



POLICY AND RESOURCES SCRUTINY COMMITTEE

2.00 pm THURSDAY, 15 DECEMBER 2016

COMMITTEE ROOMS 1/2 - PORT TALBOT CIVIC CENTRE

PART 1

1. To receive any declarations of interest from Members
2. To receive the Minutes of the Policy and Resources Scrutiny Committee held on 2 November 2016 (*Pages 5 - 10*)
3. To receive the Scrutiny Forward Work Programme 2016/2017 (*Pages 11 - 16*)

To scrutinise information and monitoring issues being reported by:

Report of the Head of Corporate Strategy and Democratic Services

4. Customer Services Service Report Card (*Pages 17 - 50*)
5. Corporate Improvement Objective - Prosperity for All - Anti-poverty-Highlight Report- Quarter 2 (1st April 2016 - 30th September 2016) 2016/17 (*Pages 51 - 58*)
6. Scrutiny of the Public Services Board (*Pages 59 - 62*)
7. To select appropriate items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board reports enclosed for Scrutiny Members)

Please note that Quarter Two Performance Monitoring reports are included within the Cabinet Board papers and should be subject to scrutiny

8. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Section 100B (4) (b) of the Local Government Act 1972
9. Access to Meetings to resolve to exclude the public for the following item(s) pursuant to Section 100A(4) and (5) of the Local Government Act 1972 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the above Act

PART 2

10. To select appropriate private items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board Reports enclosed for Scrutiny Members)

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Thursday, 8 December 2016

Committee Membership:

Chairperson: Councillor D.W.Davies

**Vice
Chairperson: Councillor A.Jenkins**

Councillors: Mrs P.Bebell, A.Carter, Ms.C.Clement-Williams, M.Harvey, Mrs.L.H.James, Mrs.D.Jones, A.Llewelyn, A.R.Lockyer, Mrs.K.Pearson, L.M.Purcell, S.Rahaman, J.Warman, I.D.Williams and Mrs.A.Wingrave

Notes:

- (1) *If Committee Members or non-Committee Members wish to have relevant items put on the agenda for future meetings, then please notify the Chief Executive/Chair eight days before the meeting.*
- (2) *If non-Committee Members wish to attend for an item of interest, then prior notification needs to be given (by 12.00 noon on the day before the meeting). Non-Committee Members may speak but not vote, or move or second any motion.*
- (3) *For pre scrutiny arrangements, the Chair will normally recommend forthcoming executive items for discussion/challenge. It is also open to Committee Members to request items to be raised - though Members are asked to be selective here in regard to important issues.*
- (4) *The relevant Cabinet Board Members will also be invited to be present at the meeting for Scrutiny/ Consultation purposes.*
- (5) *Would the Scrutiny Committee Members please bring the Cabinet Board papers with them to the meeting.*

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POLICY AND RESOURCES SCRUTINY COMMITTEE

(Committee Rooms 1/2 - Port Talbot Civic Centre)

Members Present:

2 November 2016

Chairperson: Councillor D.W.Davies

Vice Chairperson: Councillor A.Jenkins

Councillors: Ms.C.Clement-Williams, M.Harvey,
Mrs.L.H.James and A.R.Lockyer

Officers In Attendance Mrs.K.Jones, Mrs.S.Rees, D.Rees,
Ms.A.Hutchings and S. Curran

Cabinet Invitees: Councillors P.A.Rees and A.N.Woolcock

1. **MINUTES OF THE POLICY AND RESOURCES SCRUTINY COMMITTEE HELD ON 21ST SEPTEMBER 2016**

Members were updated on the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. Following the last meeting, Officers informed the Committee that after the Council had submitted their written response to the Welsh Government in response to their call for evidence the Council had been invited to the Sennedd to give evidence in person.

The minutes were noted by the Committee.

2. **SCRUTINY FORWARD WORK PROGRAMME 2016/17**

The Committee noted the Forward Work Programme.

3. **CORPORATE IMPROVEMENT OBJECTIVE - DIGITAL BY CHOICE - HIGHLIGHT REPORT - QUARTER 2 PROGRESS REPORT (APRIL 1ST - 30TH SEPTEMBER) 2016-17**

The Committee received information in relation to the Corporate Improvement Objective 'Digital by Choice' for the period between April 1st to the 30th September 2016 as contained within the circulated highlight report.

Members noted that the priorities are on track to be delivered. Work is progressing well with making the Council's website easier to use and work is ongoing to make more services available online this year. Members were pleased to note that 97% of the website is available in Welsh with most of the remaining pages are in the process of being translated.

Members observed that as per last year, a decrease in visitors to the one stop shops had been expected as customers access alternative service request channels. However it was noted that during quarter 2 this year there has been an increase in the number of personal callers to both the one stop shop sites which could be attributed to the service changes in refuse and recycling.

Members noted the ongoing work in relation to the Digital Inclusion Charter which was approved in May 2016 which will assist more people to become digitally included and enjoy the benefits that they can experience from being online. Work to upskill staff in relation to digital literacy is also progressing within the Council and in partnership with the Third Sector and Town and Community Councils.

Members were very pleased to hear that a 'Google Garage' will be taking place in November 2016 linked to the Enterprise Zone which will offer free sessions to small/medium businesses providing surgeries in relation to the benefits of getting online.

In relation to the devices being used to access the NPT website, Members asked for further information in relation to those who use 'mobile' devices. It was hoped that as 3G and 4G access improves so will the access via such devices. Members noted how the analytics available provide valuable data; for example in a recent survey 50% of those accessing the NPT website were in the 60-74 age bracket and did so via fixed PC computers and this sort of information can allow the Council to target its work going forward.

Members commented that while the work on the Internet is progressing there remains issues with the navigation and accessibility of the Intranet.

Members praised the work being done to progress this priority and looked forward to being kept updated particularly in relation to the Working Groups set up.

Following scrutiny, it was agreed that the report be noted.

4. **BENEFIT SERVICES AND INTERNAL AUDIT REPORT CARDS**

Members received information in relation to the Housing Benefits and Financial Assessments Service as contained within the circulated report card.

Members heard about the scale of the work of the section and how the section is responsible for the assessment and payment of approximately £54 million in housing benefit to 13,000 tenants.

Members observed that in 15/16 102,000 new claims or adjustments to existing housing benefit and council tax support claims were actioned and there were a total of 21 local authority errors resulting in an overpayment where the claimant wasn't a contributor. As a result of these errors the amount overpaid (and hence not recoverable) was only 0.01% of the total money paid out.

Members noted the ongoing priorities of the section which include ensuring the effective and efficient introduction of Universal Credit from the Authority's perspective and to help those entitled to Universal Credit to make their claims and manage their budget effectively.

It was observed that overpayment recovery rates appear low but that much recovery is done by a deduction from ongoing benefits and therefore the weekly amounts which can be recovered are low and take time for repayments to be made.

Members asked for more information in relation to overpayments and it was explained that usually overpayments are made due to change in circumstance of the claimant.

Members queried the overspends in the budget and were informed that an additional cost of a 'visiting officer' has been incorporated to improve efficiency in acquiring information required to determine financial assessments.

It was observed that 0% of staff had received a performance appraisal during 16/17. This was due to a new corporate framework being cascaded throughout the workforce. Members commented that appraisals for staff are vitally important and felt that they needed to be implemented as soon as practically possible.

The work of the team was praised, particularly in light of the restructure which had resulted in a smaller team.

Members then received information in relation to the Audit Service as contained within the circulated report card.

Internal Audit is a statutory service and provides audit coverage across all of the Authority's functions. Members noted that performance of the section is reported to and monitored by the Audit Committee.

Members were pleased to note that 99.35% of the clients who returned the client satisfaction survey were at least satisfied with the service provided.

While every effort is given towards progressing service priorities, it was observed that high risk audits are given priority when they arise.

Members noted that to continue to comply with the Public Sector Auditing Standards the Audit Team will be participating in a 5 year peer review with other Local Authorities across Wales.

It was observed that 0% of staff had received a performance appraisal during 16/17. This was due to a new corporate framework being cascaded throughout the workforce. Members commented that appraisals for staff are vitally important and felt that they needed to be implemented as soon as practically possible

Following scrutiny, it was agreed that the report be noted.

5. **SICKNESS ABSENCE MONITORING REPORT FOR QUARTER 1 2016 / 2017.**

The Committee received information in relation to the Sickness Absence data for quarter 1 for 2016/17 as contained within the circulated report.

Members noted that whilst the Council's sickness rate marginally increased from 9.4 average FTE days to 9.7FTE days in 2015/16 so did sickness across Councils in the rest of Wales and Neath Port Talbot has in fact improved its position on the All Wales benchmarking table moving from joint 7th to 6th in Wales.

It was observed that services with fewer than 100 employees see more of a fluctuation in sickness absence figures as single employees represent a higher percentage of the total figures of the team.

