carers who are able to provide placements for young people whose needs are more complex. The projection includes cost for placements to the end of the financial year, the date the child turns 18 or the date step down provision is anticipated.

Internal Fostering Service £216k underspend

The under spend is due to lower number of in-house foster placements and savings on taxi costs.

Adoption Service £178k underspend

The cost of the joint service is shared out between the partners, Swansea, NPT and Bridgend and is apportioned on the number of adoption placements made each year. It is anticipated that NPT will receive a refund of £178k of its initial contribution based on refunds received in prior years. There is a risk that NPT adoption numbers could be higher this year and therefore a greater contribution required, placements will be monitored throughout the year and adjustments made if necessary.

Elderly Residential Care £928k underspend

The under spend is due to additional income, an increase in pensions has led to increased assessed charges and additional recovery of fees following the sale of residents assets.

Elderly Domiciliary Care £804k overspend

An over spend in the external market due to additional hours commissioned, 8,865 hours per week compared with 7,345 in the budget. This is partially offset by vacant posts within the in-house homecare service.

Community Resource Team - £182k underspend

Due to vacant posts over and above vacancy target.

Physical Disability Placements £414k underspend

Due to the recovery of surplus funds from service users direct payment accounts, £406k in total.

Mental Health £780k overspend

Projection includes any placements where costs have been agreed. New placements where costs have been agreed will have approximate start dates. It does not include placements agreed in principle and out to brokerage, on the assumption that the additional cost will be offset by placement discharges.

The figures also include recovery of surplus funds from service users direct payment accounts, £1.2m in total, of which £34k relates to this group of clients.

Housing Advice/Supported Tenancies £1.1m overspend

At the start of the pandemic WG changed the policy relating to homelessness to ensure no-one was sleeping rough. The policy change resulted in a much higher than average demand for temporary accommodation and meant that a significant amount of additional accommodation needed to be sourced urgently.

That specific change in policy has now been integrated into the Housing Wales Act via a secondary legislation change, therefore the majority of households presenting are now eligible for temporary accommodation so demand is likely to remain at current levels for some time.

Prior to the pandemic, average number in temporary accommodation at any one time was 50 households. Latest figures show 217 households are in temporary accommodation.

Work is ongoing to implement the Rapid Rehousing Plan which will ultimately reduce the use of temporary accommodation in the longer term and increase the stock of social housing across the borough, however this will develop over a period of between 5 – 10 years.

Hostels £299k overspend

This overspend is due to additional security being needed at two hostel sites (£124k) and the cost of leased properties used for temporary accommodation (£195k)

Risks

The SSHH budget is currently being underpinned by the use of £6.8m of earmarked directorate reserves. These reserves are being used to fund the 'pressures to be monitored' which were included in the 2023/24 budget proposals as potential pressures which would not be built into the base budget but would require reserve funding if they became real costs.

It is not sustainable to continue to fund these costs from reserves on a permanent basis as the directorate reserves will run out in 2024/25 so consideration will need to be given as to how these costs can be funded on a permanent basis if they are going to be ongoing.

The figures do not include any in-year uplifts for providers. Providers of social care were given between 11% and 15% uplift for 23/24 to cover inflationary pressures. Social services commissioning team are receiving requests for additional increases to fees, sometimes with notice given on

placements if the higher fee is not agreed. The cost of finding alternative care will usually be more expensive than agreeing the higher fee.

Environment (ENV)

Based on costs incurred to date the ENV directorate is projected to overspend by £505k.

Car Parking £319K overspend

This overspend is due to two reasons. Firstly, due to a fall in footfall since COVID in town centres, the car parking income is lower. Secondly the budget agreed at Cabinet and Council included a proposal that car parking income would need to increase by £200k. This proposal has been agreed but we will not see a full financial year impact of the additional income until the next financial year.

Building Maintenance £253k overspend

This pressure has arisen due to increased prices on external contracts and demand on emergency repairs.

Waste disposal £189k underspend

This is due to increased recycling income and reduced electricity costs due to the recent installation of solar panels. However, the current contract for electricity is due to end and this may result in an increased charge.

Business support £132k underspend

This is due to an underspend on salaries as permanent staff have been seconded to the shared prosperity fund grant to maximise grant funding.

Strategy and Corporate Services (CORP)

Based on costs incurred to date the CORP directorate is projected to underspend by £27k

Council Tax £114k

This over spend is due to an increase in bank fees and increased costs relating to postage. Work is ongoing in relation to minimising the amount of external mail however there are specific legislative requirements which do need to be complied with.

Central Budgets

Based on costs incurred to date the central budgets are projected to underspend by £1.6m

Contingency £549k underspend

This budget is projecting to underspend by £549k due to a number of small in year variances such as increased salary sacrifice savings.

Energy, efficiency, transition and contingency £600k underspend

This budget is projecting to underspend by £600k after transferring £700k into the accommodation reserve to fund energy efficiency lighting schemes which will now be delivered during 2024/25. One off funding to the Environment directorate and schools in relation to energy costs has also been funded from this budget (£1.5m in total).

Council tax reduction scheme £479k underspend

This budget is projecting to underspend by £479k with 15,518 people currently receiving a reduction to their council tax in year.

Virements

Please see below proposed virements which will need to be agreed as cross directorate budget transfers.

Virements across directorates			
Directorate	Service Area	Value	Reason
To ENV from SCS	Trading Standards	£ 26,000	Transfer of post part year

Council Reserves

Under the Council's constitution the use of existing reserves by Corporate Directors requires prior consultation with the Chief Finance Officer.

Integrated Impact Assessment

There is no requirement to undertake an integrated impact assessment as this report summarises the Council's financial position

Valleys Communities Impacts

No Impact

Workforce Impacts

No Impact

Legal Impact

No Impact

Risk Management Impact

Due to the cost of living crisis, rising energy prices and inflation there is a risk within the current budget projections which could result in further variances at the end of the financial year.

Consultation

This item is not subject to external consultation

Recommendations

It is recommended that Cabinet:

- **Note** the contents of this report in relation to the current projected budget outturn and reserves position; including the repurposing of reserves detailed in the main body of the report.
- **Approve** the virements set out in the main body of this report.
- **Note** the progress against the agreed savings
- **Note** that Officers will continue to implement additional cost saving and income generation measures in year in order to reduce the current overspend position. These measures will only be where they can be delivered within existing policy frameworks.

Reason for Proposed decision

To comply with the Council's constitution in relation to budget for virements.

Implementation of Decision

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

Appendices

Appendix 1-Reserve Schedule

Appendix 2-Agreed savings RAG rating

Background Papers

Budget Working Papers

Officer Contact

Huw Jones – Chief Finance Officer

h.jones@npt.gov.uk

Appendix 1 – Reserve Schedule

Description	Reserve balance at 1st April 2023 £	Original budget reserves 2023/24	Additional movements to June 2023 £	Additional movements to September 2023 £	Repurposing agreed as part of Q2 report £	Additional movements to December 2023 £	Closing reserves 31 st March 2024 £
Education, Leisure and Lifelong Learning							
<u>Delegated Schools Reserves</u>							
ERVR Primary	Cr9,675	0	9,675	0		0	0
Primary Schools	Cr3,248,428	0		0		5,496,110	2,247,682
Secondary Schools	Cr2,382,943	0		0		1,800,384	Cr582,559
Special Schools	Cr825,780	0		0		343,661	Cr482,119
Middle School	Cr98,639	0		0		1,877,255	1,778,616
Repair & Maintenance	Cr161,160	0		0		0	Cr161,160
	Cr6,726,626	0	9,675	0	0	9,517,410	2,800,460
<u>Education, Leisure and Lifelong Learning Other</u>							
Additional learning needs reserve	Cr2,059,000	0	0	0	1,000,000	Cr43,000	Cr1,102,000
Equalisation Account-Education	Cr2,006,500	362,905	0	260,000	0	Cr162,000	Cr1,545,595
Home to School Transport	0	Cr253,000	0	0		0	Cr253,000
	Cr4,065,500	109,905	0	260,000	1,000,000	Cr205,000	Cr2,900,595
Total Education Leisure & Lifelong Learning	Cr10,792,126	109,905	9,675	260,000	1,000,000	9,312,410	Cr100,135
<u>Social Services, Health and Housing</u>							
Homecare Equipment reserve	Cr96,756	6,756	0	0	0	0	Cr90,000
Community Care Transformation Reserve	Cr2,514,396	1,499,661	0	0	0	0	Cr1,014,735
Children's Residential Placements	0	0	0	0	0	0	0
SSHH IT Renewals Fund	Cr1,900,000	0	0	0	0	0	Cr1,900,000

Description	Reserve balance at 1st April 2023 £	Original budget reserves 2023/24	Additional movements to June 2023 £	Additional movements to September 2023 £	Repurposing agreed as part of Q2 report £	Additional movements to December 2023 £	Closing reserves 31 st March 2024 £
Social Services Equalisation	Cr3,370,114	2,873,873	0	0	0	Cr774,000	Cr1,270,241
Community Resilience Fund	Cr1,750,000	0	0	0	0	0	Cr1,750,000
Housing Warranties Reserve	Cr220,000	0	0	0	0	0	Cr220,000
Hillside General Reserve	Cr431,098	0	0	0	0	0	Cr431,098
Ring fenced homecare funding	Cr234,000	0	0	152,000	0	0	Cr82,000
Youth Offending Team Reserve	Cr167,897	0	0	0	0	0	Cr167,897
Adoption Service	Cr880,000	500,000	0	0	0	0	Cr380,000
Total Social Services, Health and Housing	Cr11,564,261	4,880,290	0	152,000	0	Cr774,000	Cr7,305,971
<u>Environment</u>							
Transport Reserve	Cr315,173	60,000	0	Cr195,000	0	Cr90,000	Cr540,173
Asset Recovery Incentive Scheme	Cr44,593	0	Cr43,301	0	0	0	Cr87,894
Swansea Bay City Deal	Cr221,000	0	0	0	0	Cr35,000	Cr256,000
Local Development Plan	Cr363,124	76,787	0	Cr69,000	0	0	Cr355,337
Parking improvement	Cr88,000	63,000	0	0	0	Cr38,850	Cr63,850
DARE Reserve	Cr2,000,000	0	0	0	2,000,000	0	0
Waste Reserve	Cr1,536,454	900,000	0	Cr816,792	0	Cr700,000	Cr2,153,246
Winter Maintenance Reserve	Cr568,429	0	0	0	0	0	Cr568,429
Neath Market	Cr253,107	0	0	0	0	0	Cr253,107
Baglan Bay Innovation centre - dilapidation reserve	Cr77,517	0	0	0	0	0	Cr77,517
Renewable Energy Reserve	Cr17,959	0	0	0	0	0	Cr17,959
Environmental Health - Housing Equalisation	Cr95,000	58,301	0	0	0	0	Cr36,699
LAWDC Contingency Reserve	Cr815,177	0	0	Cr750,000	0	0	Cr1,565,177

Description	Reserve balance at 1st April 2023 £	Original budget reserves 2023/24	Additional movements to June 2023 £	Additional movements to September 2023 £	Repurposing agreed as part of Q2 report £	Additional movements to December 2023 £	Closing reserves 31 st March 2024 £
Workways - NPT	Cr325,522	0	0	0	0	325,522	0
Environment Equalization Reserve	Cr1,097,403	147,556	104,177	Cr127,427	0	Cr680,027	Cr1,653,124
Metal box Reserve	Cr779,909	Cr305,333	0	0	1,085,000	0	Cr242
Pantteg Landslip Reserve	Cr500,000	0	0	32,737	0	32,302	Cr434,961
							0
<u>Trading Account</u>							0
Operating Account -Equalisation	Cr36,043	0	0	0	0	0	Cr36,043
Vehicle Tracking	Cr92,186	0	0	71,000	0	0	Cr21,186
Vehicle Renewals	Cr3,471,874	2,275,246	0	Cr392,000	0	Cr2,379,170	Cr3,967,798
Total Environment	Cr12,698,470	3,275,557	60,876	Cr2,246,482	3,085,000	Cr3,565,223	Cr12,088,742
<u>Strategy and Corporate Services</u>							
Elections Equalisation Fund	Cr151,139	Cr15,000	0	0	0	0	Cr166,139
Health & Safety/Occupational Health	Cr40,501	0	0	0	0	0	Cr40,501
Digital Transformation Reserve	Cr1,170,000	0	0	0	0	0	Cr1,170,000
Schools IT Equalisation (HWB)	Cr470,000	70,000	0	0	0	0	Cr400,000
Development Fund for Modernisation	Cr76,032	0	0	0	76,000	0	Cr32
Digital renewal reserve	Cr1,754,394	400,000	590,000	0		Cr470,000	Cr1,234,394
Chief Executives Equalisation Reserve	Cr359,736	105,000	0	0	157,000	0	Cr97,736
Organisational development reserve	Cr4,636,436	280,000	17,000	0		0	Cr4,339,436
Building Capacity	Cr241,295	52,000	10,000	0	59,000	0	Cr120,295
Voluntary Organisation Reserve	Cr89,744	0	0	89,744	0	0	0
Total Strategy and Corporate Services	Cr8,989,277	892,000	617,000	89,744	292,000	Cr470,000	Cr7,568,533

Description	Reserve balance at 1st April 2023 £	Original budget reserves 2023/24	Additional movements to June 2023 £	Additional movements to September 2023 £	Repurposing agreed as part of Q2 report £	Additional movements to December 2023 £	Closing reserves 31 st March 2024 £
<u>Corporate Other</u>							
Insurance Reserve	Cr4,445,382	280,000	0	0	0	0	Cr4,165,382
Covid recovery	Cr1,406,578	824,650	Cr12,422	0	0	0	Cr594,350
Income Generation Reserve	Cr1,663,230	0	0	50,000	1,500,000	0	Cr113,230
Members Community Fund Reserve	Cr351,974	0	0	0	352,000	0	26
Capital support reserve	Cr683,447	0	0	0	0	0	Cr683,447
Hardship relief scheme	Cr1,725,000	0	0	300,000	0	300,000	Cr1,125,000
Service resilience	Cr874,072	874,072	Cr32,500	Cr44,000	0	Cr13,250	Cr89,750
Discretionary fund	Cr335,725	0	0	0	0	235,725	Cr100,000
Corporate Contingency	Cr2,492,993	930,273	Cr305,000	0	0	Cr791,775	Cr2,659,495
Strategic regeneration capacity building	Cr1,500,000			0	1,500,000	0	0
Treasury Management Equalisation Reserve	Cr8,407,767	0	0	0	0	0	Cr8,407,767
Accommodation Strategy	Cr2,273,580	0	0	0	0	Cr900,000	Cr3,173,580
Transformation and modernisation					Cr7,700,000	1,000,000	Cr6,700,000
							0
Total Corporate Other	Cr26,159,748	2,908,995	Cr349,922	306,000	Cr4,348,000	Cr169,300	Cr27,811,975
<u>Joint Committee</u>							
Margam Discovery Centre - Building Maintenance Reserve	Cr117,107	Cr57,333	0	0	0	0	Cr174,440
Workways - Regional Reserve	Cr169,860		0	0	170,000	0	140
Environment Legacy Reserve (SWTRA)	Cr59,728		0	0	0	0	Cr59,728

Description	Reserve balance at 1st April 2023 £	Original budget reserves 2023/24	Additional movements to June 2023 £	Additional movements to September 2023 £	Repurposing agreed as part of Q2 report £	Additional movements to December 2023 £	Closing reserves 31 st March 2024 £
Substance Misuse Area Planning Board	Cr153,568		0	0	0	0	Cr153,568
WB Safeguarding Board Reserve	Cr94,676		0	0	0	0	Cr94,676
Intermediate Care pooled fund	0		0	0	0	0	0
Total Joint Committee	Cr594,939	Cr57,333	0	0	170,000	0	Cr482,272
Total All Earmarked Reserves	Cr70,798,821	12,009,414	337,629	Cr1,438,738	199,000	4,333,887	Cr55,357,628
General Reserve	Cr20,150,693	4,900,000	0	0	Cr199,000	0	Cr15,449,693
TOTAL ALL RESERVES	Cr90,949,514	16,909,414	337,629	Cr1,438,738	0	4,333,887	Cr70,807,321

2023/24 Budget – Savings monitoring RAG Analysis

Ref	Savings strategy	Responsible officer	2023/24 Saving £	Deliverability Status R/A/G	Comment/ Consequence
	Efficiency/Economy measures identified				
E&E1	Car Allowances	All managers	400,000	Green	
E&E2	CRB Checks	All managers	10,000	Green	
E&E3	Eye tests	All managers	7,000	Green	
E&E4	Water	All managers	52,000	Green	
E&E5	General office expenses, books and subscriptions	All managers	125,000	Green	
E&E6	Pat testing	All managers	10,000	Green	
E&E7	Periodicals, municipal journals etc.	All managers	2,500	Green	
E&E8	Window cleaning	All managers	10,000	Green	
E&E9	Canvassing	All managers	10,000	Green	
E&E10	Stationery	All managers	75,000	Green	
E&E11	Conference fees - overnight travel etc.	All managers	5,000	Green	
E&E12	Furniture purchasing	All managers	10,500	Green	
E&E13	Postages	All managers	3,000	Green	
E&E14	Medical Fees	All managers	40,000	Green	
E&E15	External printing	All managers	33,888	Green	
E&E17	Hire of room	All managers	17,000	Green	
	Accommodation				
ACC1	Buildings to be vacated - Closure of 5 satellite office buildings in phase 1 (2023/24)	Simon Brennan	158,000	Green	£113k achieved to date, Unable to negotiate surrender of Baglan resource centre-current lease ends August 25 th 2029. Savings achieve elsewhere
	Grants				
GR1	Maximisation of external grant funding	Simon Brennan	500,000	Green	Relates to SPF funding

Appendix 2

Ref	Savings strategy	Responsible officer	2023/24 Saving £	Deliverability Status R/A/G	Comment/ Consequence
GR2	Offset ALN post against existing grant	Hayley Lervy	63,190	Green	
GR3	Catering business administrative post against grant	Rhiannon Crowhurst	48,000	Green	
<u>Subsidy removal</u>					
SUB1	Margam Park	Chris Saunders	100,000	Green	
SUB2	Increased income at skills and training unit	Chris Millis	25,000	Amber	Still in process of identifying what option to use to achieve this saving-original option no longer available
SUB3	Full cost recovery of school cleaning service	Rhiannon Crowhurst	167,275	Amber	Discussion ongoing regarding phasing
SUB4	Gnoll County Park	Mike Roberts	30,000	Red	Subject to delivery of LUF project
SUB6	Afan forest park	Simon Brennan	1,882	Green	
SUB0	Leisure Services	Chris Saunders	250,000	Green	One of pension saving and additional income
<u>Service Remodelling and integration</u>					
SERV1	Digital Savings (Mobile and Photocopier contracts)	Chris Owen	150,000	Green	
Other					
OTHER1	Pension Recharges - reduction in historic early access charges as numbers drop	Huw Jones	67,000	Green	

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Appendix 2

Ref	Savings strategy	Responsible officer	2023/24 Saving £	Deliverability Status R/A/G	Comment/ Consequence
OTHER2	Treasury Management - increased interest on investments	Huw Jones	500,000	Green	
OTHER3	Management of change recharge - Remove base budget for ER/VR use Organisation Development reserve if required	Andrew Thomas	200,000	Green	
OTHER4	Fall in pupil numbers as per settlement	Andrew Thomas	733,000	Green	
OTHER5	Pension Recharges - reduction in employer contribution rate from 2023/24	Huw Jones	5,109,000	Green	
OTHER6	Reversal of Social Care Levy - reduced employer national insurance contributions	Huw Jones	1,364,000	Green	
OTHER7	Vacancy management target - assumed 5% reduction in salary costs due to natural vacancies / turnover	All Directors	2,915,000	Green	
OTHER8	Council tax reduction scheme - reduction in claimants since pandemic levels	Huw Jones	750,000	Green	
OTHER9	Council tax collection rate - Cabinet approved increase to collection rate of 98% in Nov2022	Huw Jones	1,000,000	Green	
OTHER10	Offset costs against capital programme	Huw Jones	260,000	Green	
OTHER11	Corporate savings-Cex Budget - various initiatives across the four divisions of the corporate services portfolio - Legal, Finance, Digital and Organisational Development	Noelwen Daniel	150,000	Green	
Total			15,352,235		

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

CABINET

28th February 2024

Report of the Chief Finance Officer

Wards affected – All

Matter for Decision

Capital Budget Monitoring Report 2023/24 – As at end of December 2023

Purpose of Report

To provide Members with information in relation to delivery of the 2023/24 Capital Programme.

