



POLICY AND RESOURCES SCRUTINY COMMITTEE

10.00 am WEDNESDAY, 11 JANUARY 2017

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 15 December 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. Communications & Digital Services Report Card - Quarter 2 2016-2017 (*Pages 17 - 34*)
5. Electoral and Democratic Services - Report Cards 2016/2017 (*Pages 35 - 80*)

Report of the Head of Financial Services

6. Accountancy Services Report Card (*Pages 81 - 94*)
7. To select appropriate items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board reports enclosed for Scrutiny Members)

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, 5 January 2017

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, J.Warman, S.Rahaman, 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:

15 December 2016

Chairperson: Councillor D.W.Davies

Vice Chairperson: Councillor A.Jenkins

Councillors: A.Carter, M.Harvey, Mrs.D.Jones, A.Llewelyn,
A.R.Lockyer, L.M.Purcell and S.Rahaman

Officers In Attendance H.Jenkins, Mrs.J.Banfield, Mrs. N. Sparkes,
Mrs. R. Headon, Miss.C.Davies and N.Evans

Cabinet Invitees: Councillors A.H.Thomas and A.N.Woolcock

1. **DECLARATIONS OF INTEREST**

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

Cllr. Mrs D Jones – Report of the Director of Finance and Corporate Services on Third Sector Funding – Award of Grants 2017/2018 as she is a trustee on Age Connect NPT and a CVS Trustee.

Cllr. A Carter – Report of the Director of Finance and Corporate Services on Third Sector Funding – Award of Grants 2017/2018 as he sits on the board of CVS

Cllr. A Llewelyn – Report of the Director of Finance and Corporate Services on Third Sector Funding – Award of Grants 2017/2018 as he is a Committee Members of Ystalyfera Development Team.

2. **TO RECEIVE THE MINUTES OF THE POLICY AND RESOURCES SCRUTINY COMMITTEE HELD ON 2 NOVEMBER 2016**

The Committee noted the minutes.

3. **SCRUTINY FORWARD WORK PROGRAMME 2016/2017**

The Committee noted the work programme.

4. **CUSTOMER SERVICES SERVICE REPORT CARD**

Members considered the Customers Services Report Cards in relation to the One Stop Shop and the Contact Centre.

Members asked why there had been a decrease in overall demand for services mainly via the telephone and it was confirmed that this was mainly because of the increase in online service requests particularly in relation to Environment services with residents ordering refuse/recycling equipment online and Members were advised that this is in keeping with the Digital by Choice agenda).

Members asked for an update on the progress being made on the services priorities. Officers confirmed that steady progress was being made on all the priorities including the introduction of a business continuity process that now allows staff to interchange between the 3 different sites.

Officers advised that customer satisfaction is recorded by contacting customers after they have contacted the Council to obtain feedback and establish whether they are satisfied with the service they have received.

It was suggested that in the current economic climate there was no need to employ two specific welsh speakers but officers stated that the demand was there and the decision justified.

Members welcomed the fact that the main Council Contact Centre number was now one number with callers being able to select whether they wishes to progress the conversation in English or Welsh

Members asked why there were 4,000 abandoned calls a year. It was confirmed by officers that the reasons are not known as customers may just hang up because they do not wish to wait at that busy time and/or will ring again later.

Following scrutiny the report was noted.

5. **SCRUTINY OF THE PUBLIC SERVICES BOARD**

Members considered a report that sought to get the Committees thoughts on how it wished to undertake Scrutiny of the Public Services Board (PSB).

Members were advised that the current work of the PSB was in relation to undertaking a Wellbeing Needs Assessment that will be circulated for consultation in 2017.

Members stated that in the first instance they would welcome sight of the draft Wellbeing Needs Assessment as part of the consultation process. Once this has been considered the Committee will decide how it wishes to proceed with scrutiny but it was agreed that there will be a requirement to scrutinise the key partners of the PSB to ensure a consistent approach in the implementation of the Wellbeing of Future Generations legislation.

Following scrutiny the report was noted.

6. **PRE-SCRUTINY**

Cabinet Board Reports

The Committee scrutinised the following items:

6.1 Quarterly Performance Management Data 2016/2017 – Quarter 2 Performance (1st April 2016 – 30th September)

Members considered the quarterly performance management report.

Members asked what was meant by the statement relating to exceptions and Officers stated that the exceptions were cases where there were issues outside of the Council's control. In addition Members asked what period was referred to when issuing new statements and it was confirmed it was a calendar year.