Members discussed that stress is cited as the main reason for long term sickness absence and work is ongoing into targeting strategies in relation to stress related absences. It was noted that this is in-keeping with a national trend of stress related absences. Members made reference to the importance of conducting staff appraisals which should enable managers to understand any issues being experienced by their staff members and provide an opportunity for an open and honest discussion.

Stomach related absences remain the main cause of short term absences which is consistent with previous years.

Members commented on the significant cost of covering sickness absence and how important it is that the issue is continually monitored by management and Elected Members; Members noted that the service report cards that are scrutinised provide a good opportunity for Members to consider sickness absence on a regular basis.

It was noted that Schools Support Staff are the largest group of staff but they are also the group of staff with the most significant increase in days lost to sickness absence. The Chair of the Children, Young People and Education (CYPE) Scrutiny Committee informed Members that the Director of Education, Leisure and Lifelong Learning is undertaking a piece of work looking in detail at sickness absence in schools and is being continually monitored by the CYPE Scrutiny Committee. Members expressed their concern that sickness absence in schools has an effect on the education of our pupils and were pleased to observe that the CYPE Scrutiny Committee are making the monitoring of this a priority.

It was noted with disappointment that Ceredigion, Pembrokeshire and Rhondda Cynon Taf's sickness absence figures were not included in the graph giving the number of days lost to sickness absence per Local Authority.

Following scrutiny it was agreed that the report be noted and requested:

- That the Committee receive an update on the work being done to combat short term sickness absence
- That the figures for the cost of sick pay from 2012 be provided
- That a presentation by the Long Term Sickness taskforce is presented to the Committee in the next meeting

6. **PRE-SCRUTINY**

The Committee scrutinised the following matters:

Cabinet Board Proposals

6.1 Unreasonable/Unacceptable Customer Behaviour Policy

The Committee received information in relation to the unreasonable/unacceptable customer behaviour policy as contained within the circulated report.

Members noted that the policy makes reference to unacceptable actions by complainants and how the Council will deal with the few customers who are unreasonable or persistent in their behaviour. This update to the existing policy is to provide officers of the Council with additional information to help them manage any special arrangements that need to be made when customers behave unreasonably.

Members commented that this policy is well worth having to ensure that our staff are kept safe and that a consistent approach is kept.

Following scrutiny, the Committee were supportive of the proposals to be considered at Cabinet Board.

CHAIRPERSON

**Policy and Resources Scrutiny Committee
Forward Work Programme 2016/17**

Date of Meeting	Agenda Item
29 June 2016	Terms of Reference Public Service Board
	Quarter 4 Performance Monitoring
	Sickness Management Monitoring Quarter 4 2015/16
	Long Term Sickness Taskforce Update
	Pre-Scrutiny of Cabinet Items
14 July 2016	Special Meeting – Welsh Language Standards
27 July 2016	Occupational Health Service Report Card
	Corporate Strategy and Performance Management Service Report Card
	Digital by Choice Highlight Report

	Pre-Scrutiny of Cabinet Items
21 September 2016	Council Tax and National Non Domestic Rate Service Report Card
	Prosperity for All Highlight Report
	Update on National Procurement Service
	Quarter 1 Performance Monitoring
	Pre-Scrutiny of Cabinet Items
18 October 2016	Budget Scrutiny (Special)
2 November 2016	Benefits Service Report Card
	Internal Audit Service Report Card
	Digital By Choice Highlight Report
	Sickness Management Monitoring Quarter 1

	Pre-Scrutiny of Cabinet Items
28 November 2016	Public Service Board (Special)
14 December 2016	Customer Services Service Report Card
	Communications and Digital Services Report Card
	Prosperity for All Highlight Report
	Quarter 2 Performance Monitoring (Cabinet Board Paper)
	Pre-Scrutiny of Cabinet Items
6 th January	Sickness Management Monitoring Quarter 2 (Cabinet Board Paper)
	Long Term Sickness Taskforce Update (Cabinet Board Paper)
	Communication and Digital Report Card

11 January 2017	Accountancy Services Service Report Card
	Update on National Procurement Service
	Electoral and Democratic Services Report Card
	Social Care, Health and Housing Alcohol Task and Finish Update Report
	Pre-Scrutiny of Cabinet Items
8 March 2017	Learning, Training and Development Service Report Card
	Human Resources Service Report Card
	Licensing Report Card and update on Taxi Driver Safeguarding Training
	IT Services Service Report Card
	Legal Services Report Card
	Digital By Choice Highlight Report
	Prosperity for All Highlight Report

	Quarter 3 Performance Monitoring
	Pre-Scrutiny of Cabinet Items
21 March 2017	Crime and Disorder Scrutiny
	Community Safety Service Report Card
5 April 2017	Corporate Health and Safety Service Report Card
	Joint Resilience Unit Service Report Card
	Sickness Management Monitoring Quarter 3
	Update on National Procurement Service
	Pre-Scrutiny of Cabinet Items

- Invite third sector reps on their grants

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Scrutiny Committee

15 December 2016

Report of the Head of Corporate Strategy and Democratic Services – Mrs K. Jones

Matter for Monitoring

Wards Affected: ALL

Customer Services Report Cards – Quarter 2 2016-17

Purpose of the Report

1. To provide Members of the Scrutiny Committee with information to assist them to scrutinise the performance of the Customer Service Team which sits within the portfolio of the Head of Corporate Strategy and Democratic Services.

Executive Summary

2. The Customer Services Team made good progress in 2015-16 and continued to do so in the majority of priority areas during the 2nd Quarter of 2016-17.

Background

3. Following a self-evaluation of the Council's approach to performance management, the Council's corporate performance management framework was revised in 2014 to ensure there is a "golden thread" of accountability running through our organisation linking strategic activities to operational activities. The revised framework was approved by Policy and Resources Cabinet Board on 27 March 2014. During the summer of 2015, the Wales Audit Office (WAO) undertook a follow up review to the proposals for improvement from their Corporate Assessment undertaken

in 2014. The WAO review sought to answer the question; “Has the Council made progress in implementing its new performance management arrangements”? The WAO made a number of proposals for improvement relating to the Council’s business planning and service report card arrangements. In relation to service report cards the WAO proposed the need to: “Further refine the report cards, including strengthening the narrative evaluation and the link between priorities and actions”.

4. To inform the improvement work required to address the above proposal and to evaluate the quality of service report cards and the use of report cards within the scrutiny process, the Corporate Strategy Team undertook an evaluation of service report cards that were reported to Scrutiny Committees during 2015/2016.

5. Following the internal evaluation of service report cards, Corporate Service report card guidance for 2016-17 was issued to all service areas during May 2016.

6. This Customer Services report card has been completed in line with the guidance.

Financial Impact

7. The performance described in the attached service report card is being delivered against a challenging financial backdrop.

8. The inclusion of financial information on the service report card will support the identification of any impacts on service delivery / performance as a result of reductions in financial resources or risk of non-achievement of identified savings.

Equality Impact Assessment

9. This report is not subject to an Equality Impact Assessment.

Workforce Impacts

10. The downsizing of the service to meet the requirements of the FFP has, at times, had an impact on the work of the team in terms of ensuring business continuity. The staff have been very flexible by changing their routines but as the first point of contact our ability to further reduce face to face/telephone contacts in Customer Service is

limited until the next phase of online/self-serve options is identified and implemented. Once implemented, as per last year, we would then anticipate a decrease in contacts as customer's access alternative service request options.

11. To support the introduction of the Welsh Language Standards, two new members of staff have been employed who are able to provide a fully bilingual service.

Legal Impacts

12. To support the discharge of the duty placed on the Council, as contained within the Local Government (Wales) Measure 2009, to 'make arrangements to secure continuous improvement in the exercise of its functions'.

Risk Management

13. Failure to produce a Service Report Card can lead to non-compliance with the Performance Management Framework. Also failure to have robust performance monitoring arrangements could result in poor performance going undetected.

Consultation

14. No requirement to consult.

Recommendation

15. For Members to note the performance of the Customer Services Team as contained within the attached service report card.

Reasons for Proposed Decision

16. Matter for monitoring. No decision required.

Implementation of Decision

17. Matter for monitoring. No decision required.

Appendices

18. Appendix 1 – One Stop Shop Service Report Card – Quarter 2 2016-17

19. Appendix 2 – Contact Centre Service Report Card – Quarter 2 2016-17

List of Background Papers

20. The Neath Port Talbot Corporate Improvement Plan - 2016/2019 “Rising to the Challenge”;

21. An evaluation of the quality of service report cards and the use of service report cards within the scrutiny process – Policy & Resources Scrutiny Committee, 19th May 2016.