Background

On 13th December 2023 Council approved the revised Capital Programme for 2023/24; the report detailed planned Capital Expenditure totalling £63.9m.

The purpose of this report is to update Members as to the delivery of this Programme as at 31st December 2023 and to seek approval for a further updated budget position.

Targeted Achievements

As Members are aware the following achievements are being targeted during this financial year:

- Continuation of the capital Universal Free School Meals projects.
- Progress with the regeneration programme including the next phase of the re-development of the former Crown Foods Site.
- Continued investment in Disabled Facilities Grants.
- Investment in school buildings and ICT.

- City Deal – progression of the Homes as Power Stations and the remainder of the Supporting Innovation and Low Carbon Growth projects.
- Levelling up (LUF) – commencement of the projects at Gnoll Country Park and Pontneddfechan.
- Shared Prosperity Fund (SPF) – commencement of the 8 capital schemes as detailed in Appendix 1.

Changes to the approved Budget

The updated Capital Programme now totals £59.381m with the main changes proposed being:

- In 2023/24 a budget of £3.575m has been included for Capital Maintenance for Schools Previous Years Grants. Following a review of the profile of works the updated budget for 2023/24 is now £2.942m with the balance being re-profiled to 2024/25.
- In 2023/24 a budget of £1.992m had been included for Waste Fleet Relocation Works. Following a delay to the start of main contract the updated budget for 2023/24 is now £0.75m with the balance being re-profiled to 2024/25.
- A budget totalling £4.006m had originally been included in 2023/24 for Covid Recovery - Catch Up, Clean Up, Green Up Capital Works, £1.234m has now been re-profiled into 2024/25. This is predominantly due to the following schemes.
 - Bus Shelter Renewal Programme - delays due to procurement of bus shelters.
 - Aberavon Seafront Playground - delay to start of full procurement exercise due to drainage issues. Procurement exercise now complete and contract awarded. Works on target to complete by end of May 2024.
 - Delivery issues with Waste Service Vehicles.
- In 2023/24 a budget of £1.207m had been included for Health & Safety. The updated budget for 2023/24 is now £0.84m with the balance being re-profiled to Margam Park Stonework Repairs.

Where projects have been re-profiled into subsequent years there has been no loss of funding.

2023/24 Capital Expenditure

Details of capital expenditure as at 31st December 2023 is outlined in Appendix 1 of this report.

Financial Impact

All relevant details are set out in the body of the report.

Valleys Communities Impact

The Capital Programme provides investment in assets across the County Borough.

Workforce Impacts

There are no workforce impacts arising from this report.

Legal Impacts

There are no legal impacts arising from this report.

Risk Management

The capital programme is actively managed by managers and the Capital Programme Steering Group to comply with all relevant planning conditions, legislation, regulations and health and safety.

Consultation

There is no requirement under the Constitution for external consultation on this item.

Recommendations

It is recommended that Cabinet approves and commends to Council:

- The approval of the updated proposed 2023/24 budget totalling £59.381m;
- Note the position in relation to expenditure as at 31st December 2023.

Reason for Proposed Decision

To comply with the Councils constitution in relation to budget virement, re-profiling between financial years and to update the Council's Budget projections for 2023/24.

Implementation of Decision

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

Appendices

Appendix 1 – Details of Capital Expenditure as at 31st December 2023

Appendix 2 – Details of Budget Changes as at 31st December 2023

List of Background Papers

Capital Programme working files

Officer Contact

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Mr Ross Livingstone – Chief Accountant – Capital, Exchequer and Financial Systems

e-mail: r.livingstone@npt.gov.uk

Capital Budget and Spend 2023/24 as at 31st December 2023

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	Current Budget £'000	Proposed Budget £'000	Actual @ 31 st December £'000	Comments
Education, Leisure & Lifelong Learning				
Capital Maintenance - ELLL	1,000	916	124	Site works anticipated to commence early February.
Capital Maintenance for Schools Previous Years Grants	3,575	2,942	2,739	
Universal Primary Free School Meals	1,555	1,614	1,417	
Supporting Learners with Additional Needs	1,386	1,386	60	On site works progressing well.
Childcare Offer Grant – Small Grants, Cwmavon & YGG Blaendulais	2,315	2,315	224	Second stage tenders have been received and are currently being reviewed.
Sustainable Schools Challenge – YGG Rhosafan	300	100	1	First stage tenders received and are currently being evaluated.
Hwb IT for Schools	449	449	0	Majority of goods delivered, awaiting receipt of invoices.
Leisure Investment	289	267	152	
Margam Park Stonework Repairs	532	852	476	
Pontardawe Arts Centre Cinema	301	301	40	
Dyfed Road Site Clearance	650	650	516	
Godre Graig Primary School - Demountable Units	475	475	465	

	Current Budget £'000	Proposed Budget £'000	Actual @ 31st December £'000	Comments
Other – Education & Leisure	836	1,005	432	
Environment				
Highways and Engineering Maintenance	2,789	2,596	1,968	Works progressing according to planned timetable.
Drainage Grants	2,735	2,695	1,618	Works progressing according to planned timetable.
Additional major engineering works Norton/Bevan Terrace	600	600	107	On site construction works ongoing.
Resilient Roads Fund - Castle Drive Cimla	366	266	247	
Road Safety 20mph (multiple locations)	2,421	2,221	1,581	
Active Travel	1,206	1,206	261	Budget is made up of various schemes. On site on the largest scheme.
Local Transport Fund (multiple locations)	1,457	1,457	34	Design works ongoing and negotiations continuing with relevant parties.
Ultra Low Emission Vehicle Transformation Fund	759	759	0	Working with National Grid regarding grid connection.
Covid Recovery	417	224	186	
Covid Recovery - Catch Up, Clean Up, Green Up Capital Works	4,006	2,772	1,593	Majority of works progressing according to planned timetable.

	Current Budget £'000	Proposed Budget £'000	Actual @ 31st December £'000	Comments
Health & Safety	1,207	840	491	Works progressing according to planned timetable.
Neighbourhood Improvements	448	406	233	
Pavilions	252	214	128	
Crymlyn Burrows Transfer Station - site improvements	1,313	1,313	1,154	
Waste Fleet Relocation Works	1,992	750	123	
Electric Vehicle Charging Stations	944	944	849	
Vehicle Replacement Programme	3,579	3,579	669	Awaiting outcome of transport fleet review.
Coal Tip Safety	2,843	2,843	306	Dyffryn Rhondda works anticipated to commence early February.
Environment Street Scene Works	537	343	129	
Regeneration: Match Funding for WG & UK Government Funding Streams	259	32	0	Spend dependant on grants received.
Regeneration: Harbourside Infrastructure	441	441	0	
Regeneration: Margam Country Park EV Charging and Public Facilities	198	237	230	
Regeneration: Crown Buildings	408	408	10	Discussions ongoing around 2023/24 works programme.
Regeneration: Place Making 2 & 3	250	91	83	
Regeneration: Commercial Property Grant	316	316	42	

	Current Budget £'000	Proposed Budget £'000	Actual @ 31st December £'000	Comments
Regeneration: Other	861	785	168	
City Deal: SWITCH Building at Harbourside	1,000	1,000	233	Designs and specification works in progress.
City Deal: Low Emission Vehicles (LEV)	250	250	0	Salary recharge to be actioned in January. Internal project to be undertaken showcasing different charging technologies.
City Deal: Hydrogen Stimulus	926	926	0	Payment to University of South Wales imminent following signing of funding agreement on 23/11/2023.
City Deal: Homes as Power Stations	1,706	1,706	130	First round of the Financial Incentives Fund has been finalised, supporting 16 schemes across the region.
City Deal: Other	504	337	39	Property Development Fund - Companies due to submit stage 2 applications.
Levelling Up: Gnoll Country Park	1,001	1,001	585	Contractor now appointed expecting to receive second stage tenders early next financial year.
Levelling Up: Pontneddfechan	678	678	13	Contractor progressing designs.
Shared Prosperity Fund: Valley Industrial Units	249	101	6	Out to tender, tenders due to be received middle of February.

	Current Budget £'000	Proposed Budget £'000	Actual @ 31st December £'000	Comments
Shared Prosperity Fund: NPT Heritage, Culture & Tourism Fund	250	250	0	Enquires received waiting for full application forms to be submitted to panel.
Shared Prosperity Fund: Sustainable Communities Growth Fund	350	350	0	Fund now closed, applications being evaluated.
Shared Prosperity Fund: Third Sector Growth Fund	231	231	0	Fund now closed and budgets committed.
Shared Prosperity Fund: Open Call (RD&I)	535	535	0	Grant agreements have been issued and projects are now at delivery stage. Claims are due the end of January.
Shared Prosperity Fund: Valleys & Villages	293	293	74	Fund now closed. Projects being evaluated.
Shared Prosperity Fund: Supporting Local Business	400	400	58	Grant agreements have been issued and project delivery is commencing.
Other - Environment	1,480	1,359	888	
Social Services Health & Housing				
Capital Maintenance	354	354	257	
NPT Rent Rescue	825	825	506	
Homecare Electric Vehicles	152	152	152	
Enable – Support for Independent Living	281	281	197	

	Current Budget £'000	Proposed Budget £'000	Actual @ 31st December £'000	Comments
Disabled Facilities Grants	3,568	3,723	2,598	Works progressing according to planned timetable.
Other – Social Service & Housing	180	204	29	
Other Services				
School IT/ Vehicle Financing	1,100	1,054	859	
Microsoft License	0	504	504	
Other - Corporate Services	70	45	24	
Contingency	1,342	1,212	0	
Total	63,992	59,381	26,008	

Capital Budget Changes to 31st December 2023

Budget Changes	£'000	Comment
Approved Budget 30th September 2023	63,992	
Budget Changes		
Capital Maintenance - ELLL	-84	£24k re-profiled to Universal Primary Free School Meals and £60k re-profiled to Other – Education & Leisure Welsh Medium YGG and Welsh Medium Mynachlog Nedd to reflect planned spend.
Capital Maintenance for Schools Previous Years Grants	-633	£90k re-profiled to Universal Primary Free School Meals, £43k re-profiled to Other – Education & Leisure Welsh Medium Mynachlog Nedd, £120k re-profiled to Other – Education & Leisure Abbey Primary and the balance re-profiled to 2024/25 to reflect planned spend.
Universal Primary Free School Meals	59	£24k re-profiled from Capital Maintenance Education & Leisure, £90k re-profiled from Capital Maintenance for Schools previous year grants and balance re-profiled to 2024/25 to reflect planned spend.
Sustainable Schools Challenge – YGG Rhosafan	-200	Re-profiled to 2024/25 to reflect planned spend.

Budget Changes	£'000	Comment
Leisure Investment	-22	Re-profiled to 2024/25 to reflect planned spend.
Margam Park Stonework Repairs	320	£220k Additional grant and £100k re profiled from the Health & Safety budget.
Other – Education & Leisure Welsh Medium YGG Trebannws	57	Budget re profiled from Capital Maintenance Education & Leisure.
Other – Education & Leisure Welsh Medium Mynachlog Nedd	47	Budget re profiled from Capital Maintenance for Schools previous year grants and Capital Maintenance Education & Leisure.
Other – Education & Leisure Abbey Primary	120	Budget re profiled from Capital Maintenance for Schools previous year grants.
Other – Education & Leisure Margam Park Improvement Works	-55	Re-profiled to 2024/25 to reflect planned spend.
Highways and Engineering Maintenance	-193	£40k re-profiled from Contingency for Individual Disabled Parking Places, £24k re-profiled from Neighbourhood Improvements for Carriageway Surface Treatment and balance re-profiled to 2024/25 to reflect planned spend.
Contingency	-40	Re-profiled to Highways and Engineering Maintenance for Individual Disabled Parking Places.
Drainage Grants	-40	Budget reduced to reflect planned spend.
Resilient Roads Fund - Castle Drive Cimla	-100	Budget reduced to reflect planned spend.

Budget Changes	£'000	Comment
Road Safety 20mph (multiple locations)	-200	£100k re-profiled to 2024/25 and budget reduced by balance to reflect planned spend.
Covid Recovery	-193	Re-profiled to 2024/25 to reflect planned spend.
Covid Recovery - Catch Up, Clean Up, Green Up Capital Works	-1,234	Re-profiled to 2024/25 to reflect planned spend.
Health & Safety	-367	£237k re-profiled to 2024/25 to reflect planned spend, £30k re-profiled to Disability Access budget and £100k re-profiled from the Health & Safety budget.
Neighbourhood Improvements	-42	£23k re-profiled to Highways and Engineering Maintenance for Carriageway Surface Treatment and the balance re-profiled to 2024/25 to reflect planned spend.
Pavilions	-38	Re-profiled to 2024/25 to reflect planned spend.
Waste Fleet Relocation Works	-1,242	Re-profiled to 2024/25 to reflect planned spend.
Environment Street Scene Works	-194	Re-profiled to 2024/25 to reflect planned spend.
Regeneration: Match Funding for WG & UK Government Funding Streams	-227	£28k re-profiled to Margam Country Park EV Charging and Public Facilities, £10k re-profiled to the new Byass works site project, £27k budget re-profiled to the new Soar Maes Yr Haf Congregation Chapel project, £17k budget re-profiled to

Budget Changes	£'000	Comment
		Resolven Canal Car Park, £15k re-profiled to the Masterplan Gnoll, £30k re-profiled from Crown and the balance re-profiled to 2024/25 to reflect planned spend.
Regeneration: Margam Country Park EV Charging and Public Facilities	39	£28k re-profiled from Match Funding & Feasibility for WG & UK Government Funding Streams and £11k re-profiled from Destination Management Plan - Gnoll Country Park to reflect planned spend.
Regeneration: Place Making 2 & 3	-159	Budget reduced to reflect planned spend.
Regeneration: Other	-76	£10k new budget for Neath Library Refurbishment, £10k new budget for Byass works site, £91k new budget for Soar Maes Yr Haf Congregation Chapel, £17k additional budget for Resolven Canal Car Park, £15k additional budget Masterplan The Gnoll Neath, £12k re-profiled from Destination Management Plan - Gnoll Country Park, £167k budget for 6 Station Road reduced and balance Re-profiled to future years to reflect planned spend .
City Deal Other: Air Quality Monitoring and Property Development Fund	-167	Re-profiled to future years to reflect planned spend.
Shared Prosperity Fund: Valley Industrial Units	-148	Re-profiled to 2024/25 to reflect planned spend.
Other - Environment Shared Prosperity Fund: Aberavon Seafront Masterplan	-49	Budget realigned to revenue accounts.

Budget Changes	£'000	Comment
Other - Environment Gadlys Terrace and Pleasant View, Glyncorrwg	-91	New scheme funded from Contingency.
Contingency	-90	Budget re profiled to fund Gadlys Terrace and Pleasant View, Glyncorrwg.
Other - Environment Major Bridge Strengthening - A474 Neath	-11	Re-profiled to 2024/25 to reflect planned spend.
Other - Environment Disability Access	30	Re-profiled from the Health and Safety budget.
Disabled Facilities Grants	155	New grant awarded.
Other – Social Service & Housing Supported Accommodation	24	New scheme.
School IT/ Vehicle Financing	-46	Budget decreased to reflect planned spend.
Microsoft License	504	Budget realigned from revenue accounts.
Other - Corporate Services CCTV Replacement	-25	Re-profiled to 2024/25 to reflect planned spend.
Updated Budget as at 31st December 2023	59,381	

Mae'r dudalen hon yn fwiadol wag



NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

28th February 2024

Report of the Director of Strategy & Corporate Services

Noelwyn Daniel

Matter for Monitoring

Wards Affected: All Wards

Report Title:

1. Quarter 3 (1st April – 31st December 2023) Corporate Level Measures and Strategy and Corporate Services Directorate Service Measures 2023-2024

Purpose of the Report:

2. For Cabinet to receive quarter 3 2023-2024 service performance information and compliments and complaints data within Cabinet's purview (Appendix 2 & 3). In addition to receive quarter 3 2023-2024 information in relation to a set of corporate level measures (Appendix 1).

Executive Summary:

3. Summary performance information is drawn out for Members below relating to information within Appendix 1, 2 & 3 with more detailed information available within each Appendix.
4. The Corporate Level Measures are a set of cross cutting indicators providing Council level detail.
5. The following information provides a high level summary of the performance detailed within each appendix:

Appendix 1 – Corporate Measures - Quarter 3 – 2023-2024

6. 13 of 20 measures are reported as information, four measures achieving target or improving (if no target), two measures reporting as within 5% of the target and one measure 5% or more off track.
7. The four measures achieving target or improving (if no target) are further increases in council apprenticeships, zero Welsh Commissioner complaints, increase in online payments and there were no successful judicial reviews or challenges to decision making by the council in this period.
8. The two measures showing as amber are invoices paid within 30 days and employee sickness rates which have increased slightly.
9. The one measure reporting as more than 5% off track relates to the number of data breaches, although the increase is small (increase of 2 breaches) compared to the previous year. All data breaches in this period except one are considered low level breaches. One data breach was considered by the council's Data Breach Panel and has been notified to the Information Commissioner's Office for their consideration.
10. The 13 measures provided for information only are website visits, employee Welsh language measures and employee turnover measures.

Appendix 2 – Strategy and Corporate Services Directorate Service Measures - Quarter 2 - 2023/2024

11. 19 measures reported in the period. 10 are improving or on target, two are 'just off' track, six measures are 5% or more off track and two measures are not suitable for comparison.
 - The 10 measures achieving target or improving (if no target) are:
 - CCTV operational at any time;
 - Standard searches within timescales and licensing act applications within timescales measures;

- Council Tax recovery rates;
 - All four Digital Services measures;
 - Internal Audit reports issued within timescales.
12. The two measures showing as amber that are marginally lower than the target relate to accuracy of benefits payments and police disk requests completed within 24 hours, both measures are very close to 100%.
13. The six measures 5% or more below target or previous year's performance are the two customer services measures relating to average time to answer telephone calls, average days to complete benefit claims, NNDR recovery rates (which is expected to achieve normal recovery rate by year end), the percentage of the internal audit plan completed and the percentage of employees who have received mandatory group A safeguarding training, although over 1,799 employees have this received training since April this year.