Members noted that there had been an increase in personal callers at both Civic Centres and what the reason was for this. Officers stated that generally it was mainly attributed to environment related service requests such as recycling equipment and it was suggested that this figure could increase again next April or May depending on when the next phase/roll out of Recycle Plus takes place.

Members asked whether the figure for school exclusions was true as it was a zero. It was confirmed that this was in relation to permanent exclusions and not temporary exclusions.

Following scrutiny the report was noted.

6.2 Welsh Language Standards

Members considered a report that provided an update on a response received from the Welsh Language Commissioner to the challenge submitted by the Council in respect of the standards the Council considers being unreasonable.

Members stated that they still had concerns about the standard in relation to road signs and it was potentially dangerous. Officers confirmed that the response from the Commissioner was that every type of road was potentially a health and safety issue and did not agree with the Council's thoughts on this issue.

Following Scrutiny the report was noted.

6.3 Strategic Equality Plan 2015/2016

Members consider the Annual report on the Strategic Equality Plan.

Members noted that there appeared to have been a 20% reduction in Domestic Abuse and asked whether this was because awareness had risen. Officers confirmed that they have no evidence as to what the reason was.

Officers continued that a Domestic Violence Strategy will come forward for consideration in the New Year that has been developed by a group that now also considers violence against women and sexual exploitation. Members were advised that there had been a change in attitude towards Domestic Abuse and people are now more willing to report it.

Members asked were Equality Impact Assessments being completed fully across the Council and it was confirmed that there is still work to be done on this area and there may be a need to undertake additional staff training but this is budget reliant.

Following scrutiny the report was noted.

CHAIRPERSON

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**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) |
| | |
| 15 December 2016 | Customer Services Service 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) |
| | |
| 11 January 2017 | Accountancy Services Service Report Card |

| | |
|--------------|---|
| | Update on National Procurement Service |
| | Communications and Digital Services Report Card |
| | Electoral and Democratic Services Report Card |
| | 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

11 January 2017

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

Matter for Monitoring

Wards Affected: ALL

Communications & Digital Services Report Card – 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 Communications and Digital Services Team which sits within the portfolio of the Head of Corporate Strategy and Democratic Services.

Executive Summary

2. The Communications and Digital Services Team made good progress in 2015-16 and continued to do so in the 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 Communication and Digital 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 as usual'. The Communications team, especially, have worked hard prioritising demands to ensure that the reputation of the Council is withheld and promoted where appropriate.

11. To support the introduction of the Welsh Language Standards, a Modern Apprentice has been employed who is able to provide a Welsh language provision to the Communication Team.

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 noncompliance 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 – Communications and Digital Services Report Card – Quarter 2 2016-17

List of Background Papers

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

20. 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.

21. 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 Steff Griffiths, Principal Officer, Communications and Digital Services,
Tel: 01639 686284 or email s.l.griffiths@npt.gov.uk

Mrs Anita James, Strategic Communications Officer
Tel 01639 763842 or email a.james6@npt.gov.uk

Service Report Card 2016-2017 – Quarter 2

Communications and Digital Services

Section 1: Brief description of the service

The Service consists of 11 members of staff.

The Digital Services Team consists of 2 members of staff (was 3 per October 2016) engaged in developing a culture of continuous improvement within the Authority through a series of project reviews, digital channel shift and development of the Corporate website, including management of the web governance group. The team is currently working on projects under the:

Page 21 Digital By Choice programme – identifying areas of high demand into the Council, highlighting systems that are suitable for channel shift and web enablement and working with services to reduce preventable demand and waste steps within their associated workflows.

- Website Improvement and Channel Shift. In 2015/16, the team developed a new Website for the Council and established a Corporate Web Governance Group. Work will follow on from this to ensure that the website improvements are kept up to date and the team will begin to investigate NPT's micro-sites for redevelopment.

The Communication Team consists of 7 members of staff who are responsible for:

- Providing the corporate Media Desk
- Responding to Media enquiries
- Issuing proactive press releases
- Issuing reactive press releases and statements
- Delivering communication plans and strategies for the Corporate Priorities
- Advising directorates on Media and Communication strategies
- Monitoring and maintaining the Councils Social Media accounts and strategies

- Supporting and maintaining the Corporate Consultation portal (Objective)
- Providing Communications and Marketing expertise to the Digital By Choice Programme
- Development and provision of the online catalogue of public information.

The Corporate Print Commissioning service is also managed by the team – 1 FTE. This is facilitated by a print commissioning manager who ensures that the best quality and most cost effective print and graphic service is procured for the authority.