22. Corporate Strategy and Democratic Services Business Plan 2016-17

Officer Contact

Mrs Karen Jones, Head of Corporate Strategy and Democratic Services,
Tel: 01639 683284 or email k.jones3@npt.gov.uk

Mrs Jayne Banfield, Customer Services Manager,
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Mr Chris Cole, Contact Centre Team Leader,
Tel 01639 686167 or email: c.j.cole@npt.gov.uk

Mrs Julia Blake, Neath One Stop Shop Team Leader,
Tel; 01639 685995 or email: j.blake@npt.gov.uk

Mrs Caroline Lloyd, Port Talbot One Stop Shop Team Leader,
Tel:01639 685994 or email c.lloyd@npt.gov.uk

Mrs Rhian Worlock, Training and Development Officer
Tel 01639 685075 or email r.worlock@npt.gov.uk

Service Report Card 2016-2017

One Stop Shops (OSS) – Neath and Port Talbot

Quarter 2 (Cumulative) Update – (1st April 2016 – 30th Sept 2016)

Section 1: Brief description of the service

Background - Customer Services is in the process of significant transformational change as the Council embraces digital service delivery as a strategic priority. The OSS service is reviewing which face to face requests could be delivered on line to reduce footfall into the Civic Centres with less staff available due to the requirements of the Forward Financial Plan (FFP). Where customers still need to transact with the council in person we are identifying potential opportunities to work with partner agencies who also transact face to face with the same customers. The following 2 council related improvement objectives form a major part of our everyday demand:-

Digital by Choice - improve customer/citizen access to services and functions provided by the Council or on behalf of the Council and to improve the efficiency of those services and functions.

Reduce, reuse and recycle – Increase the percentage of waste recycled and composted – informing customers and promoting recycling scheme, provision of recycling equipment etc.

The key principles of equality; sustainability; promoting the Welsh Language and culture; engaging with citizens; and partnership working are embedded in our day to day routines.

Current position

The OSS's are located on the ground floor of the Neath and Port Talbot Civic Centres. Total staff compliment is 2 full time and 5 part-time staff, with additional support from 6 Contact Centre Staff on an interchangeable, rostered basis. The OSS's deal with both customer service and council related enquiries and acts as the first point of contact for reception, meeting and greeting and signposting at both sites. (64,304 callers for the period 1.4.15 – 31.3.16). When analysing quarter 2 demand data we identified an increase in the number of personal callers to the two OSS sites. 37,998 callers were dealt with for Q1/Q2 - 2016/17 (1.4.16 – 30.9.16) as opposed to 33,131 callers for Q1/Q2 – 2015/2016 (1.4.15 - 30.9.15) This is largely due to demand for supplies of recycling bags and requests for assistance in filling out Council Tax forms. Work is taking place with the respective services to identify ways in which this demand might be reduced.

Customer Services staff are actively involved in delivering elements of the Digital By Choice Strategy in continually reviewing and remodelling service delivery to embrace more efficient digital and information sharing opportunities both in-house and with partner agencies. Footfall demand analysis is therefore an integral tool in highlighting where digital improvements and opportunities will further decrease the need for customers to call in person. Our ability to further reduce face to face contacts in the One Stop shops is currently limited as we await implementation of the next phase of online/self -serve options. Once implemented, as per last year we would then anticipate a decrease in visitors to the OSS's as customers access those alternative service request channels.

Brief Duties:

- First point of contact for all face to face (F2F) callers to the Civic Centres, with a target waiting time of under 10 minutes to be seen by a Customer Services Officer for more in depth enquiries.
- Provide reception facility and 'meet and greet', signpost callers to other departments within NPTCBC and often to other businesses outside of the council.
- Acknowledge and respond to emails in the 'OSS In box' within 24 hours both internal and external customers
- Provide a number of services end to end: Blue Badges (new and re-application interviews, decisions and related administrative processes), Bus Pass applications (age and disability related), environment and neighbourhood enquiries (e.g. refuse, recycling, highways and street care.)
- Take telephone calls to support Contact Centre both at Quays and within OSS itself.
- Tell Us Once death notifications, change of circumstances – which involves updating various systems.

- Support/administer first point of contact Education enquiries relating to – school admissions (verifying, scanning and forwarding forms/documents)
- Council Tax administration at Neath Civic Centre
- Manage interview room bookings across both sites
- Food Bank Voucher requests – assess eligibility on behalf of the Neath and Port Talbot Trussell Food Banks
- Remote management of Pontardawe HUB and liaison with partner agencies
- Undertake customer satisfaction surveys, analyse and report outcomes.
- Complaints/compliments/comments administration and Freedom of Information (FOI) responses

Section 2: Overall Summary of Performance for 2015-16 Financial Year

Customer Services has transformed its performance in the OSS's and the Contact Centre over recent years. Team Leaders are responsible for the Performance Management of their teams and have achieved the following outcomes over the last financial year:-

Customer:

- Maintained a wait time of less than 10 minutes even though resources reduced considerably due to three “at risk” staff being redeployed within the council .There were four staff who left the service to further progress their careers inside/outside of the Council. In addition, one member of staff reduced her hours to provide support to the NPT Staff Health and Wellbeing Group.
- Promoted alternative/self-serve methods of contact with NPTCBC to all customers. For example channel shift to ‘on line’ enquiries which are more efficient and compatible with our reduced staffing resource.
- Blue Badges continue to be a significant part of our service delivery being responsible for administering the scheme which is governed by Welsh Government legislation. Since May 2015 discretionary blue badge re-applications have been reviewed prior to the expiry date of the current badge, and by intelligent and informed Team Leader discretion we have renewed the badge without seeing the applicant in person again. This reduced footfall to Neath and Port Talbot Civics by 738 customers in a year.

- Although promoting availability of 24/7 online council tax services such as the direct debit scheme, change of address notifications and single person's discount applications, Customer Services continued to deal with 6,273 Council Tax face to face enquiries primarily at Neath Civic Centre.
- We kept abreast of and promoted numerous Recycling/Refuse changes – to help ensure these were explained to create minimum disruption for customers
- Customer satisfaction survey– confirms 96% (OSS) satisfaction rate. Embraced any lessons learned and implemented appropriate changes from customer feedback obtained.

Service:

- Reviewed and updated our Internet pages to ensure they are accurate, relevant and customer friendly to help reduce telephone enquiries and face to face contacts, and to encourage customers to use 'online' facilities which are available and accessible 24/7. To comply with Welsh Language standards, our Internet pages are bilingual. The service has completed numerous Welsh Language translation requests realising equivalent savings of £6K as an alternative to using an external provider for this purpose.

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- Used the call recording system as a positive coaching tool to highlight good practice and to assist with any identified training and development needs to further improve customer service delivery and performance
- Pontardawe HUB – this was refurbished requiring regular liaison with Facilities Management and Partner Agencies to ensure everyone was kept up to date on progress and availability of rooms to ensure business continuity needs at that site.
- Staff worked flexibly by inter-changing with Contact Centre staff by also taking telephone calls within the One Stop Shop. This flexibility is vital to ensure business continuity especially with the need to transform how Customer Services as a whole operates in the future.

Financial :

- Minimised impact of cutbacks/savings in other departments on the OSS service by communicating with them about service reviews and changes taking place e.g. reduced cash office opening times.

Employee:

- Addressed employee performance and training needs by giving timely feedback (not waiting for 121 sessions), to improve handling times, ensure we are 'getting it right first time', in line with our commitment to continuous improvement.
- Managed sickness related absence appropriately although there were no long term absence related issues.

- Welfare Reform and the introduction of Universal Credit and Personal Independence Payment - ensured staff were equipped with the skills and knowledge to help manage customer enquiries. Promoted availability of non means tested disability related benefits where applicable.
- Identified digital champions and made a significant contribution to the Digital by Choice keynote event by highlighting examples of good working practices implemented in Customer Services.
- All staff have had their Employee Development Review, staff development is ongoing throughout the year with our training and development officer, NVQ opportunities in Business Administration were identified and 1 member of staff achieved a level 3 diploma qualification.

**Section 3:
Service Priorities 2016-17**

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
1: Identify the future One Stop Shop model	<ul style="list-style-type: none"> • Visit other Local authority sites that deliver similar F2F services, liaise with staff, ICT and Facilities Cost alternative solutions, identify staff training needs prepare a report for DBC board recommending new model and why there is a need to do it, e.g. following research/information gathering and CFW feedback 	JB/CL	Sept 16	<ul style="list-style-type: none"> • Replicate best practice and be involved from the outset in the design of easy to use services/forms to ensure the customer take up of online services on a more significant scale. This will reduce staff involvement with F2F enquiries and further contribute to FFP savings of £150k.