Appendix 3 Strategy and Corporate Services Directorate Service Compliments and Complaints - Quarter 2 - 2023-2024

14. **Stage 1 complaints** - There has been a small increase of three Stage 1 complaints received in the quarter 3 2023-2024 period compared to this same period last year. All 19 Stage 1 complaints were closed in the period, of which 5 (26.5%) were upheld. In quarter 3 last year (2022-2023), two of 16 (18.8%) complaints that were closed were upheld.
15. **Stage 2 complaints** – One Stage 2 complaint was received in this quarter 3 period of 2023-2024, three were received in the same six months period last year. Two Stage 2 complaints have been closed in quarter 3 period of 2023-2024 both were not upheld. Four Stage 2 complaints were closed in the same period during 2022-2023
16. No ombudsman complaints have been received following a Stage 1 and Stage 2 for the previous 3 years.

17. There has been an increase in compliments. 75 compliments were received in the quarter 3 2023-2024 period compared to 62 in quarter 3 2022-2023. Detail on the nature of the compliments is included within the graph description on page 6 in appendix 3.
18. Where possible, each measure will show a link how it contributes to at least one of the council's well-being objectives. Some measures will link directly to the Governance and Resource theme.
19. Where available, the appendices provide quarterly performance cumulative data for all four quarters for 2021-2022 and 2022-2023 and quarters 1 to 3 performance for 2023-2024.
20. A small number of measures (4) are reported annually and will be included within quarter 4 2023-2024 report.

Financial Impacts:

21. There are no financial implications arising from this report.

Integrated Impact Assessment:

22. There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring purposes.

Valleys Communities Impacts:

23. No implications.

Workforce Impacts:

24. The progress described in this report was achieved whilst the workforce continued to respond to and continue to recover from the impacts of the pandemic.

Legal Impacts:

25. This Report is prepared under:

- The Well-being of Future Generations (Wales) Act 2015.
- The Local Government & Elections (Wales) Act 2021
- The Neath Port Talbot County Borough Council Constitution requires each Cabinet Committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management Impacts:

26. Failure to provide a suitable monitoring report within the timescales could lead to non-compliance with our Constitution. Also, failure to have robust performance monitoring arrangements in place could result in poor performance going undetected.

Consultation:

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

Recommendations:

28. For Members to monitor performance contained within this report.

Reasons for Proposed Decision:

29. Matter for monitoring. No decision required.

Implementation of Decision:

30. Matter for monitoring. No decision required.

Appendices:

31. Appendix 1 – Quarter 3 - Corporate Measures - 2023/2024, period: 1st April 2023 – 31st December 2023.
32. Appendix 2 – Quarter 3 – Strategy and Corporate Services Directorate Service Measures - 2023/2024, period: 1st April 2023 – 31st December 2023.
33. Appendix 3 – Quarter 3 – Strategy and Corporate Services Directorate Compliments and Complaints information 2023/2024, period: 1st April 2023 – 31st December 2023.

List of Background Papers:

34. Corporate Plan Strategic Change Programme 2023-2024

Officer Contact:

Noelwyn Daniel, Corporate Director, Strategy & Corporate Services

E-mail: n.daniel@npt.gov.uk

Caryn Furlow-Harris, Strategic Manager - Policy & Executive Support.

E-mail: c.furlow@npt.gov.uk

Louise McAndrew, Corporate Strategic Planning & Governance Officer

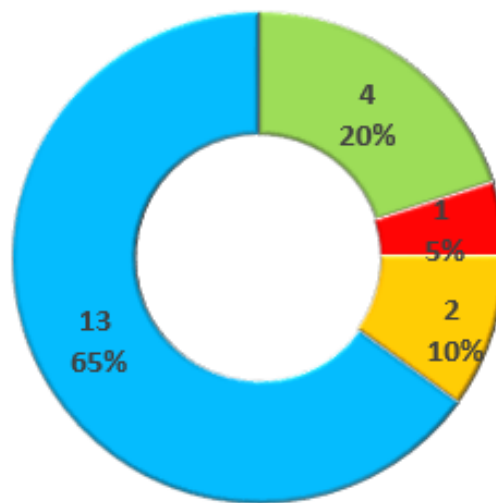
E-mail: l.mcandrew@npt.gov.uk



Performance Measures

Cabinet – Corporate Level Measures -
Quarter 3 (1st April - 31st December) - 2023/24

Performance Measures Summary



Performance Key BRAG (Blue, Red, Amber, Green)

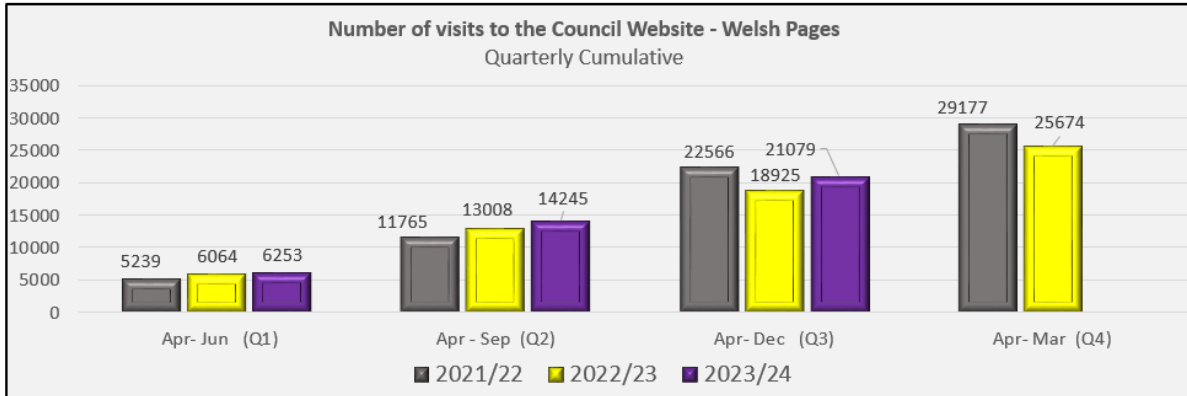
Not suitable
for
comparison

5% or more
below target
or previous
years
performance

Within 5% of
target or
previous
years
performance

On target /
Achieved
direction of
travel

Well Being Objective 3 - Our local environment, culture and heritage can be enjoyed by future generations

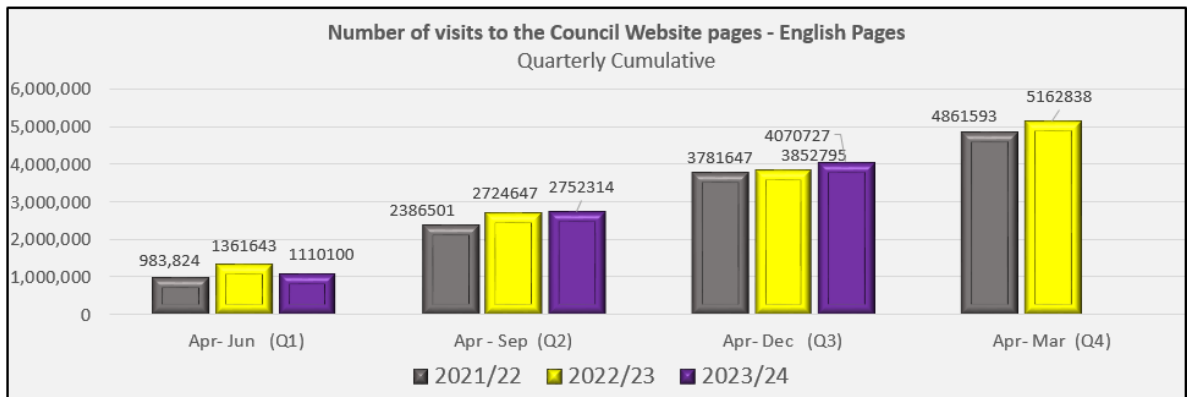


Not suitable for comparison

Performance Comments

Data reported for information only.

Website visits vary according to a number of factors. For example if we have periods of severe weather, then visits to the website will increase e.g. members of the public checking for possible school closures.

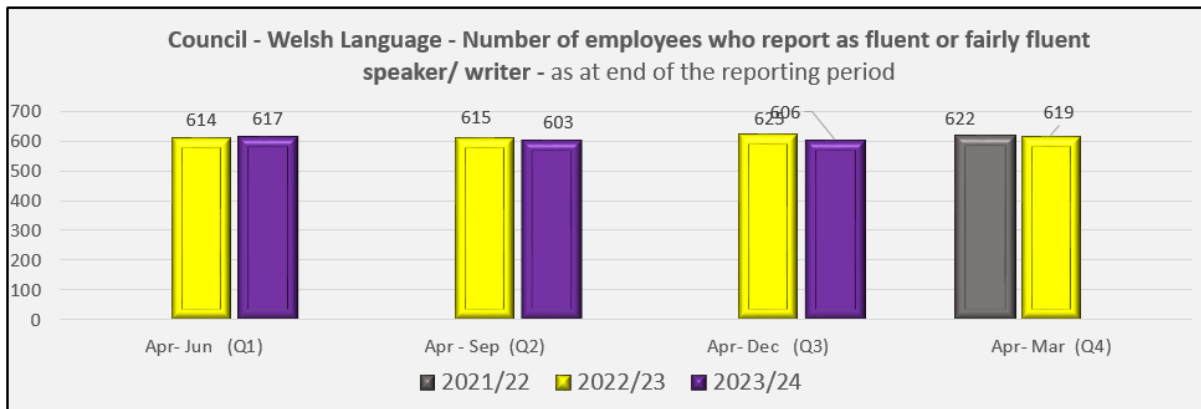


Not suitable for comparison

Performance Comments

Data reported for information only.

Website visits vary according to a number of factors. For example if we have periods of severe weather, then visits to the website will increase e.g. members of the public checking for possible school closures.



Not suitable for comparison

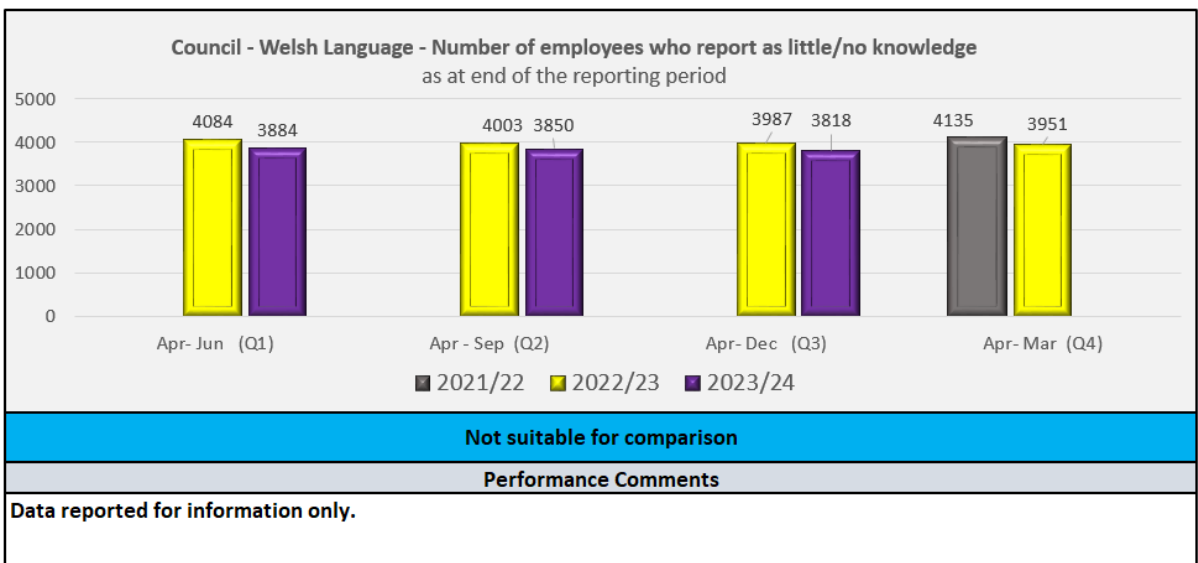
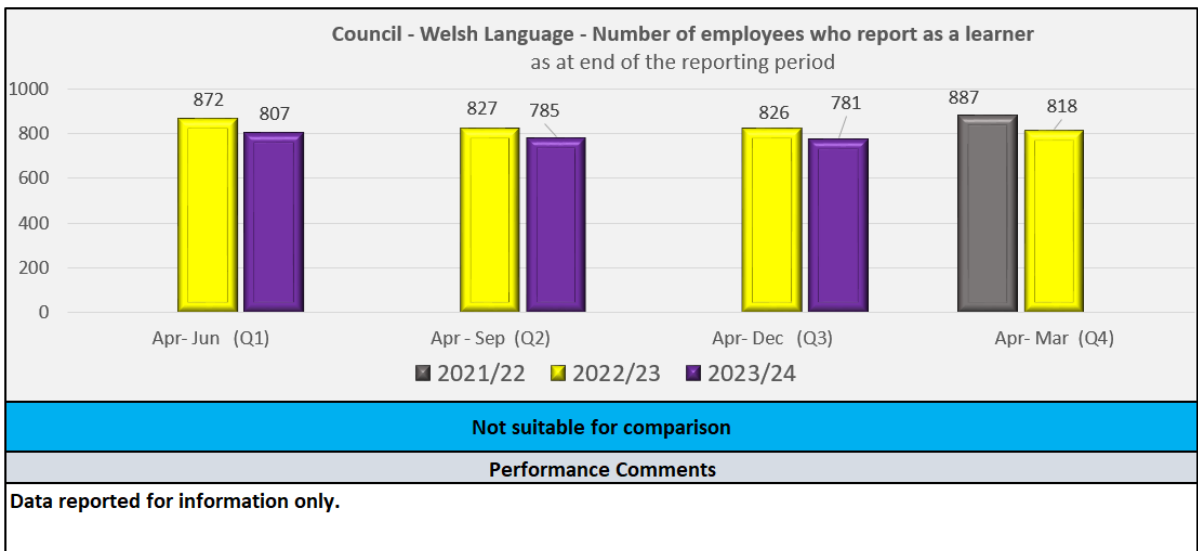
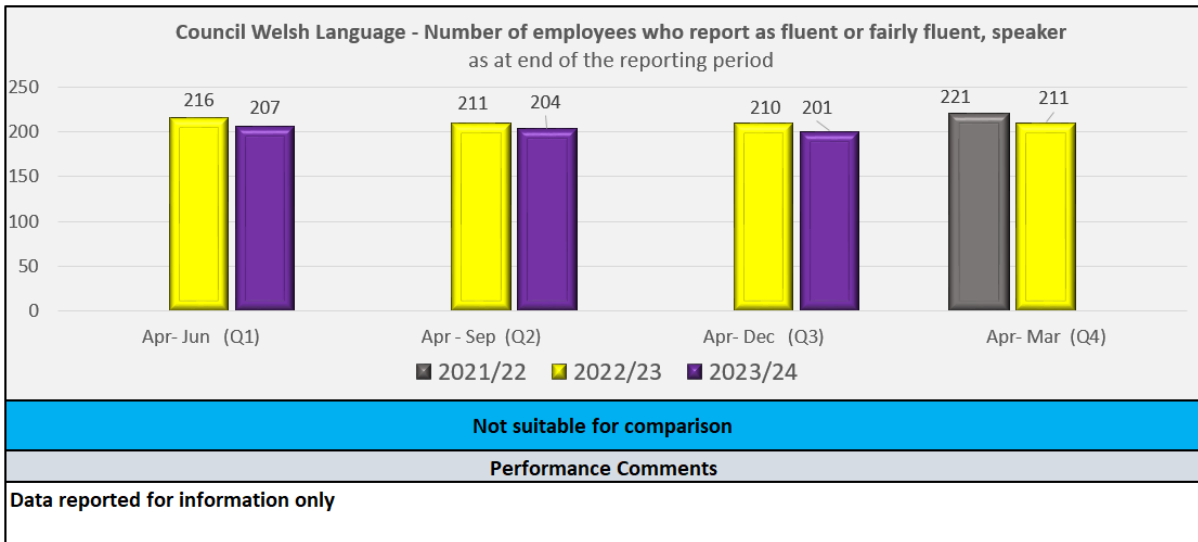
Performance Comments

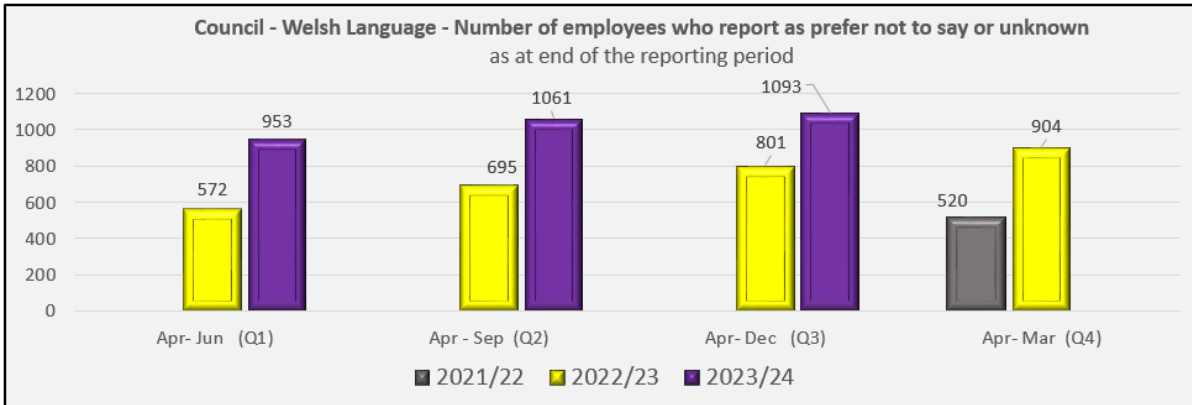
The Welsh Language Officers' Group continues to support the implementation of the Welsh Language Standards, review compliance of the Standards and promote and raise the profile of the Welsh language. As part of the action plan, the group continues to work to enhance the number of Welsh speaking employees through a number of initiatives.

Examples include the creation of two Yammer groups - one to enable Welsh speakers to chat and provide peer support and another for all employees to access information, help and support as well as promotional material; publicising Welsh Language Rights Day; availability of language courses along with help and support for learners and those looking to increase confidence in using their language skills. Further information can be found in the Welsh Language Standards Annual Report 2022-2023 which is published on our website <https://www.npt.gov.uk/30360>

The Welsh Language Promotion Strategy has been revised during 2022/2023 with the aim to ensure that the Welsh language is visible in our communities and used by an increased number of people in their daily lives. To realise this the strategy focusses on three themes: to increase the numbers of Welsh speakers, to increase the use of Welsh and to create a favourable environment for these to happen. Working in partnership with our local Fforwm Iaith and local communities opportunities to learn, improve and use the language will be promoted to all in Neath Pot Talbot, particularly staff. The Strategy was adopted by Council on 12 July and is published on our website <https://www.npt.gov.uk/30359>

This performance comment covers the other Welsh Language measures below. This data is reported as information only and quarterly from 2022/23.

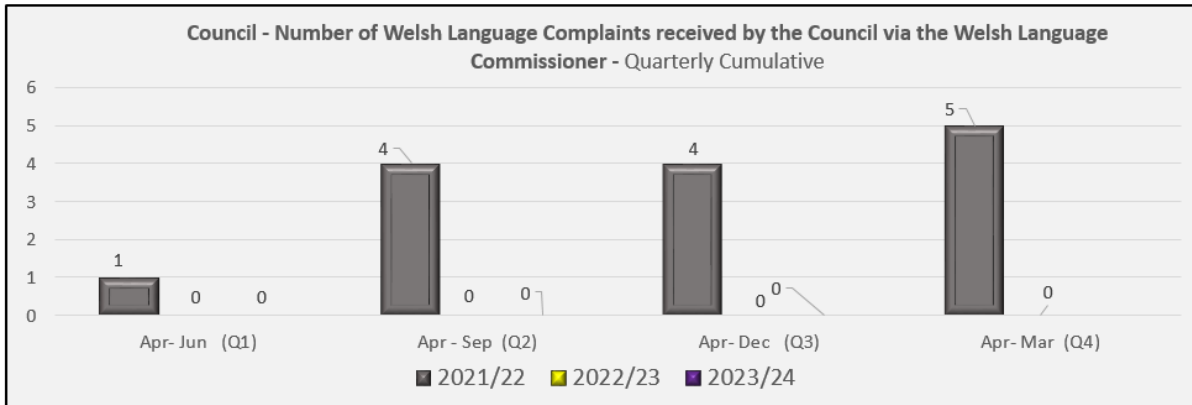




Not suitable for comparison

Performance Comments

Data reported for information only.