<p>2: Deploy reduced resources appropriately via interchangeability of staff and efficient rota management</p>	<ul style="list-style-type: none"> Analyse demand data to better deploy resources. 	<p>JB/CL</p>	<p>Daily</p>	<ul style="list-style-type: none"> Attend meetings/ensure good communication processes. Staff in the right place at the right time to ensure business continuity needs. Anticipate peaks and troughs of demand due to back office/other service changes which then influence incoming telephone calls and footfall.
<p>3: Digital by Choice programme</p>	<ul style="list-style-type: none"> Continue to capture and act upon demand data to identify service areas which could be migrated to self-serve contact channels where appropriate. 	<p>JB/CL</p>	<p>Monthly</p>	<ul style="list-style-type: none"> Increase the number of services delivered on line Increased customer choice Service access improved and costs reduced.
<p>4: Utilise the call coaching system to review and identify learning and development needs and ensure consistency in service delivery.</p>	<ul style="list-style-type: none"> Feedback/ general monitoring/observations and communication with staff is timely. Appropriate refresher training for decision making re eligibility for BB/BP. 	<p>JB/CL/RW</p>	<p>June 16</p>	<ul style="list-style-type: none"> Maintain/improve customer satisfaction Ensure consistency and continuous improvement. Staff get it “right first time” to reduce avoidable contact.
<p>5: Carry out staff satisfaction survey/One to Ones/ EDR’s/risk assessments/office safety checks/DSE checklist/driver documentation</p>	<ul style="list-style-type: none"> Act on staff feedback/comments and implement appropriate changes in a timely manner to ensure staff are well supported in their work. That staff work in a 	<p>JB/CL</p>	<p>Quarterly and annually</p>	<ul style="list-style-type: none"> Improved staff morale Staff have manageable workloads and operate in an environment that promotes their wellbeing.

	safe environment with no detriment to health and safety.			
6: Continue to manage sickness absence in line with the policy to reduce sickness by 5%.	<ul style="list-style-type: none"> • Ensure timely return to work interviews and follow appropriate processes and procedures to help employee to remain in work wherever possible 	JB/CL	Ongoing	<ul style="list-style-type: none"> • Maximise the potential of people remaining in the workforce. • Sickness reduced by 5%
7: Continue to work to minimise impact on customers due to service reductions/changes in other departments.	<ul style="list-style-type: none"> • Continue to be involved with other service reviews and outcomes in order to help services to see the end to end “journey” from a customer viewpoint. 	JB/CL	As needed	<ul style="list-style-type: none"> • Improved Customer Service delivery • Reduction in Customer complaints • Increase in customer compliments
8: Maintain current performance standards.	<ul style="list-style-type: none"> • Analyse Customer Satisfaction survey and ticket machine wait times to identify any potential improvements. Investigate causes for extended waiting times and act on appropriately. 	JB/CL	Monthly	<ul style="list-style-type: none"> • Average wait time of 10 minutes maintained
9: Continue to update/review Customer Services related pages on the council website to ensure they are appropriate to help manage customer service enquiries.	<ul style="list-style-type: none"> • Review scores/ act on customer/staff feedback to continually improve. 	JB/CL	As needed to reflect service related changes	<ul style="list-style-type: none"> • Reduction in F2F enquiries • OSS staff freed up to deal with more complex enquiries(‘value added’ work)

10: Ensure compliance with Welsh Language standards	<ul style="list-style-type: none"> • Ensure public information in the public area is bilingual. Identify Welsh speaking staff with lanyards/badges and provide a service wherever possible through language of choice. 	JB/CL	Employed additional staff in July 2016	<ul style="list-style-type: none"> • Comply with Welsh Language standards at the first point of contact for F2F enquiries.
11: Blue Badge discretionary re-applications	<ul style="list-style-type: none"> • Continue to review discretionary Blue Badge re-applications by using intelligent and informed Team Leader discretion 	JB/CL	Ongoing	<ul style="list-style-type: none"> • Reduce footfall to OSS

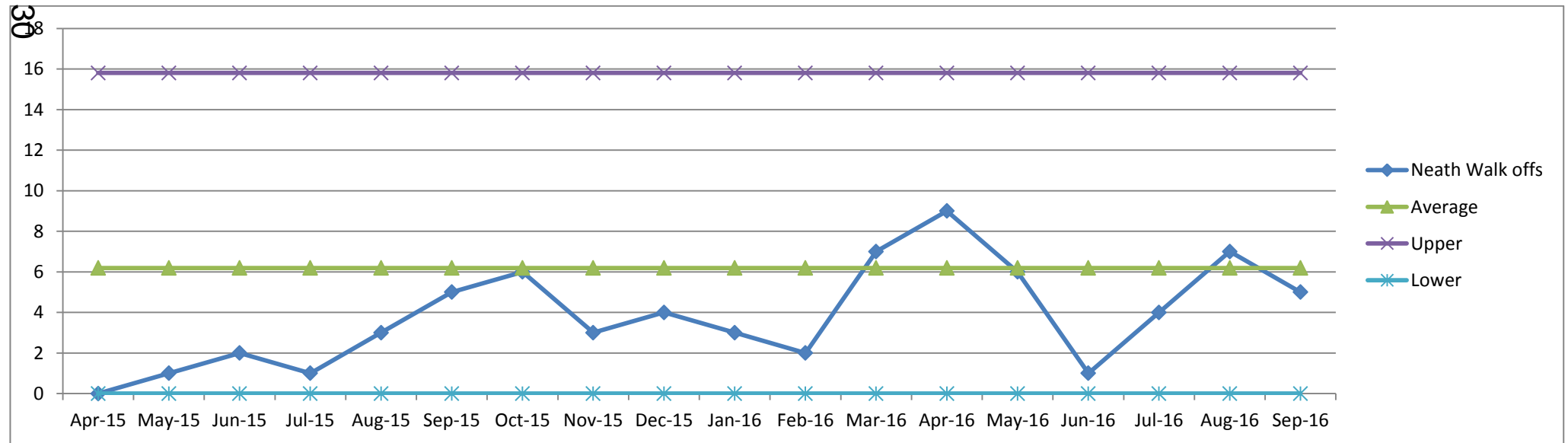
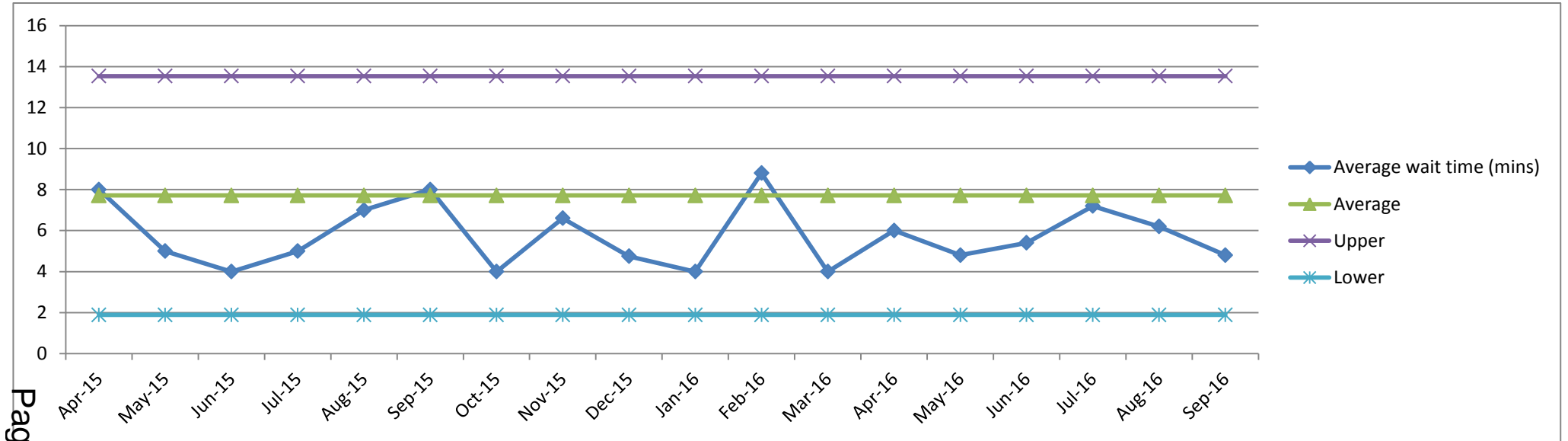
**Section 4:
Service Performance Quadrant 2016-17 (Neath)**

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	Comparative Performance	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Service Measure 1: % callers walking off before being seen (Priorities 1,2,3,4,7,8,9 & 11)	0.10%	0.11%	↓	0.06%	0.13%
Service Measure 2: average wait time. (Priorities 1,2,3,4,7,8,9 & 11)	7.5 mins	5.8 mins	↑	6.2 mins	5.7 mins
Service measure 3: % of callers dealt with One Stop(Priority 4)	84%	84.5%	↑	85%	83%
Corporate measure (CM01):					
a) Number of transactional services fully web enabled	None*	None*	None*	None*	None*
b) Number of transactional services partially web enabled	None*	None*	None*	None*	None*

Despite the reduction in staffing and the increase in callers, performance has been broadly stable over the period.

* Whilst our service does not have any fully web enabled / partially web enabled services due to the nature of our service, we do have a number of web pages that provide information to the public and will continue to review these to promote transactional opportunities during 2016-17.

Neath

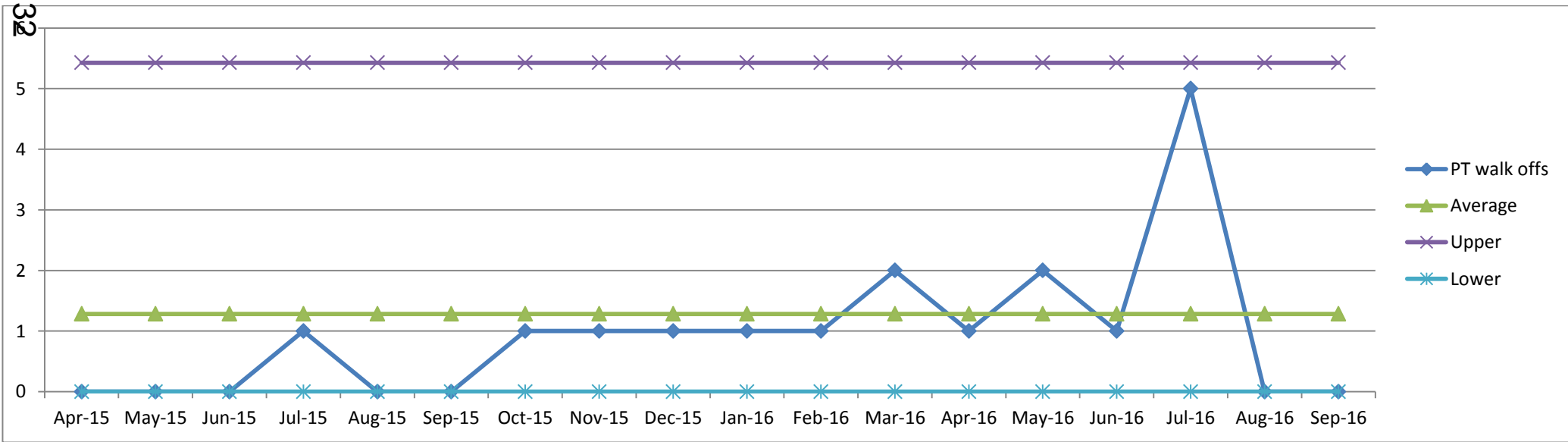
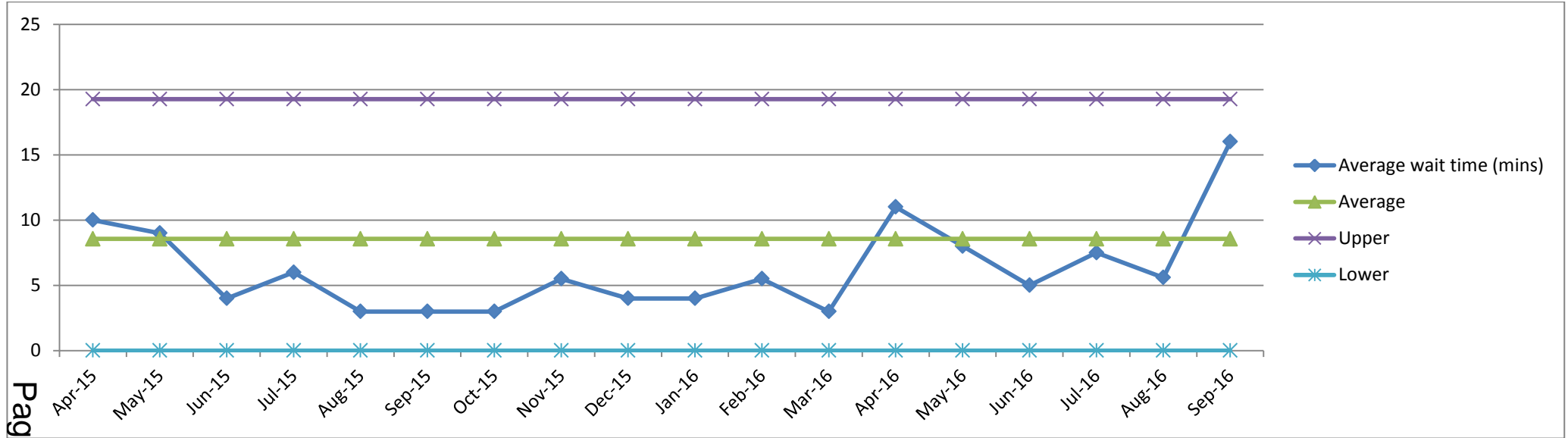


**Section 4:
Service Performance Quadrant 2016-17 (Port Talbot)**

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	Comparative Performance	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Service Measure 1: callers walking off before being seen(Priorities 1,2,3,4,7,8,9 & 11)	0.05%	0.04%	↑	0.01%	0.07%
Service Measure 2: average wait time. (Priorities 1,2,3,4,7,8,9 & 11)	6 mins	4.8 mins	↑	5.8 mins	9.3 mins
Service measure 3: % of callers dealt with One Stop(Priorities 1,2,3,4,7,8,9 & 11)	68%	71%	↑	72%	71%
Corporate measure (CM01): a) Number of transactional services fully web enabled	None*	None*	None*	None*	None*
b) Number of transactional services partially web enabled	None*	None*	None*	None*	None*

* Whilst our service does not have any fully web enabled / partially web enabled services due to the nature of our service, we do have a number of web pages that provide information to the public and will continue to review these to promote transactional opportunities during 2016-17

Port Talbot



**Section 5:
Financial Quadrant 2016-17**

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr.2 (projected to year end)
Corporate Measure (CM02): % revenue expenditure within budget Revenue Budget £	100%	100%	100%
	£On target	£200k underspend	£On target
Corporate Measure (CM03): Amount of FFP savings at risk	£0.00	£0.00	£On target

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The service had a challenging savings target of £200,000 to achieve this year and this has been secured, whilst also avoiding compulsory redundancies in the service. A number of staff were supported to find alternative employment within the Council and one member of staff secured employment in an outside organisation.

**Section 6:
Employee Quadrant 2016-17**

Our 2015 – 2016 average sickness FTE days lost figure of 0.24 days is significantly below the Council’s average of 9.7 days and below Corporate Services Directorate of 6 days. During the six month period 1st April 2016 to 30th September 2016 our team lost a total of 0.25 average FTE days, a slight increase compared to the same period the previous year. There were two unplanned departures during the period. 100% of employee performance appraisals completed by March 2017.

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence			
Service: One Stop Shop	0.24 days	0.15 days	0.17 days
Total Service FTE days lost in the period	20	6	9
Corporate Services	6.0 Days	2.7 days	3.9 days
Council: NPTCBC	9.7 Days	4.2 days	4.6 days

	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Corporate Measure (CM11): Staff engagement Measure	77%	The next Corporate Strategy and Democratic Services Staff Engagement Survey will be completed during 2017 – 18	
Corporate Measure (CM05): % of staff who have received a performance appraisal during 2016-17 (Target 100%) Number of staff who have received a performance appraisal during 2016-17	100%	100%	100%
Corporate Measure (CM06): Number of employees left due to unplanned departures	0	0	0

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Section 7: Customer Quadrant 2016/2017

The service received 2 complaints during the second quarter (cumulative) both of which were not upheld and has received 4 compliments.

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Corporate Measure (CM07): Total number of complaints			
Internal	0	0	0
External (from the public)	5	2 (1 upheld, 1 not upheld)	2 (2 not upheld)
Corporate Measure (CM08): Total number of compliments			
Internal	0	0	0
External (members of the public)	12	7	4
Corporate Measure (CM09): customer satisfaction measure/s	93.2%		97.9%

Service Report Card 2016-2017

Contact Centre

Quarter 2 (Cumulative) Update - (1st April 2016 - 30th Sept 2016)

Section 1: Brief description of the service

Background – Customer Services is currently undergoing a substantial transformational change as the Authority moves towards more digital based operational transactions with its service users. The Contact Centre has utilised a number of new systems and adopted processes which have reduced transaction times and provided opportunities for the public to directly contact back office services. This has resulted in improved processes, faster transactions with the public for some requests and a reduction in call demand as the public embraces the opportunity to transact with the Authority on a 24/7 service model. The following 2 council improvement objectives form an integral part of our everyday working practices and customer interactions.

Simpler, Better, Cheaper – Promote the benefits of the Council's Digital services' to improve digital access and reduce the reliance on the Contact Centre to deliver services that can be directly undertaken by citizens and contribute to improved efficiencies.

Reduce, Reuse and Recycle – Inform customers of the benefits of recycling scheme and enable users to meet their recycling needs through advice, ordering of equipment. Resulting in an increase of the percentage of recycled waste.