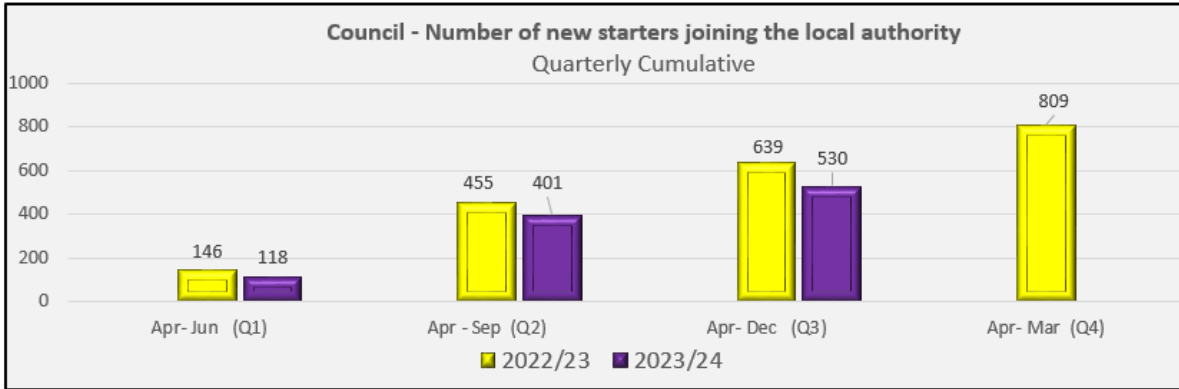


On target / Achieved direction of travel

Performance Comments

Quarter 3 target for 2023/24 is Zero.
 No complaints were received via the Welsh Language Commissioner during quarter 3 2023/24.
 There were no complaints received during 2022/23 in respect of the Council although a complaint was received in relation to the Returning Officer, who is independent of the Council and consequently not subject to the requirements of the Welsh Language Standards as applied to the Council.
 5 complaints were received during 2021/22.

Well Being Objective 4 - Jobs and Skills



Responsible Officer: Sheenagh Rees - Head of People & Organisational Development

Not suitable for comparison

Performance Comments

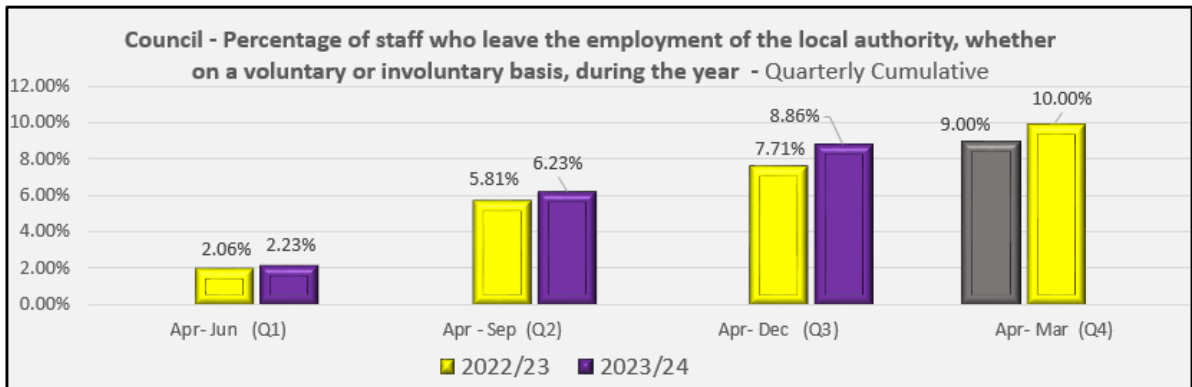
Data reported from 2022/23 and for information only.

Data reported from 2022/23 and for information only.

Breakdown of 530 new quarter 3 2023/24 starters (headcount) by Service Area:

(NB actual headcount of new starters may vary from the total below as some employees have multiple posts in multiple service areas):

Adult Services 32	Business Services 11	Business Support Services 1
Chief Executives 1	Children & Young People Services 29	Digital Services 13
Early Years Inclusion & Partnerships 16	Education Development 40	Engineering & Transport 13
Financial Services 7	Housing & Communities 6	Legal & Democratic Services 7
Leisure Tourism Heritage & Culture 5	People & Organisational Development 9	Planning & Public Protection 4
Property & Regeneration 10	Schools 159	Schools - Teachers 81
South Wales Trunk Road Agency 12	Streetcare Services 15	Support Services & Transformation 66



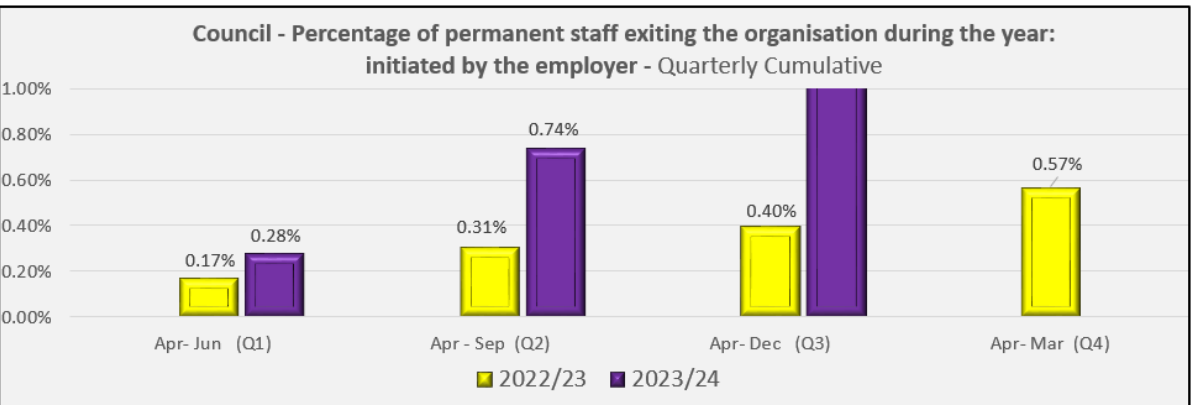
Not suitable for comparison

Performance Comments

Data reported from 2022/23 and for information only.
 Breakdown of 8.86%: 576 (headcount) of 6,499 employees. Data is for information only. Reported quarterly from 2022/2023.

Breakdown below of leavers by service area (NB actual headcount of leavers may vary from the total below as some employees had multiple posts in multiple service areas when they left):

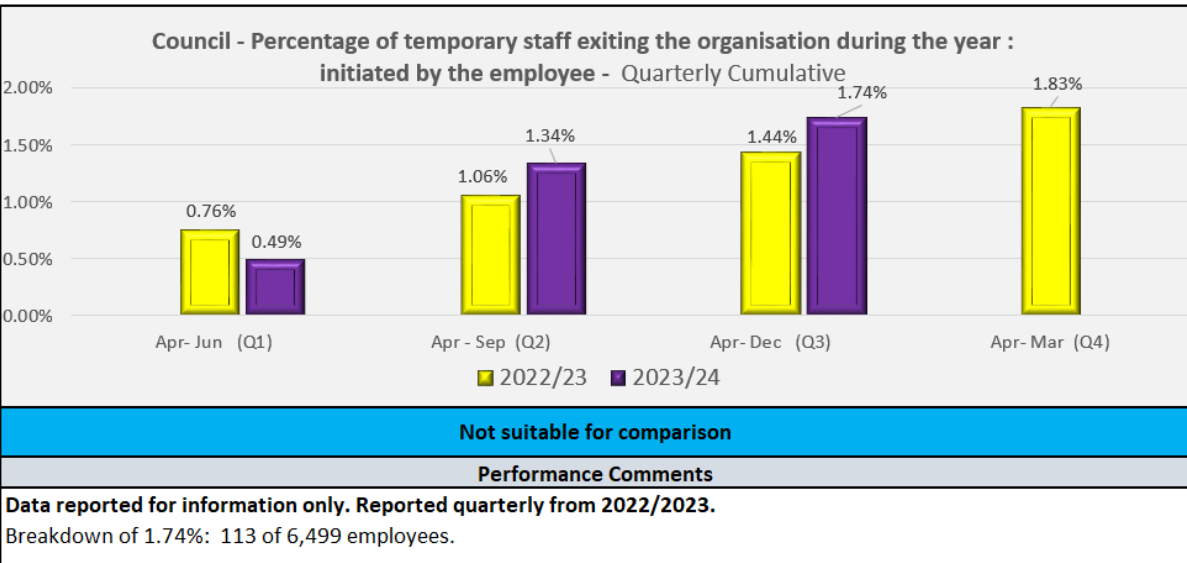
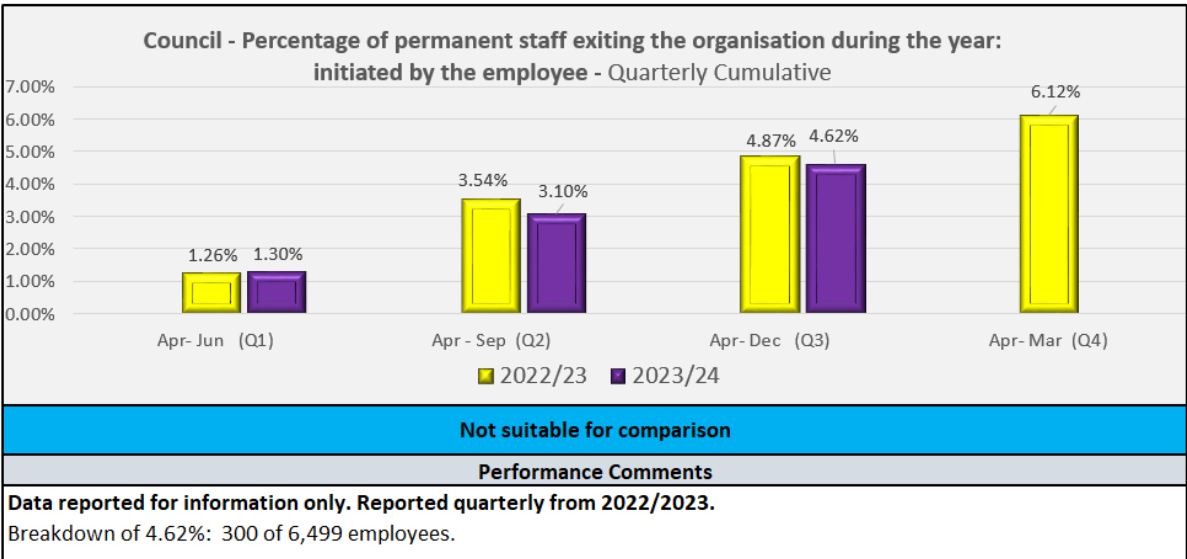
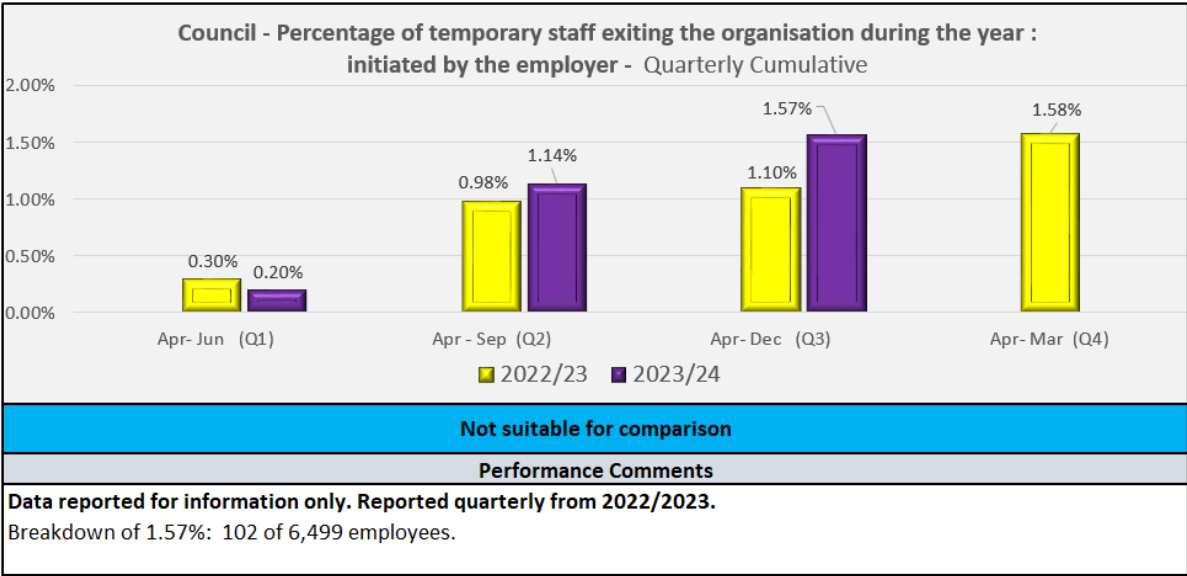
Adult Services 43	Business Services 7	Children & Young People Services 36
Digital Services 3	Early Years Inclusion & Partnerships 10	Education Development 16
Engineering & Transport 10	Financial Services 8	Housing & Communities 6
Legal & Democratic Services 2	Leisure Tourism Heritage & Culture 8	People & Organisational Development 7
Planning & Public Protection 12	Property & Regeneration 5	Schools 158
Schools - Teachers 119	South Wales Trunk Road Agency 16	Streetcare Services 49
Support Services & Transformation 68		



Not suitable for comparison

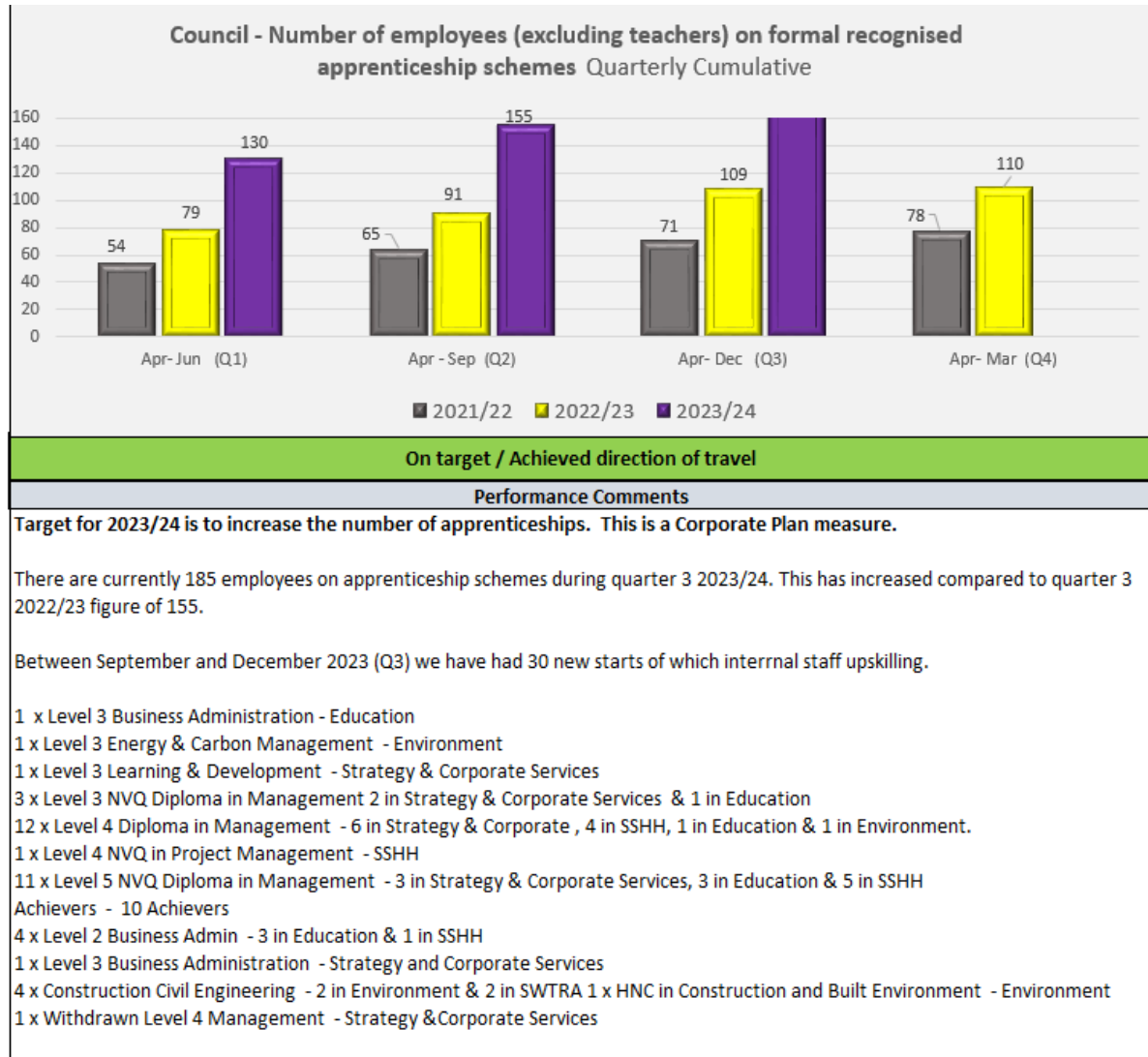
Performance Comments

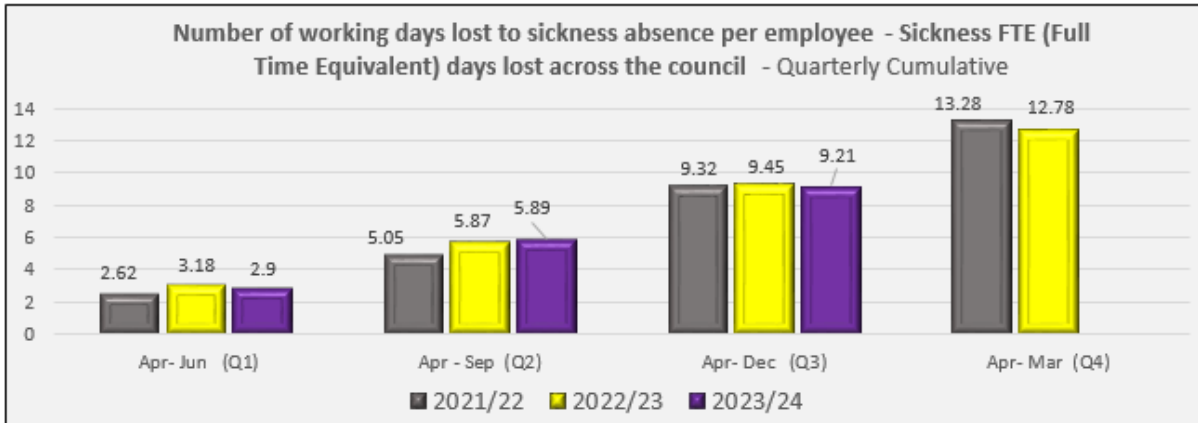
Data reported for information only. Reported quarterly from 2022/2023.
 Breakdown of 1.06%: 69 of 6,499 employees.
 Data is for information only. Reported quarterly from 2022/2023.



Governance and Resource (cross-cutting)

Including Planning & Performance, Workforce Management, Financial Resources, Democracy, Community Relations, Asset Management and Commissioning & Procurement.





Within 5% of target or previous years performance

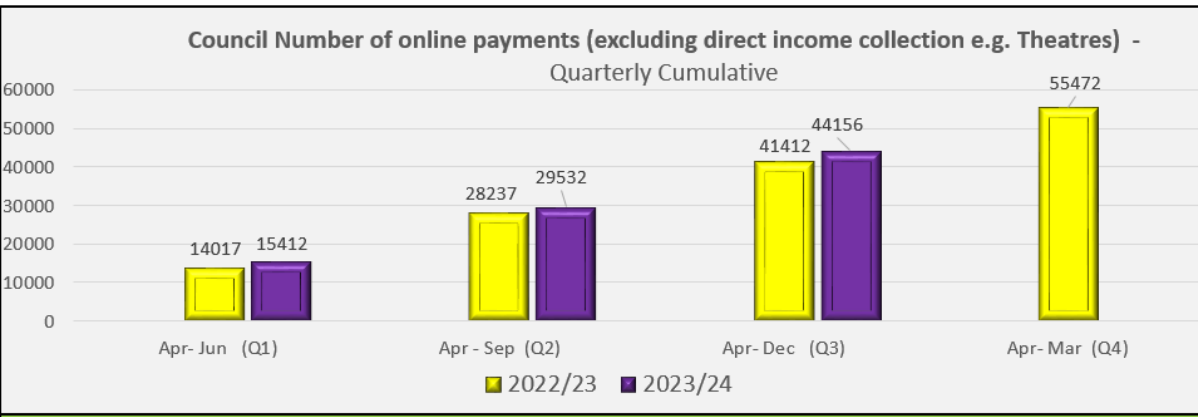
Performance Comments

The target for 2023/24 is to maintain current levels.
 Overall sickness rates for quarter 3 2023/24 have very slightly decreased per employee, compared to the same period last year. The quarterly figure of 9.21 is made up of 49627.2 FTE Sick days / 5390.38 FTE Employees.
 FTE = Full Time Equivalent

The top 5 reason for sickness are:

Stress Related	6090 FTE sick days
Bereavement / Grief Reaction	2250 FTE sick days
Post Op	1437 FTE sick days
Coronavirus Covid-19 Confirmed	1240 FTE sick days
Other Mental Health Related	1678 FTE sick days

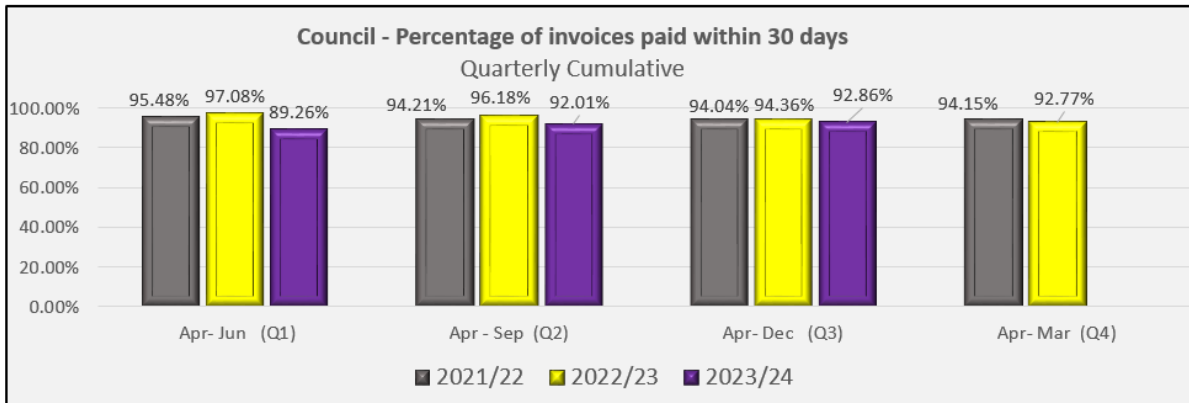
COVID accounts for 4.24% of all absence for quarter 3 2023/24 (9 months data) , compared to 14.9% for the same period last year.



On target / Achieved direction of travel

Performance Comments

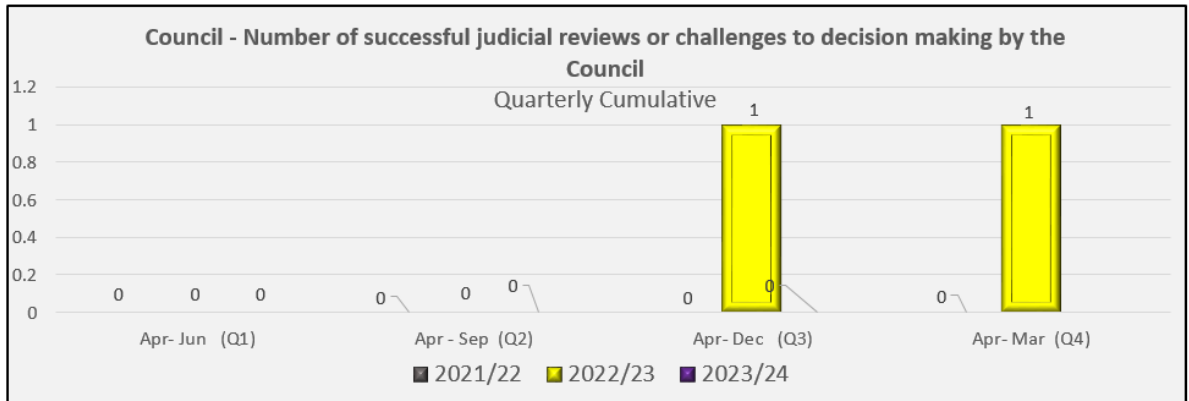
Quarter 3 target for 2023/24 is to increase online payments where possible.
 Online payments have increased by 7% when comparing quarters 1 to 3 for 2022/23 to those of 2023/24. There are a range of factors for this increase which include increased online council tax payments and increased purchases of green sack and bulk collection bookings.



Within 5% of target or previous years performance

Performance Comments

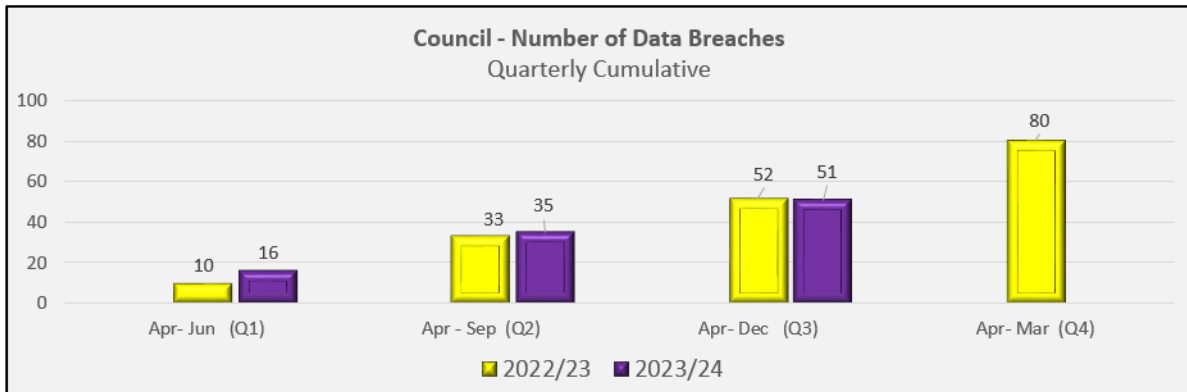
Quarter 3 target for 2023/24 is 95%
 For the 3rd quarter 1st April 2023 to 31st December 2023 the number of invoices received was 103,747 of which 96,344 were paid within 30 days. This is over 5% and below the target of 95%, due to the introduction of consolidated payments from Social Services being posted directly in our financial information system (FIS), therefore a backlog of invoices were processed in the first quarter and part of the 2nd quarter reducing the target %



On target / Achieved direction of travel

Performance Comments

Quarter 3 target for 2023/24 is zero.
 There has to date only been one successful judicial review relating to a school reorganisation proposal in October 2022. No further challenges have been made.



5% or more below target or previous years performance

Performance Comments

The quarter 3 target is to reduce breaches.

There remains one data breach which has been considered by the Council's Data Breach Panel, which was subsequently notified to the Information Commissioner's Office and to date the Council awaits contact from them on their consideration of this referral. It related to a document from the Council's Council Tax section being issued to the wrong address which contained some sensitive data and in the interests of full transparency, even though the document was retrieved, it was felt appropriate for a referral to be made.

All other breaches have been considered low level in line with the Council's Data Protection Policy where information may have been sent to the wrong email address, but subsequently recovered or confirmed deleted. The breaches are of a low level which have involved incorrect email addresses or letters not reaching intended destinations. All officers who handle personal data undergo training in respect of data protection and are reminded on a regular basis of the importance of ensuring data protection is paramount in service delivery.

Data reported from 2022/23.

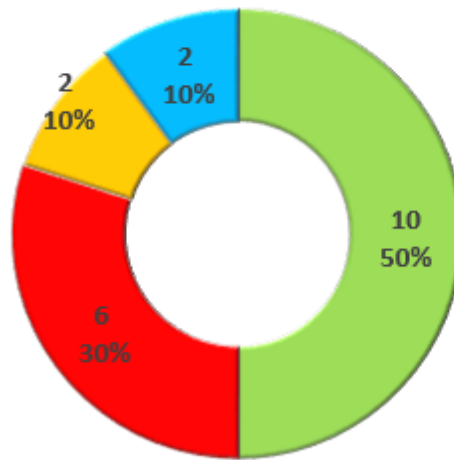


Performance Measures

Appendix 2 - Cabinet – Strategy & Corporate Services Directorate
Service Level Measures

Quarter 3 (1st April - 31st December) - 2023/24

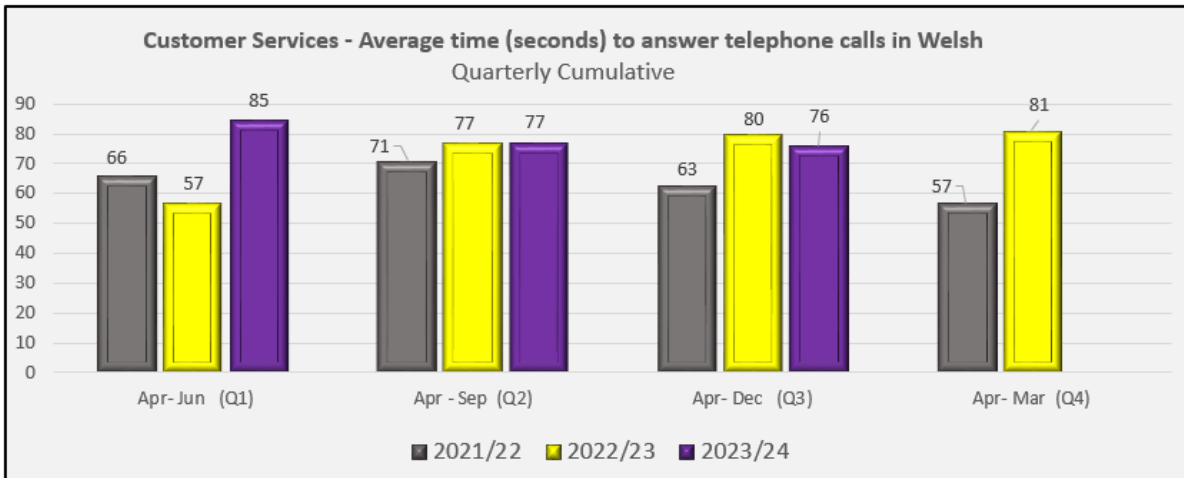
Performance Measures Summary



Performance Key BRAG (Blue, Red, Amber, Green)



Well Being Objective 2 - All communities are thriving and sustainable



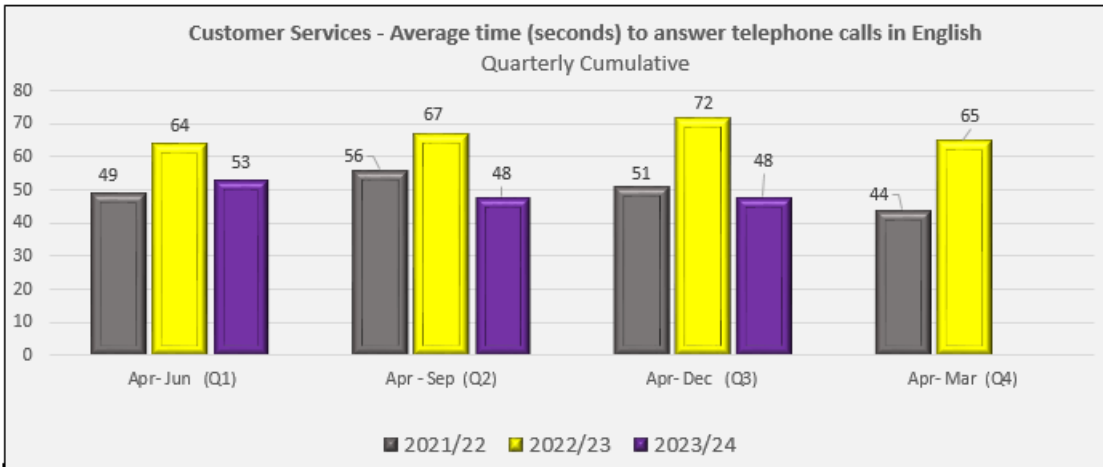
Responsible Officer: Sheenagh Rees - Head of People & Organisational Development

5% or more below target or previous years performance

Performance Comments

Quarter 3 2023/24 target is 40 seconds.

1014 calls answered within the first 9 months. The work to address English callers coming through on the Welsh line is more complex than had been anticipated, but we hope to see impact on numbers once the fix is in place, with a pure Welsh line capturing accurate data. A half reduction in call volume during the month of December on the previous month meant that we weren't as affected as anticipated with the loss of one of our Welsh speaking colleagues. This could change as call volumes rise. Recruitment was successful but a delay with start dates mean we will continue to under our quota for quarter 1 (2024-2025), and then there will be a period of induction and training for our new colleague before they are taking calls on their own.



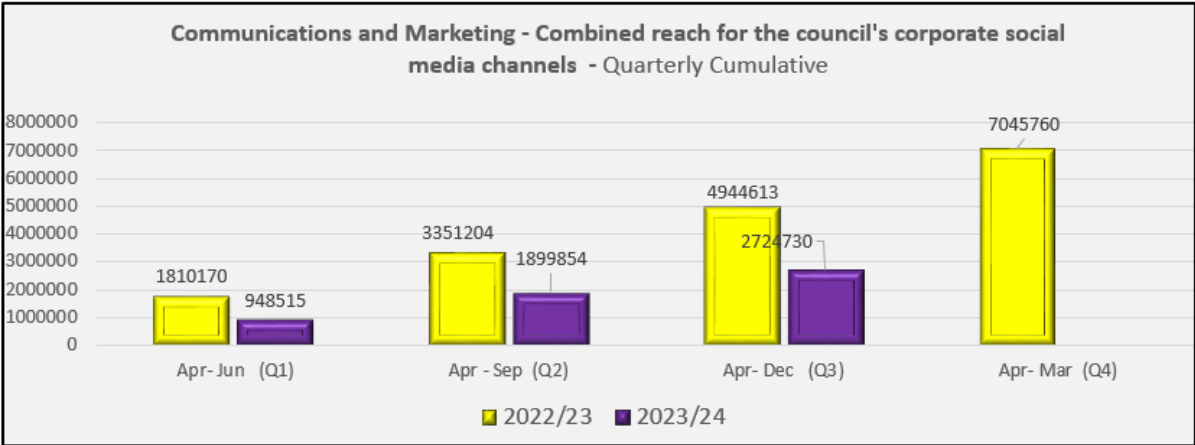
Responsible Officer: Sheenagh Rees - Head of People & Organisational Development

5% or more below target or previous years performance

Performance Comments

Quarter 3 2023/24 target is 40 seconds

66,600 calls answered within the first 9 months. Sickness, training, stock control and IT issues have all played a factor this quarter. There are concerns with long term sickness that we are ensuring we manage in line with policy and process, whilst trying to maximise staff attendance. Stock controls of waste equipment have seen increased failure demand coming through the main line as customers chase unavailable items. Incorrect information displayed on our website re collections and invalid number on a planning mail drop again saw increased failure demand coming into the customer service team. These areas will form part of our ongoing review as we look to improve services for both colleagues and customers. As highlighted last quarter, we needed to pull resource from the team to support analysis of our demand capture but now have a comprehensive set of data on our services. Next quarter we will look to review the Building Service service to look to free up our main line for customers and improve the service we offer to colleagues. Training continues as we look to address gaps within our skills matrix, and we have seen increased user testing of new systems. We see these training areas as a commitment to service improvement as we move to a team that is fully trained in all areas with systems that meet our needs. Despite these factors, a reduction in call volumes in December has seen us achieve an average answering time in line with the previous quarter. If we can work across departments to reduce failure demand and waste in our process we could see great impact on these figures.



Responsible Officer: Sheenagh Rees - Head of People & Organisational Development

Not suitable for comparison

Performance Comments

This data is reported for information only. Data is reported from 2022/23.
 As observed during quarter 4 of 22/23, the switch of the English language corporate Facebook page to the 'new pages experience' has seen a marked reduction in the reach figures reported in the data available for download from the site. As the Council's main social media channel, this has had a considerable impact on the overall reach figures across all channels. The team is looking into ways in which the figures can be calculated so that they are more consistent and comparable with data previously reported. Reach for Q3 is lower than Q2. This is due, in part, to reduced posting on our channels over the Christmas period. Additionally changes to Twitter/X have seen a marked decline in reach across the platform. The team is investigating ways to address declining reach on the platform as well as other potential platforms which could be utilised.