Current position - The Contact Centre, which is based at the Quays, Baglan, is the first general point of telephony contact for the Authority and largely deals with telephone and some service specific email enquiries. We have 4 separate incoming service telephone lines covering:

1. General number (686868) including switchboard.
2. Sickness reporting line.
3. Building Maintenance repair reporting line for Council owned establishments.
4. Out of Hours Emergency Service.

Contact Centre staff provide the Council's switchboard function, and deals with specific "end to end one stop" enquiries mainly relating to Environment requests, staff sickness reporting, and service related emails. There is a Welsh Language option which facilitates first point of council business through the medium of Welsh. We recruited an additional member of staff to help manage this demand with the Welsh Language line receiving 623 calls between April 2016 and September 2016. The section comprises 8.8 FTE Customer Services Staff and a Team Leader.

Between April 2016 and September 2016 the Contact Centre received 80,131 calls, of these, 5.08% were abandoned before coming through to the Contact Centre (4,074).

Section 2: Overall Summary of Performance for 2015-16 Financial Year

Customer:

Customer Survey satisfaction rates in 2015/16 were 93.2% good or above. Another Customer Services survey was completed in June 2016 achieving a satisfaction rate of 98.08% which was an improvement on the previous year. The Contact Centre received 9 compliments with no complaints in 2015/2016.

Service:

Maintained low call abandoned rates and high call answer rates (SLA) throughout the year. The year 2015/2016 has seen the lowest rate of abandoned calls and the highest call answer rates since the introduction of the Contact Centre in 2008.

Financial:

The Contact Centre has concentrated on removing/reducing the involvement of a Customer Services Officer on the 686868 telephone number where no added value was provided (hand off). We introduced an Intelligent Voice Recognition (IVR) System for Council Tax and Housing Benefit calls which was implemented in August 2015. This change filtered calls directly to the services without Contact Centre involvement. Released capacity enables Contact Centre staffing to be used to support the One Stop Shop service to ensure their business continuity.

Employee:

One temporary employee left during the year after obtaining permanent employment with another organisation.

All staff have had their Employee Development Review, staff development is ongoing throughout the year with our training and development officer, NVQ opportunities in Business Administration were identified and 2 staff achieved a level 3 qualification. The Contact Centre team leader achieved an ILM Higher Apprenticeship in Management (Level 5).

**Section 3:
Service Priorities 2016-17**

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
<p>1: Continue to utilise our resources to better deploy these to help manage the peaks and troughs of fluctuating demand.</p>	<ul style="list-style-type: none"> • Appropriate deployment of staff resources • Use of agency staff where applicable. • Cross departmental support of OSS staff to effectively deploy resources. 	<p style="text-align: center;">CC</p>	<p>Daily basis</p> <p>As required</p> <p>Reviewed weekly</p>	<ul style="list-style-type: none"> • Reduction in fluctuating demand • Performance measure maintained at acceptable level • Abandoned call rate held at a steady rate despite internal/external demands on resources.
<p>2: Continue to capture and analyse demand data to identify the frequently recurring telephone and face to face contacts which could be migrated to more efficient contact channels.</p>	<ul style="list-style-type: none"> • Meetings with Digital team to discuss ongoing progress. • Data capture analysis to determine success of systems changes 	<p style="text-align: center;">CC</p>	<p>Ongoing</p> <p>Weekly/Daily</p>	<ul style="list-style-type: none"> • Reduction in call volumes • Fall in customer demand
<p>3: Work to further increase the public take up of online services and voice recognition technology to minimise the number of staff dealing with telephone and enquiries.</p>	<ul style="list-style-type: none"> • Work with I.C.T to deliver automated voice recognition technology solution 	<p style="text-align: center;">CC/JEB</p>	<p>2016/2017</p>	<ul style="list-style-type: none"> • Reduction in switchboard calls • Successful transfer of automatic calls • Reduction in resource required to deal with switchboard calls,

				allowing alternative portals to be explored
4: Explore technology potential increased use of automated processes and particularly an automated switchboard – Contact Centre	<ul style="list-style-type: none"> Investigate potential systems available to use. Define Business Plan parameters for Contact Centre. Ensure Authority wide buy in to allow system to work effectively. 	CC/JEB	2016/2017	<ul style="list-style-type: none"> Reduce calls to Contact Centre Increase calls to automated line Reduce number of staff needed to deal with switchboard calls Review call handling protocol
5: Utilise the call coaching system to review and identify learning and development needs and ensure consistency in service delivery.	<ul style="list-style-type: none"> Feedback/ general monitoring/observation and communication with staff is timely. 	CC/RW	Ongoing	<ul style="list-style-type: none"> Maintain current levels of customer satisfaction Ensure consistency and continuous improvement Staff get it “right first time” to reduce avoidable contact
6: Analyse staff and customer feedback/complaints and customer survey comments and implement appropriate changes to further improve.	<ul style="list-style-type: none"> Use customer feedback and use this to change processes where appropriate to improve performance 	CC	Ongoing	<ul style="list-style-type: none"> Customer satisfaction improves Reduction in complaints regarding recurring issues
7: Try to minimise impact of service reductions/changes in other departments on Customer Services at the first	<ul style="list-style-type: none"> Maintain relationships with other departments Maintain regular contacts 	CC/JEB	Ongoing	<ul style="list-style-type: none"> Decisions taken are made, taking into account the impact on Customer Service

point of contact by continuing to be involved with other service reviews, decisions and outcomes.	<ul style="list-style-type: none"> Participate in other service meetings and reviews to put forward Customer Service point of view 			reducing the number of calls, improving the customer experience
8: Continue to manage sickness absence in line with the policy to reduce sickness by 5%.	<ul style="list-style-type: none"> Ensure timely return to work interviews are carried out and the relevant policies and procedures are followed to support the team member to remain in work/return to work wherever possible 	CC	Ongoing	<ul style="list-style-type: none"> Maximise potential of people returning to work at earliest opportunity. Keep people in work where possible Reduce sickness by 5% compared to previous year
9: IVR -line - extend provision of IVR service - Contact Centre	<ul style="list-style-type: none"> Continue to develop opportunities to increase IVR for high demand requests 	CC	Ongoing	<ul style="list-style-type: none"> Reduction in switchboard Calls Low reliance for Contact Centre
10: Explore alternative methods of contact and service requests e.g. social media, web chat- Contact Centre	<ul style="list-style-type: none"> Ensure more staff can deal with social media contacts. Investigate live chat options to reduce number of enquiries received by phone. 	CC	Oct 2016	<ul style="list-style-type: none"> Reduction in call volumes Provide different channels for customer interaction

11: Ensure compliance with Welsh Language standards	<ul style="list-style-type: none"> • Redesign telephone processes to meet Welsh Language standards. 	CC	Employed additional staff in July 2016	<ul style="list-style-type: none"> • Comply with Welsh Language standards for telephone communication
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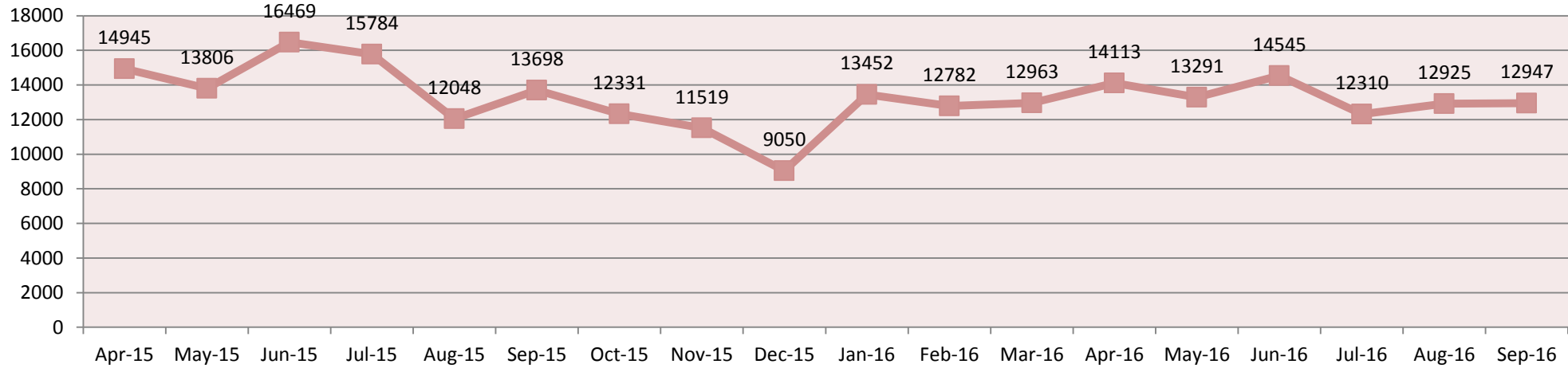
**Section 4:
Service Performance Quadrant 2016-17**

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	Comparative Performance	2015-16 Qtr.2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Service Measure 1: Average time to answer telephone calls	33 seconds	16 seconds	↑	15 seconds	**26 seconds
Service Measure 2: Percentage of telephone calls abandoned after 5 seconds	12.47%	2.63%	↑	2.61%	5.55%
Corporate measure (CM01):					
a) Number of transactional services fully web enabled	None*	None*	None*	None*	None*
b) Number of transactional services partially web enabled	None*	None*	None*	None*	None*

**The improvement seen in 2015-16 in performance was mainly sustained over the first quarter of the financial year. However, as the table above illustrates, performance deteriorated in quarter two. This was due to an increase in calls related to changes to the waste collection service. Performance in quarter three is showing a marked improvement which we expect to maintain over the remainder of this financial year.