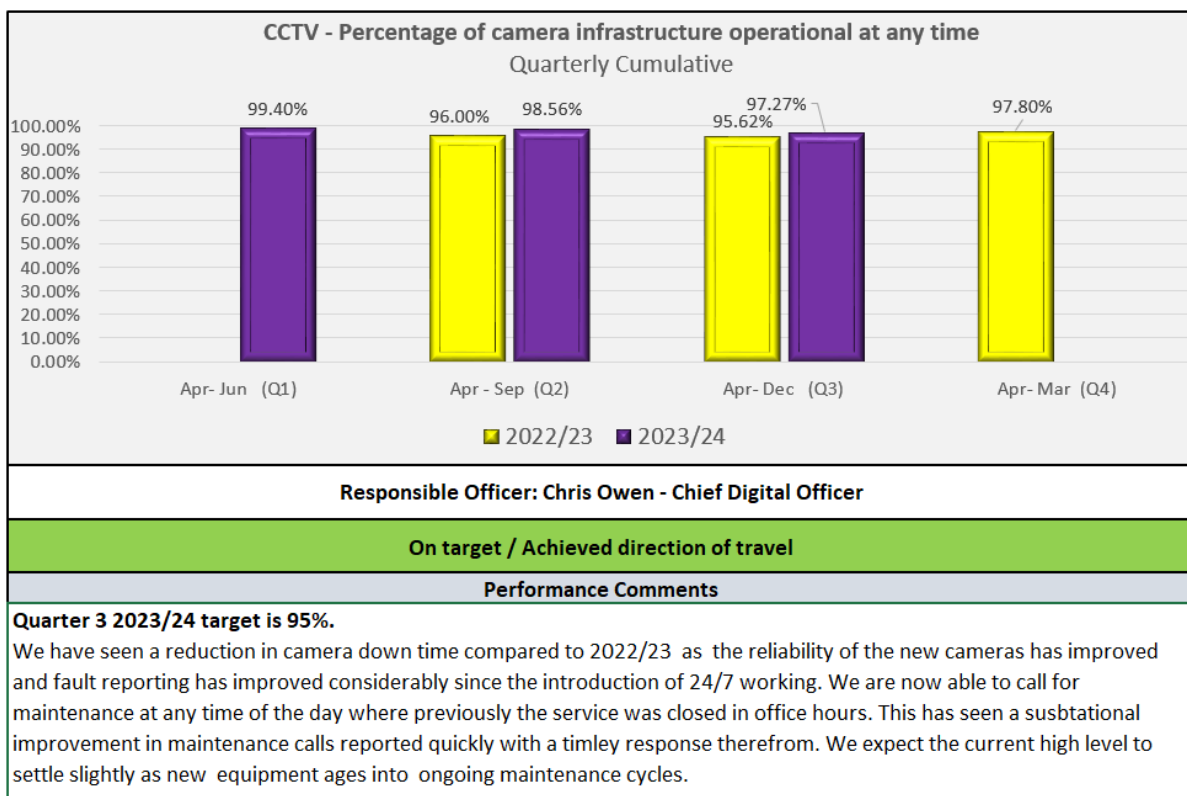
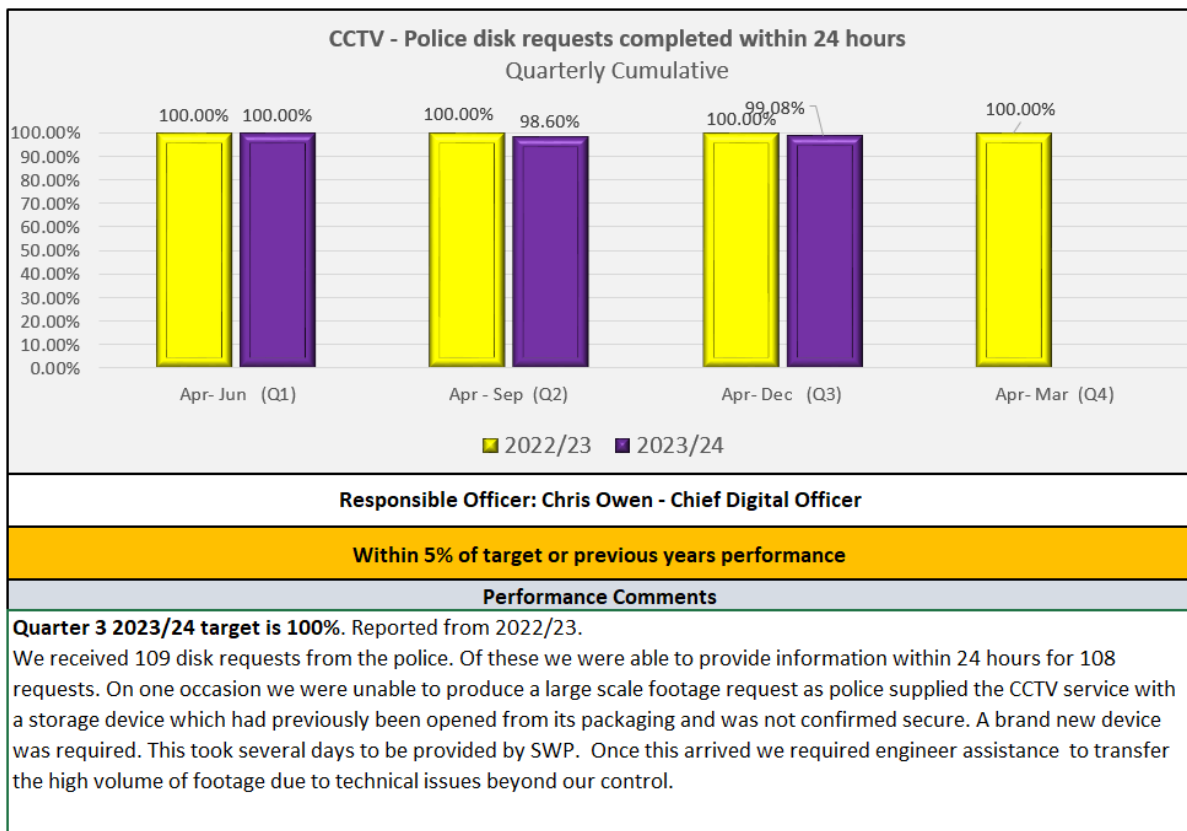


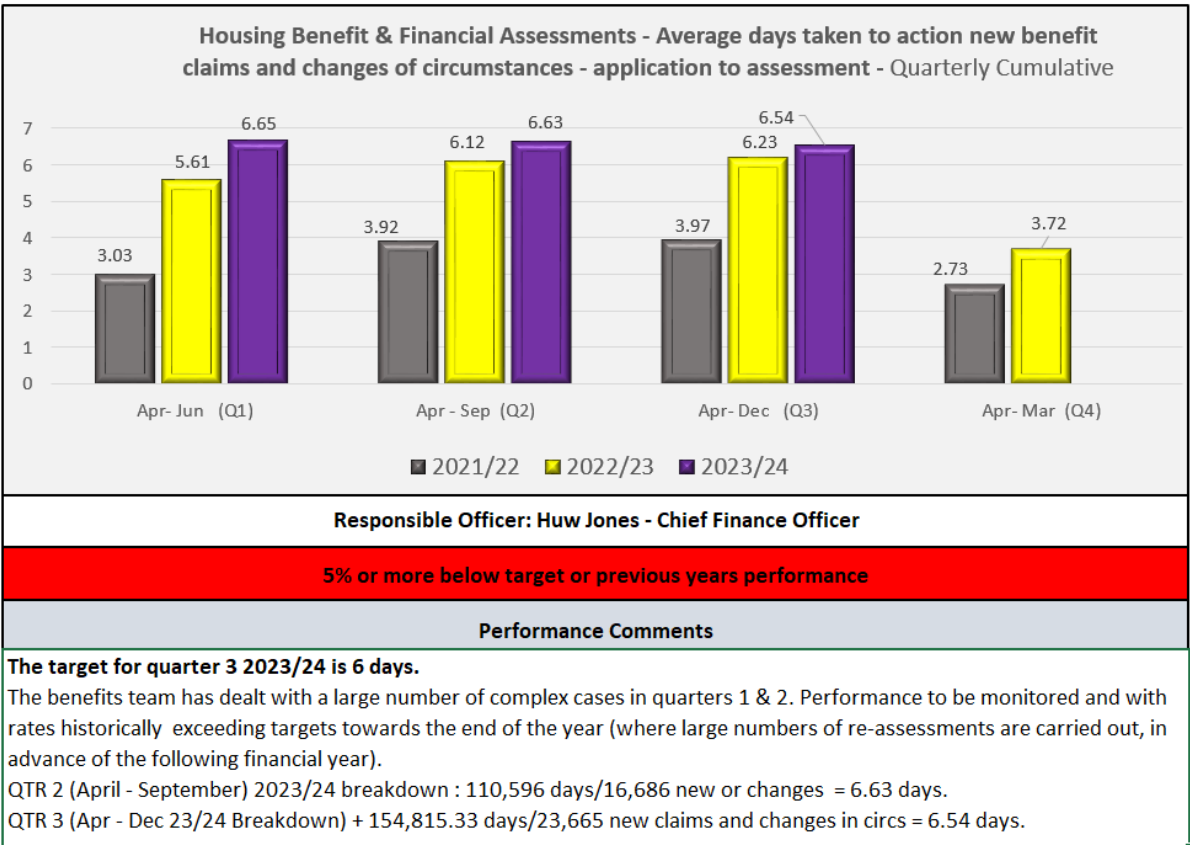
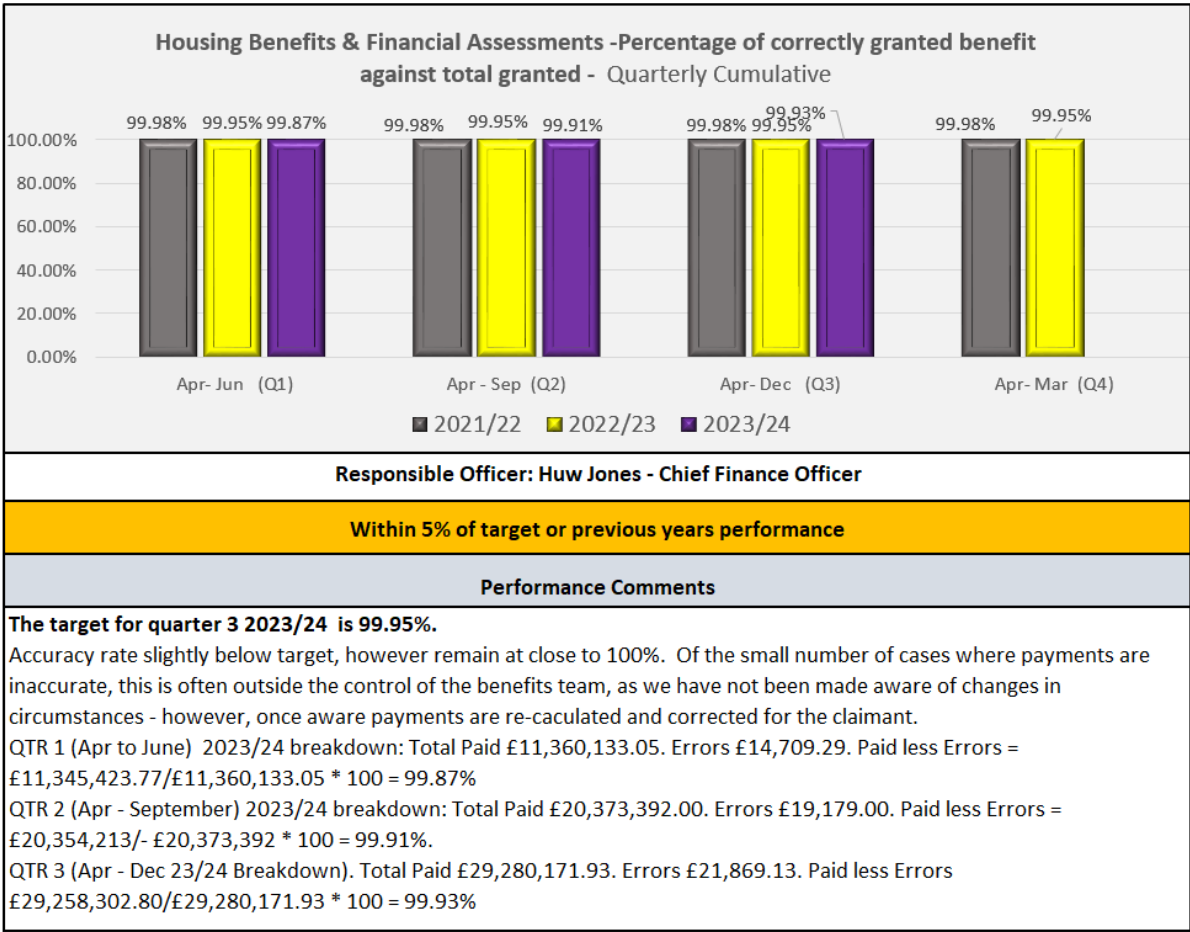
Responsible Officer: Sheenagh Rees - Head of People & Organisational Development

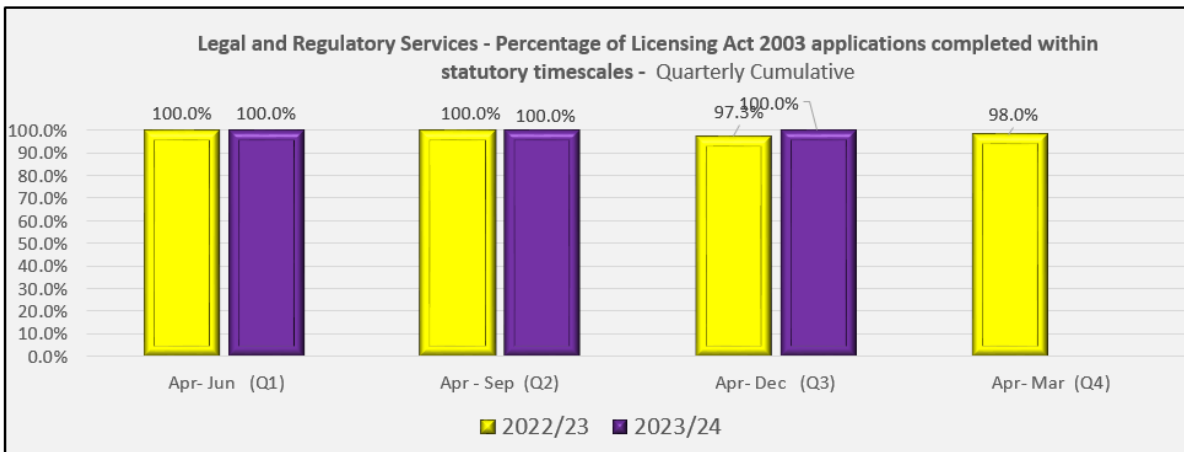
Not suitable for comparison

Performance Comments

This is a new indicator. The development of this performance measure has been delayed due to workload and staffing pressures. We are aiming to develop the mechanism to calculate an overall engagement figure from five different platforms to report progress in the following quarter.







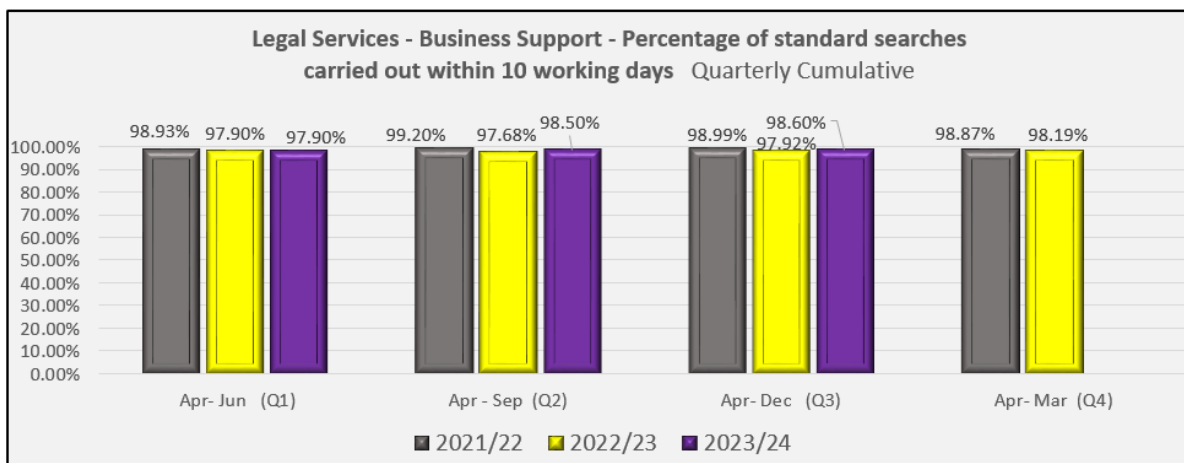
Responsible Officer: Craig Griffiths - Head of Legal and Democratic Services

On target / Achieved direction of travel

Performance Comments

Quarter 2 2023/24 target is 100%.

254 applications in total, all applications were dealt with within statutory timescales (11 New premises licence, 40 Variation of Designated Premises Supervisor, 15 Transfers of licence, 3 Minor Variation, 1 - Review, 184 TENS - Temporary Event Notices.) TENS have been added as a new measure as of 23/24.



Responsible Officer: Craig Griffiths - Head of Legal and Democratic Services

On target / Achieved direction of travel

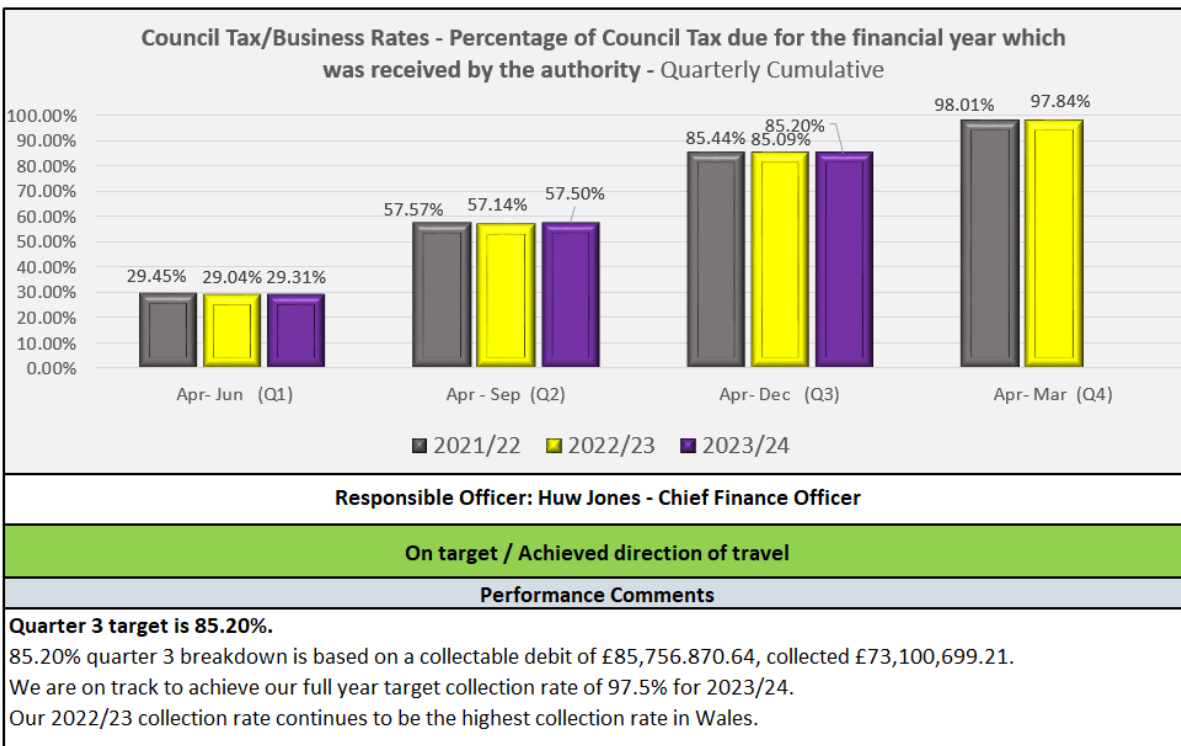
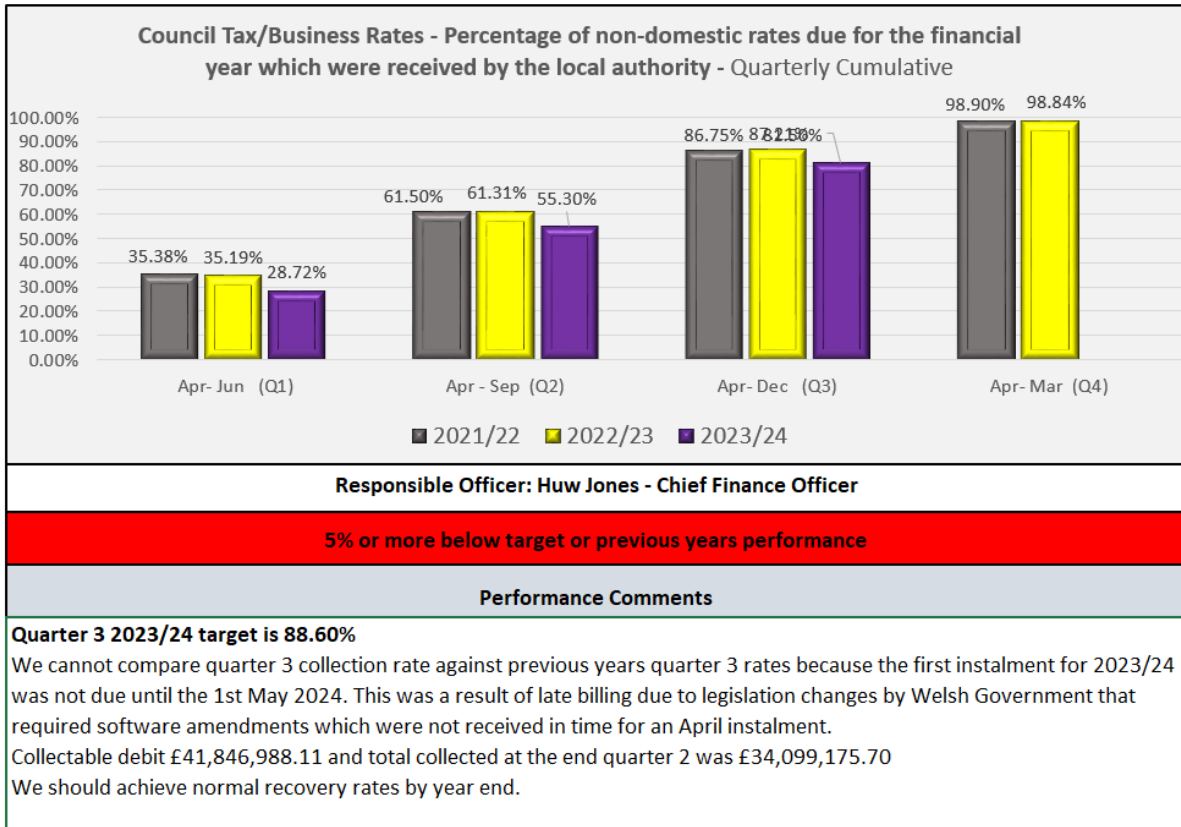
Performance Comments