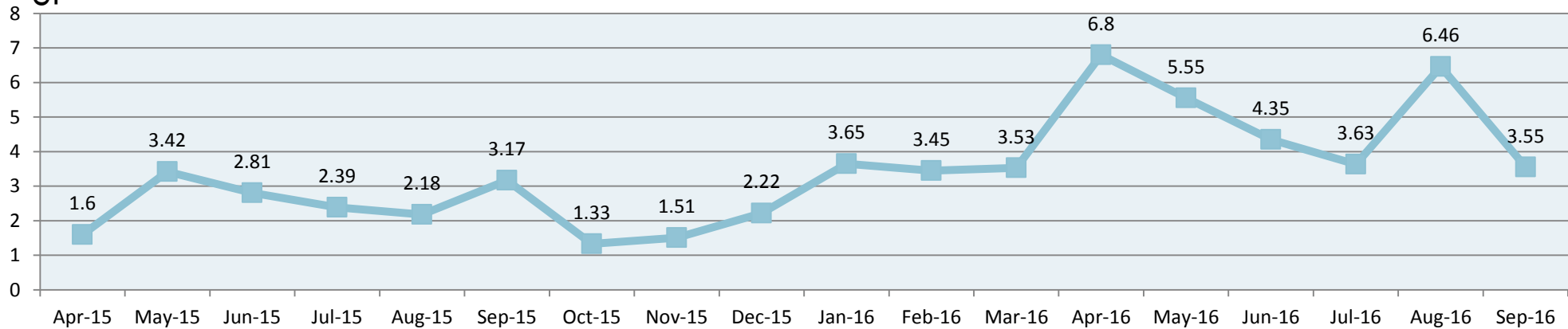
*Whilst our service does not have any fully web enabled / partially web enabled services due to the nature of our service, we do have a number of web pages that provide information to the public and will continue to review these to promote transactional opportunities during 2016-17.

Monthly Calls Received April 2015 to September 2016

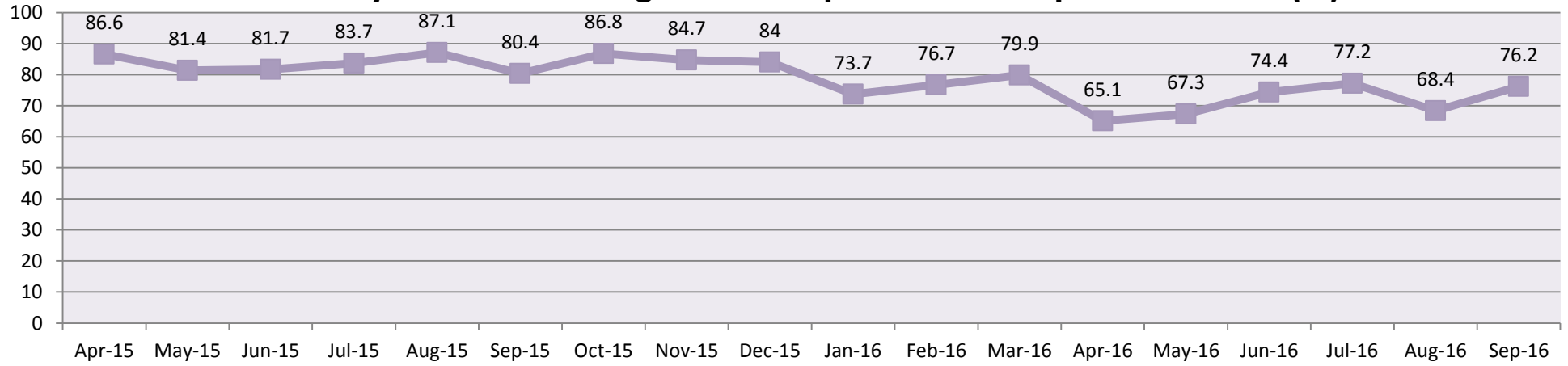


IVR changes put in place mid-August 2015 which led to a reduction in calls needing to be initially answered by Customers Services Officers.

Monthly Abandoned call rate (%) April 2015 to September 2016



Monthly Service Level Agreement April 2015 to September 2016 (%)



Service Level Agreement: We will answer the telephone within 15 seconds for 80% of all calls

**Section 5:
Financial Quadrant 2016-17:**

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr. 2 (projected to year end)
Corporate Measure (CM02): % revenue expenditure within budget	100% over/underspend	100% over/underspend	100%
Revenue Budget £	On target	£200k underspend	On target
Corporate Measure (CM03): Amount of FFP savings at risk	£0.00	£0.00	£On target

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The service had a challenging savings target of £200,000 to achieve this year and this has been secured, whilst also avoiding compulsory redundancies in the service. A number of staff were supported to find alternative employment within the Council and one member of staff secured employment in an outside organisation.

**Section 6:
Employee Quadrant 2016-17**

Summary of employee performance. Average sickness days taken was affected by 1 individual who had extended long term sick in the final quarter of 2015/2016 due to a chronic recurring condition. This does not reflect the general sickness record of the team as a whole.

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 1 (cumulative)	2016-17 Qtr. 1 (cumulative)
Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence			
Contact Centre	10.3 days	2.3 days	2.15 days
Total Service FTE days lost in the period	81	18	19
Directorate: Chief Execs	6.0 days	2.7 days	3.9 days
Council	9.7 Days	4.2 days	4.6 days

	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr.2 (cumulative)
Corporate Measure (CM11): Staff engagement Measure	77%	The next Corporate Strategy and Democratic Services Staff Engagement Survey will be completed during 2017 – 18	
Corporate Measure (CM05): % of staff who have received a performance appraisal during 2016-17 (Target 100%) Number of staff who have received a performance appraisal during 2016-17	100%	100%	100%
Corporate Measure (CM06): Number of employees left due to unplanned departures	0	0	1

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One member of staff left prior to the end of his temporary contract to take up a permanent employment offer with another organisation.

The service benefits from a committed and adaptable workforce who are open to change and consequently there are no significant issues of concern to report.

Section 7: Customer

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Corporate Measure (CM07): Total number of complaints			
Internal	0	0	0
External (from the public)	0	0	*1 Upheld
Corporate Measure (CM08): Total number of compliments			
Internal	0	0	0
External (members of the public)	17	4	7
Corporate Measure (CM09): customer satisfaction measure/s	93.2%		97.9%

* The service had a challenging savings target of £200,000 to achieve this year and this has been secured, whilst also avoiding compulsory redundancies in the service. A number of staff were supported to find alternative employment within the Council and one member of staff secured employment in an outside organisation.

*The complaint in quarter 2 of 2016/2017 was upheld as incorrect information in relation to a service closing time was provided in error by a member of staff. Staff reminded about correct times for future reference /signposting needs.

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy & Resources Scrutiny Committee

15th December 2016

JOINT REPORT OF THE HEAD OF CORPORATE STRATEGY AND DEMOCRATIC SERVICES – K Jones

And

THE HEAD OF FINANCIAL SERVICES – D Rees

Matter for Monitoring

Wards Affected: ALL

Report Title

**Corporate Improvement Objective – Prosperity for All - Anti-poverty-
Highlight Report– Quarter 2 (1st April 2016 – 30th September 2016)
2016/17**

Purpose of the Report

To provide Members with an update on the improvement activity underpinning the Council's improvement objective – "Prosperity for All" for the first six months of 2016/17.

The "Prosperity for All" improvement objective covers three areas, Regeneration, Anti-poverty and Housing. This highlight report provides progress on the improvement activity underpinning the Anti-poverty section which falls within the remit of the Policy & Resources Scrutiny Committee. This will enable the Policy & Resources Scrutiny Committee Members to discharge their functions in relation to performance management.

Progress on the Regeneration and Housing improvement activity will be reported to the Economic & Community Regeneration Scrutiny Committee and the Social Care, Health and Housing Scrutiny Committee respectively.

Summary

The people affected by the reduction in the benefits cap have been identified. Partners are working to ensure those individuals are aware of how their income will be affected and will target support as necessary. There are no unmet needs identified at present but this may change as the UK Government implements its Welfare Benefits Reform Agenda. Proposals to develop the Council's Family Information Service were considered and approved by the Social Care Health and Housing Cabinet Board on 20th October 2016, which will also enable support available to people on lower income to be easily accessed.

The Council has received recognition by the Welsh Government re: the Digital Inclusion Charter. The Council is promoting the charter to local partners and a partnership group is exploring how more people can be supported to get on-line. The Council is also working with the trade unions to improve the digital literacy of its workforce and has also secured the support of the local 3rd sector to apply for the Charter and to undertake a research project to establish capacity and capability across the NPT communities.

Financial Impact

The performance described in the attached highlight report is being delivered against a challenging financial backdrop.

Equality Impact Assessment

An Equality Impact Assessment (EIA) was undertaken as part of the development of the Corporate Improvement Plan and was reported to Cabinet on 27th April 2016. Work has been ongoing to mitigate any adverse impacts as a result of the UK Government's Welfare Benefits Reform Agenda. Work to tackle digital inclusion will have a positive impact on people who share protected characteristics. EIAs will be undertaken, where appropriate, in developing the future proposals

Workforce Impacts

There are no workforce impacts associated with this report.

Legal Impacts

To support the discharge of the duty placed on the Council, as contained within the Local Government (Wales) Measure 2009, to ‘make arrangements to secure continuous improvement in the exercise of its functions’.

Risk Management

Failure to have robust performance monitoring arrangements could result in poor performance going undetected.

Consultation

No requirement to consult on this item.

Recommendation

For Members to note the progress report for the Prosperity for All - Anti-Poverty Corporate Improvement Plan Objective as contained within the attached Appendix 1 highlight report.

Reasons for Proposed Decision

Matter for monitoring. No decision required.

Implementation of Decision

Matter for monitoring. No decision required.

Appendices

Appendix 1 – Prosperity for All - Highlight Report for Anti-poverty – Quarter 2 2016/17

List of Background Papers

The Neath Port Talbot [Corporate Improvement Plan - 2016/2019](#) “Rising to the Challenge”;

Officer Contact

Karen Jones, Head of Corporate Strategy and Democratic Services.

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Kevin Davies, Principal Benefits Officer.

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E-Mail: k.davies1@npt.gov.uk

Shaun Davies, Performance Management Officer. Tel 01639 763172

E-mail: a.s.davies@npt.gov.uk

Highlight Report – 1st April to 30th September 2016

Corporate Improvement Priority: To support and invest in our town centres and communities to promote economic growth, regeneration and sustainability, maximise job opportunities and improve access to employment.

RAG Status	Summary of Progress
<p>Page 55</p> <p>Green</p>	<p>Anti-poverty</p> <p>The people affected by the reduction in the benefits cap have been identified. Partners are working to ensure those individuals are aware of how their income will be affected and will target support as necessary.</p> <p>There are no unmet needs identified at present but this may change as the UK Government implements its Welfare Benefits Reform Agenda.</p> <p>Proposals to develop the Council’s Family Information Service were considered and approved by the Social Care Health and Housing Cabinet Board on 20th October 2016, which will also enable support available to people on lower income to be easily accessed.</p> <p>The Council has received recognition by the Welsh Government re: the Digital Inclusion Charter. The Council is promoting the charter to local partners and a partnership group is exploring how more people can be supported to get on –line. The Council is also working with the trade unions to improve the digital literacy of its workforce and has also secured the support of the local 3rd sector to apply for the Charter and to undertake a research project to establish capacity and capability across the NPT communities.</p>

Highlight Report – 1st April to 30th September 2016

What will be different? (Outcomes)	Lead Officer	RAG Status	Progress
<u>Anti –poverty</u>			
<p>1. We will deliver the commitments in the partnership agreement with the Department for Work and Pensions to support the introduction of Universal Credit.</p>	K. Davies	Green	<ul style="list-style-type: none"> • The number of claimants receiving their benefit via Universal Credit: - As at 11th August 2016, there were 1137 claimants in receipt of Universal Credit in Neath Port Talbot (these are the most up to date figures available) of these it is estimated 308 have had housing costs paid in their Universal Credit. (These would have been housing benefit claimants prior to the introduction of Universal Credit) • The number of claimants requiring digital support: - no one has, to date, requested help to complete their Universal Credit claim form on line. This support would be provided by us if requested. This suggests that people are coping with administering their claims on line. • The number of claimants accessing personal budget support: - For the period 1st April to 30th September 2016, 31 claimants have requested and taken up the specialist money management support service.
2. We will work with partners, to identify the impact of the next set of Welfare	K. Davies	Green	The people affected by the reduction in the benefits cap have been identified. Partners are working to ensure those

Highlight Report – 1st April to 30th September 2016

Benefit changes announced by the UK Government..			individuals are aware of how their income will be affected and will target support as necessary.
3. We will map existing community resources that can be drawn upon to mitigate the impacts of Universal Credit and Benefit changes. Focusing particularly on: digital inclusion; financial literacy; employment support; and benefits advice.	K. Jones	Green	Proposals to develop the Council's Family Information Service were considered and approved by the Social Care Health and Housing Cabinet Board on 20th October 2016, which will also enable support available to people on lower income to be easily accessed.
4. We will work with partners to ensure citizens and service providers are aware of the community resources and how they can be accessed.	K. Jones	Green	The proposals to develop the Family Information Service are supported by a comprehensive communications & training plan that will ensure all relevant stakeholders are aware of the service and how to access it. Proposals were considered and approved by the Social Care Health and Housing Cabinet Board on 20 th October 2016.
5. We will develop an understanding of unmet need across the county borough and produce partnership proposals to address the unmet need.	K. Jones	Green	There are no unmet needs identified at present but this may change as the UK Government implements its Welfare Benefits Reform Agenda.
6. We will further develop our Digital inclusion plans with partners,	K. Jones	Green	The Council has received recognition by the Welsh Government re: the Digital Inclusion Charter. The Council is promoting the charter to local partners and a partnership group is exploring how more people can be supported to



Highlight Report – 1st April to 30th September 2016

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get on –line. The Council is also working with the trade unions to improve the digital literacy of its workforce and has also secured the support of the local 3rd sector to apply for the Charter and to undertake a research project to establish capacity and capability across the NPT communities. Both the Voluntary Sector Liaison Committee and the Town and Community Council Liaison Forum have resolved to support the Council’s work on digital inclusion and the Public Services Board will be asked to endorse this as a priority for the Board in December 2016.

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Scrutiny Committee

14 December 2016

Report of the Head of Corporate Strategy and Democratic Services

Matter for Decision

Wards Affected:

All Wards

Scrutiny of the Public Services Board.

Purpose of the Report

1. This report aims to assist Members in identifying and agreeing the preferred way to undertake scrutiny of the Public Service Board.

Executive Summary

2. The Well-being of Future Generations (Wales) Act 2015 places a number of new duties on the Council but also provides powers to enable the work of the Public Services Board to be scrutinised by elected Members.
3. On 17th February 2016, Neath Port Talbot County Borough Council agreed that the powers of scrutiny would be discharged by the Policy and Resources Scrutiny Committee. Members now need to consider whether and how they wish to exercise these powers.

4. In considering how the powers might be used Members may wish to note that the Public Services Board for Neath Port Talbot was established by 1st April 2016, with the meeting of the statutory board members held in May 2016 and the first full Board meeting held in September 2016.
5. A priority for the Board is to prepare a Well Being Assessment of the Neath Port Talbot area. The Assessment must be completed by May 2017. The conclusions drawn out in the Wellbeing Assessment will be used to develop the Wellbeing Plan for the Neath Port Talbot area and this in turn will set the priorities for the Public Services Board over the longer term.
6. Additionally, the Board is also developing a scheme to involve interested persons in the Board's work.
7. Members may wish to take assurance that the Board has fully discharged the new duties placed upon it by Welsh Government in undertaking the Wellbeing Assessment and that the evidence base and analysis reflects the issues that are of importance to local people and the Council more generally. Members may also wish to take assurance that the Board is developing mechanisms to appropriately involve people in its work.

Financial Impact

8. There are no financial impacts associated with this report.

Equality Impact Assessment

9. There are no Equality Impacts associated with this report.

Workforce Impacts

10. There are no workforce impacts associated with this report.

Legal Impacts

11. S35 of the Act places a duty on the Council to establish arrangements for the scrutiny of the Public Service Board.

Risk Management

12. There are no risk impacts associated with this report.

Consultation

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

Recommendations

That Members indicate whether and how they wish to exercise the powers of scrutiny contained within the Wellbeing of Future Generations (Wales) Act 2015.

Reasons for Proposed Decision

14. To take assurance that the Public Services Board is discharging the duties placed upon it by Welsh Government, in advance of the Council being required to formally consider and adopt the Wellbeing Plan for the area which must be published by May 2018.

Implementation of Decision

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

Appendices

16. There are no appendices for this report.

List of Background Papers

17. Well-being of Future Generations (Wales) Act 2015
[Well-Being of Future Generations \(Wales\) Act 2015](#)
18. Council report of 17th February 2016
[Council Report 17.02.2016](#)

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