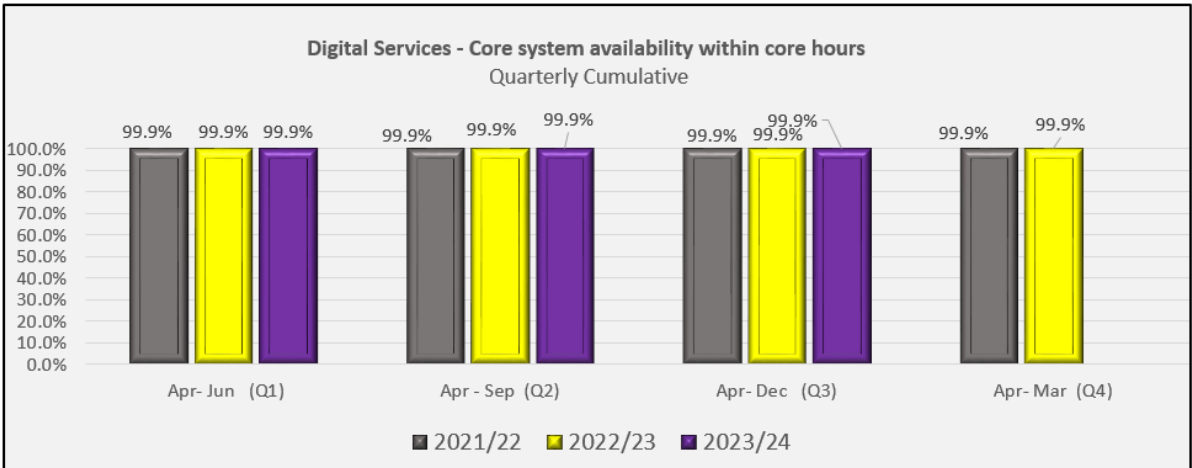
Quarter 3 target for 2023/24 is 96%.

The cumulative figures for quarter 3 (April to December) are 873 received with 861 completed within target. Overall 98.60% completed in time. This was an improvement on the percentage for the same period for 2022/2023 where 989 out of 1010 searches were completed within 10 working days i.e. 97.92%. An average of 3 working days return time was achieved this year, the same response time as for last year quarter 3. Numbers of requests have dipped slightly possibly due to the current financial/ cost of living crisis we are experiencing. For the 3 month period October to December 2023/24 we received 283 Official Searches of which 280 were completed within the target of 10 working days.

Governance and Resource (cross-cutting)

Including Planning & Performance, Workforce Management, Financial Resources, Democracy, Community Relations, Asset Management and Commissioning & Procurement.



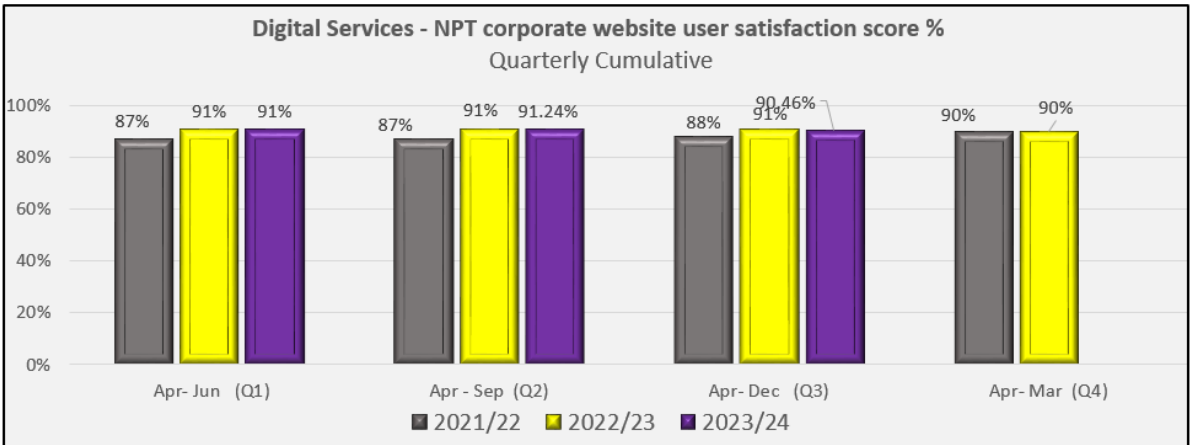


Responsible Officer: Chris Owen - Chief Digital Officer

On target / Achieved direction of travel

Performance Comments

Target is to maintain 99.9%
 Even though we experienced a 45 minute dip in some networking services on 10/2/2024, all other systems have operated withing 99.9% tolerance in this reporting quarter.

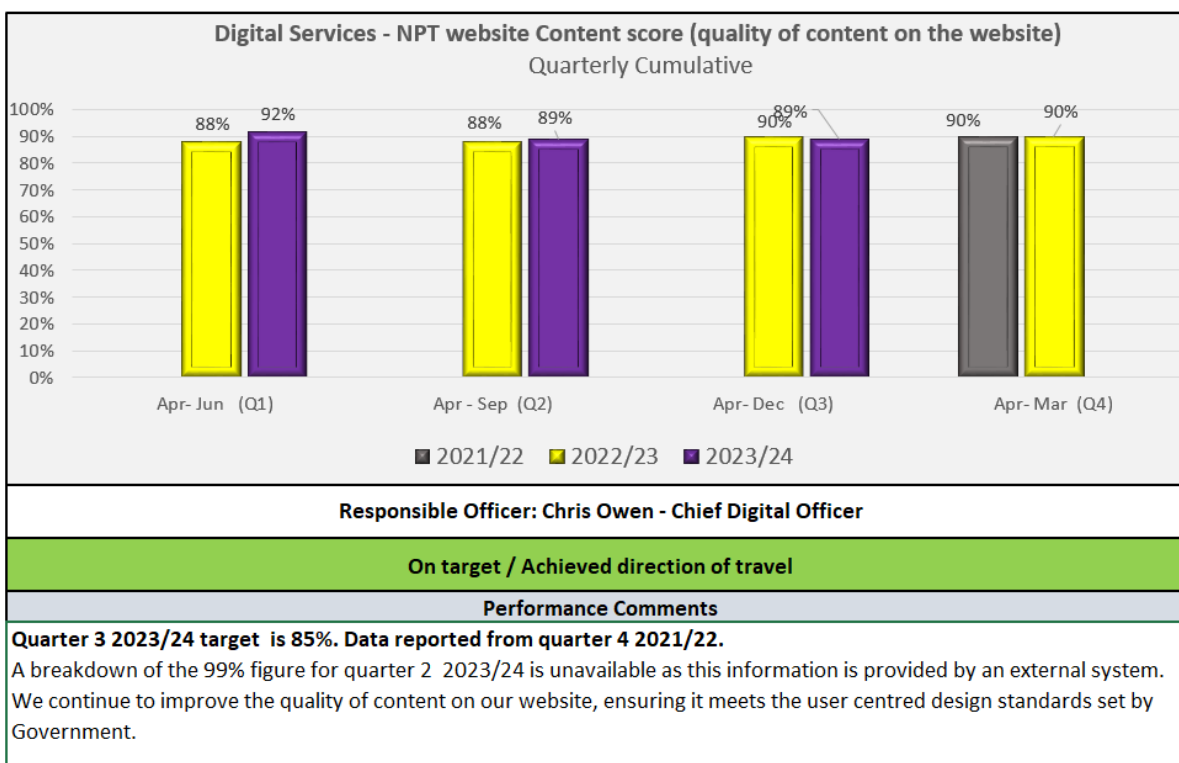
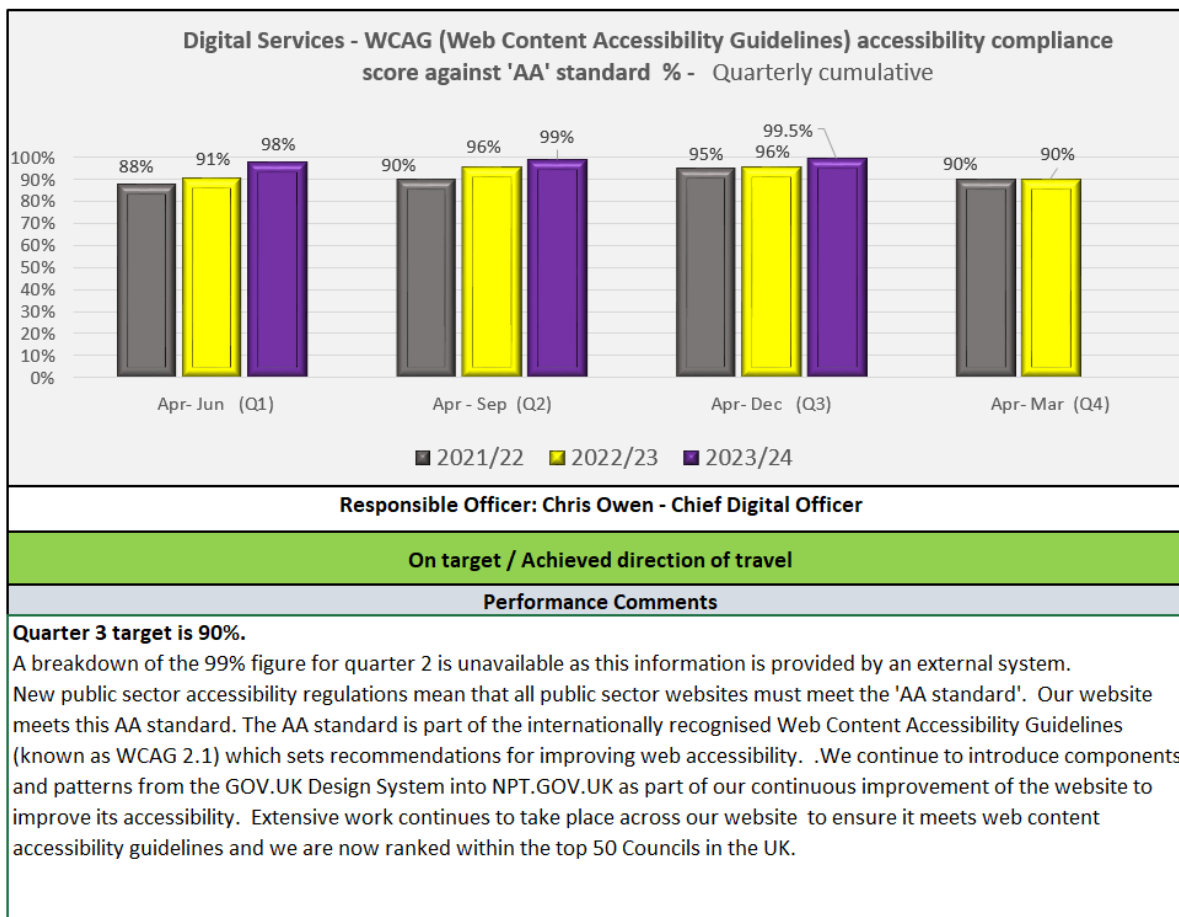


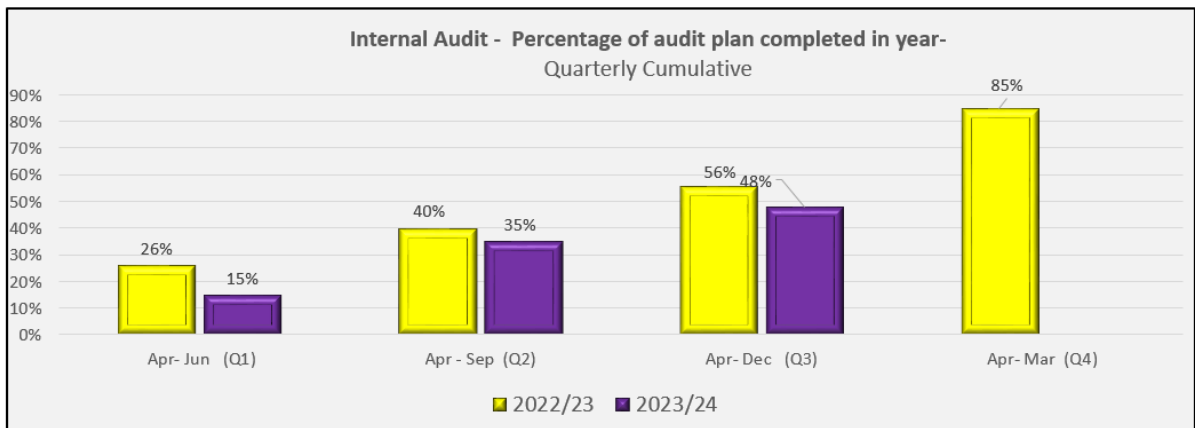
Responsible Officer: Chris Owen - Chief Digital Officer

On target / Achieved direction of travel

Performance Comments

Quarter 3 target is 90%.
 We continue to engage with users and monitor user feedback to ensure continuous improvement on our website. We will continue to follow and adopt best practice principles set out in our digital services manual and from Government.
 Breakdown of quarter 3 90.46% : 19.39% satisfied and 71.07% very satisfied from 52,313 responses.





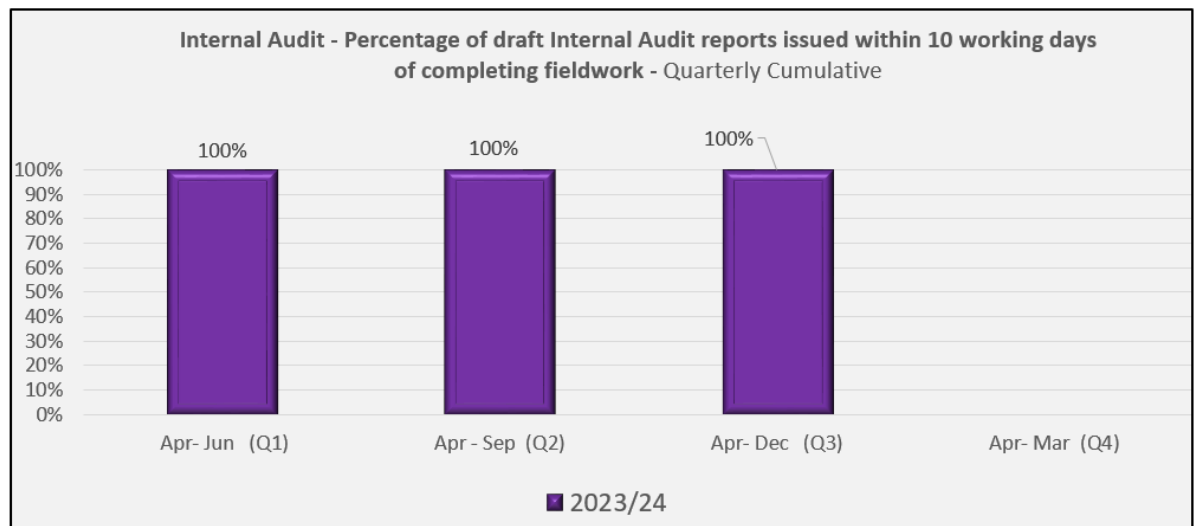
Responsible Officer: Huw Jones - Chief Finance Officer

5% or more below target or previous years performance

Performance Comments

Quarter 3 target for 2023/24 is 75%. Data reported from 2022/23.

It should be noted that the plan is fluid and audits are added and removed throughout the year. The plan has also been impacted by high levels of sickness within the team. Governance & Audit Committee receive a quarterly update of plan progress and are kept abreast of any items which are added to the plan and reasons for any slippage. It should also be noted that within the plan primary schools is counted as 1 audit however we have at qtr 3 audited 13 primary schools, similarly comprehensive schools are in the plan as 1 audit however we have audited 2, NFI is in that plan as 1 audit but we have issued 4 reports relating to 4 different data sets and special investigations is in the plan as 1 audit and we have 5 special investigation type audits



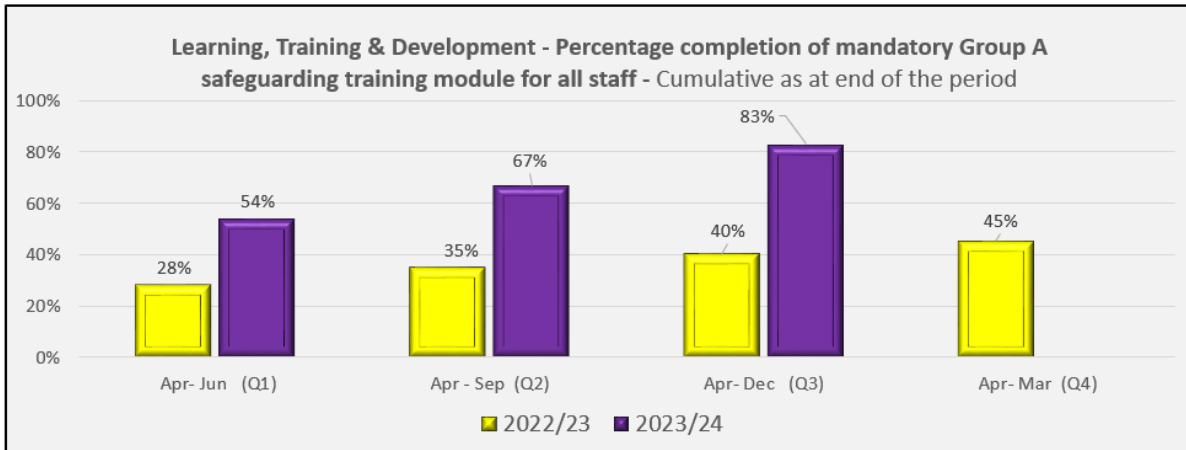
Responsible Officer: Huw Jones - Chief Finance Officer

On target / Achieved direction of travel

Performance Comments

Quarter 3 target is 100%. Reported quarterly from 2023/24

All draft reports were issued within time. No delays in issuing any final reports. n.b. not all draft reports issued related to planned audits"



Responsible Officer: Sheenagh Rees - Head of People & Organisational Development

5% or more below target or previous years performance

Performance Comments

The target is working towards 100% completion by 31st March 2024.

Quarter 1 - 533 completions April to June 2023

Quarter 2 - 706 completions July to September 2023

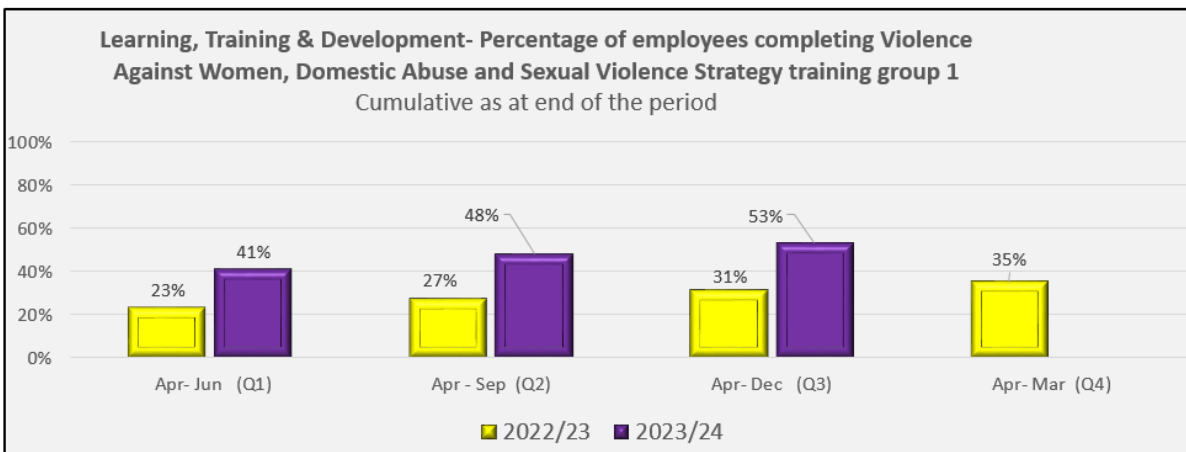
Quarter 3 - 560 completions October to December 2023 – 189 have been face to face.

3 Year rolling completion now at 5,504 – 83%

Three year cycle began in 2021/22, 4,434 employees have completed Group A as at end of September 2023.

Group A (basic awareness launched in Nov 2021) is mandatory for all staff working in: social care (Wales Safeguarding Procedures and Part 7 Social Services and Well-being (Wales) Act 2014), to be refreshed every 3 years. Safeguarding is mandated for all council staff from the Corporate Safeguarding Group (Recommendation from Audit Wales).

Data reported from 2022/23.



Responsible Officer: Sheenagh Rees - Head of People & Organisational Development

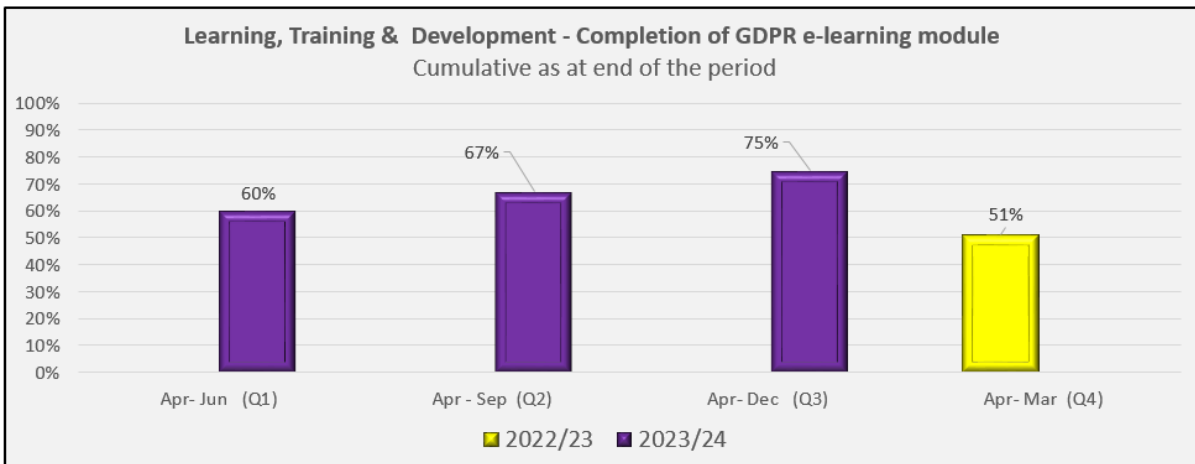
On target / Achieved direction of travel

Performance Comments

Quarter 1 2023/24 target is 40%. 341 completions in quarter 1 2023/24 . Group 1 course is mandated by Welsh Government's VAWDASV National Training Framework, for all staff to complete and refreshed after 3 years. Cycle began in 2022/23 - 2669 employees have completed (41%). Cycle will begin again in 2025/26

Quarter 2 target is 46% 455 completions in quarter 2 - 3124 have completed - 48%

Quarter 3 target is 52% - 682 completions – 134 have been face to face. 3 Year rolling completion now at 3,497 – 53%



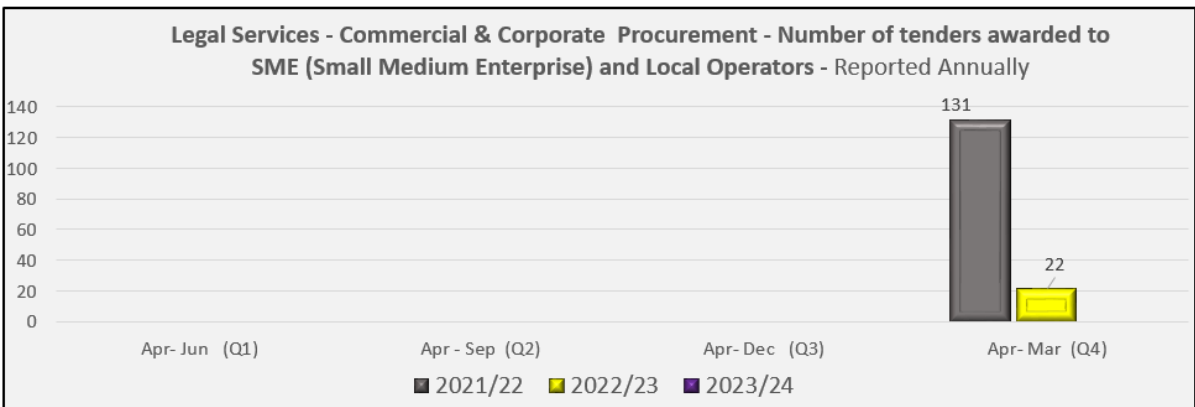
Responsible Officer: Sheenagh Rees - Head of People & Organisational Development

Performance Comments

Quarter 1 target is 58%. Data reported from quarter 4 2022/23. 714 completions in quarter 1 2023/24 - 3910 employees have completed as at end of quarter 1 2023/24 (60%). GDPR training is mandated by Information Governance, to be refreshed every 2 years. Cycle will begin again in 24/25. (Current elearning module is not easily accessible to front line workers in Environment, alternative, training materials are currently being developed.)

Quarter 2 target is 66% 507 completions in quarter 2 - 4417 employees have completed as at end of Q2 - 67%

Quarter 3 494 completions – 2 year rolling completion now at 4911 – 75%. Due to previously not being able to accurately record completion figures, compliance figures shown are from Q4 2022 to end of March 24. The next 2 year cycle will start wef 1st April 2024.



Responsible Officer: Craig Griffiths - Head of Legal and Democratic Services

Performance Comments

Reported Annually

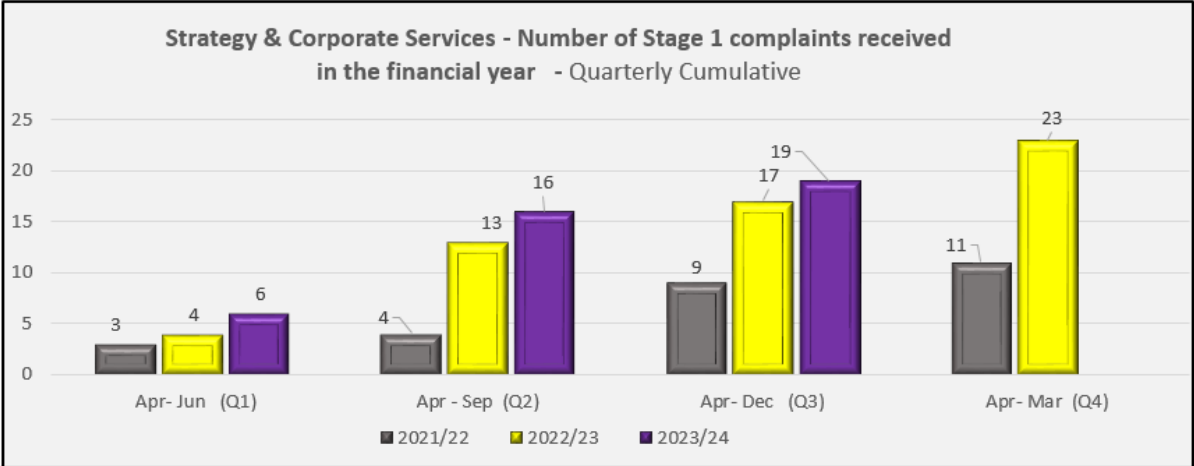
Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Measures

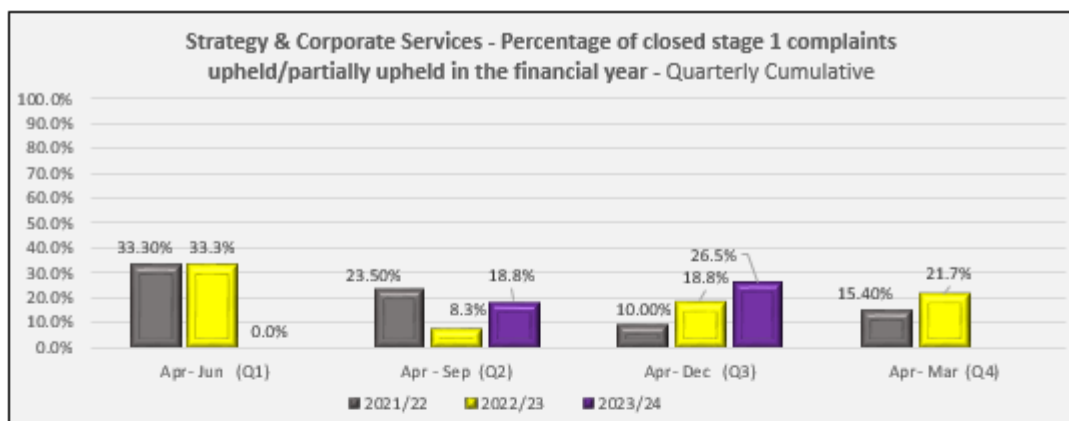
Appendix 3 - Strategy & Corporate Services –
Compliments and Complaints
Quarter 3 (1st April - 31st December) - 2023/24



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.



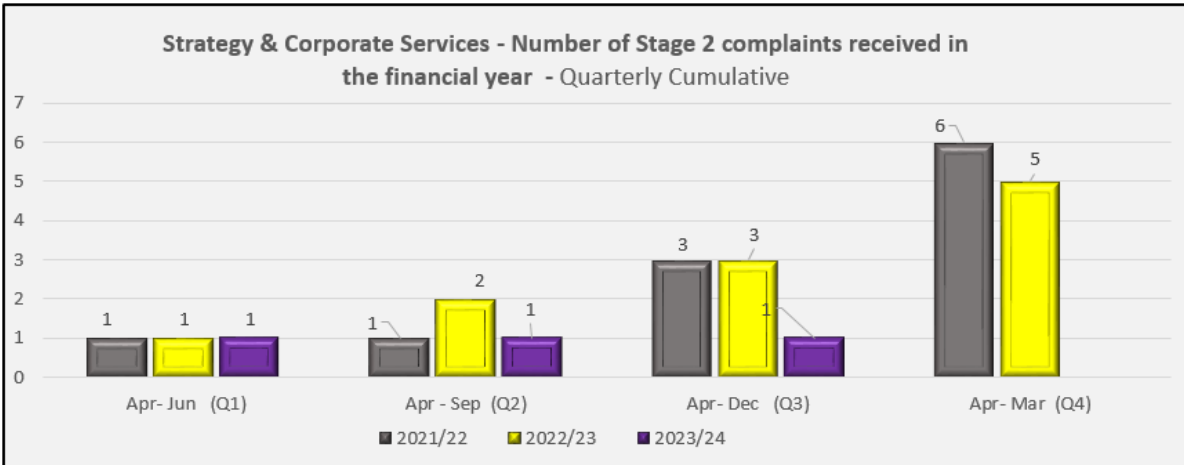
Responsible Person - Chief Finance Officer / HR Manager

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:

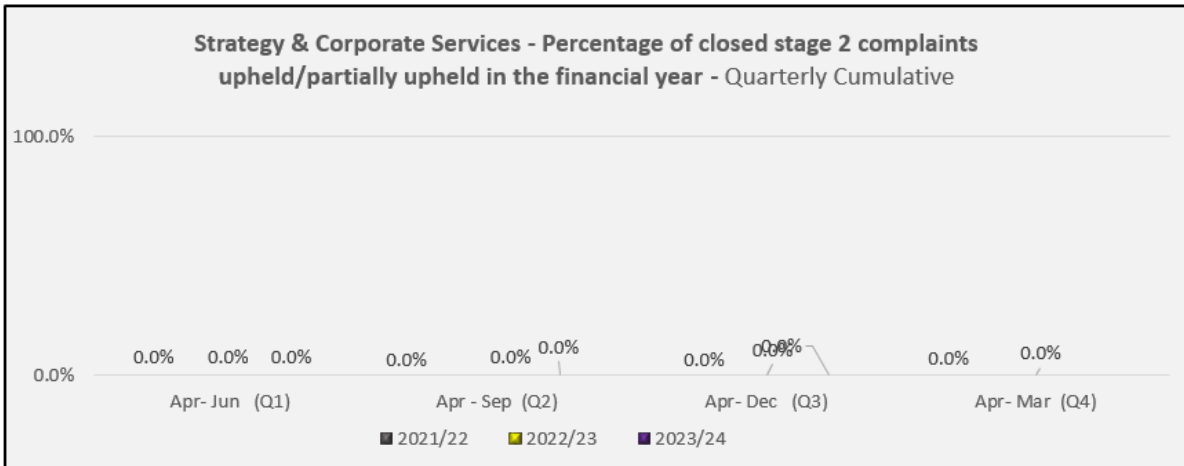
1. **Council Tax** – A member of the public initially emailed in as she was annoyed to have received a final notice demand. She stated that she was exempt from council tax from September 2023 however, she had begun making payments. When the member of the public then spoke to the Council Tax team, the 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.
2. **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.
3. **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.
4. **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.
5. **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

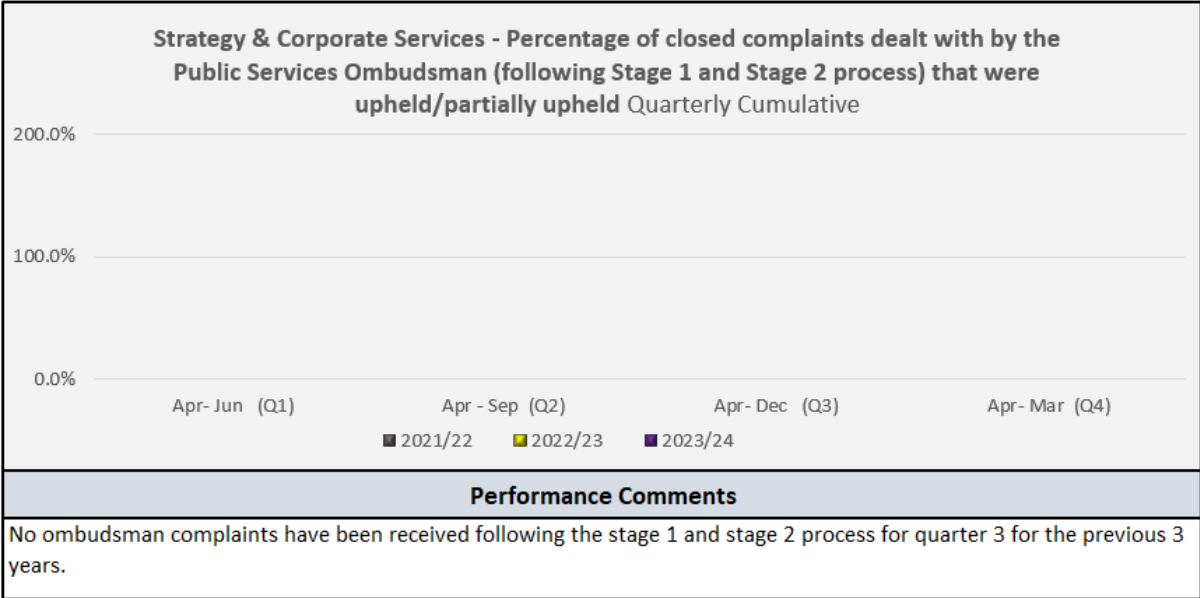
One stage 2 complaint was received in quarter 3 2023/24 and 3 received in quarter 3 2022/23.

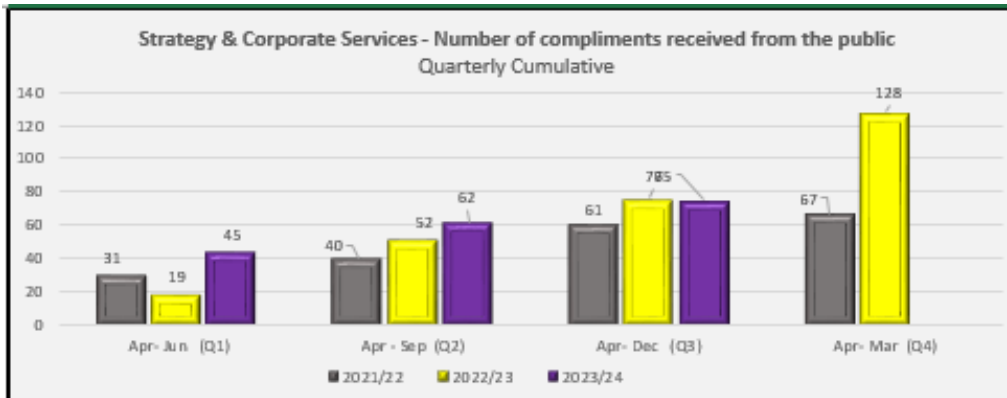
The stage 2 complaint received in quarter 3 2023/24 was Council Tax related.



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.





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