The Services were delivered on budget, with the exception of the Print Commissioning Service, which does not hold a budget but must self-finance, was £4,000 overspent. This was as a result of less print and graphics work being commissioned by service areas and the PCU Manager working with services to save costs on each piece of print work, ensuring the most cost-efficient way of printing, which sometimes included a complete redesign of publications. A strategy to reduce the costs of the Commissioning Service has since been identified and will enable the service to achieve financial balance.

Communication and Digital Services delivered on its service priorities, which include:

- Identifying services suitable for channel shift and increasing online service transactions
- Ensuring an up-to-date accessible website
- Responding and issuing Media Releases in a timely manner

Data regarding the service priorities is shown in Section 4.

The Service gained 126 compliments and no complaints between April 2015 to March 2016. We will be continuing to collect feedback and undertaking customer surveys, especially with regard to the website. Due to the work undertaken by the Team on the website, we achieved a 2* rating from SOCITM. This is an improvement on the 1* awarded in previous years.

The sickness level within the Service for 15/16 was an average of 2.3 days per FTE, well below the 9.7 Council average.

All staff had their Employee Development Review.

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

| Priority | Actions to deliver priority | Officer Responsible | Timescale | What will be different? Measures and/or Outcomes |
|--|---|--|------------------|---|
| 1: Increase the number of transactional services available on-line | Undertake Digital By Choice Projects – prioritised by Departmental Management Teams | SG/Digital Champions/ Accountable Managers | 1 year (ongoing) | Less face to face, telephone or email demands into the Council. More transactions undertaken online. |
| 2: Continue to improve the Corporate Website, ensuring it is accessible, fit for purpose and up to date. | <ul style="list-style-type: none"> • Ensure website is bi-lingual • Investigate and develop the current use of Micro-sites. • Continue to further improve the website via the management of the Corporate Web Governance Group | SG | 1 year (ongoing) | A bilingual website Less separate microsites and a more holistic Corporate Website |
| 3: Reduce the demand for more expensive channels such as face to face and telephone contact, through undertaking Channel shift and Digital By Choice projects. | Undertake Digital By Choice Projects – prioritised by Departmental Teams | SG | 1 year (ongoing) | Less face to face, telephone or email demands into the Council. More transactions undertaken online. |
| 4: Protect the council's reputation | <ul style="list-style-type: none"> • Respond to media enquiries within deadlines • Issue proactive press releases and stories | SG/AJ | Ongoing | End To End times of responses Number of proactive press released and stories |
| 5. Promote and strategically manage the role of Social Media within the Council | <ul style="list-style-type: none"> • Analysis and monitoring of Social Media Channels and accounts • Ensure a bilingual provision | SG/NW | Ongoing | Number of English active accounts Number of English followers/likes/shares. |

| | | | | |
|--|---|----------|--------|--|
| | <p>of social media.</p> <ul style="list-style-type: none"> • Continue to improve the service via the Corporate Social Media Group. • Investigate and deploy where appropriate, new social media platforms (e.g. Instagram, Pinterest etc) | | | <p>Number of Welsh active accounts</p> <p>Number of Welsh followers/likes/shares</p> |
| 6.Deliver a Cost effective print and graphic commissioning | <p>Where possible, saving money for service areas requesting printing.</p> <p>Delivering the service within budget</p> | SG/LW | 1 year | <p>Examples of money saving cases undertaken</p> <p>PCU Budget monitoring</p> |
| 7.Provide an online catalogue of public information | <p>Online Public Information Catalogue</p> | SG/LW/AJ | 1 year | <p>Number of pieces of information available online</p> |

Section 4:
Service Performance Quadrant 2016-17
(Progress 1st April 2016 – 30th September 2016)

Progress on Service Priorities:

Priority 1 – Increase the number of transactional services available online.

We are continuing to work with other services to assist in developing online services, (which now including Bulks on-line, Refuse and recycling equipment ordered on-line, Location based reporting, Missed waste collections reporting, Pest control Appointment booking, Van permits requested on-line, Council Tax online enquiry forms, Skips and Scaffolding Permits and we are providing an improved web front-end for various services, including Licensing, Direct Payments and Environmental Health and Trading Standards. Examples of further developments in 2016/17 and 2017/18 are in the areas of Parking Permits, Grant applications, Welfare Rights and Online School Payments.

Priority 2 – Continue to improve the Corporate Website, ensuring it is accessible, fit for purpose and up to date

As at September 2016, all of the Council's website had been updated with 97% of pages bilingual (21 pages outstanding are with the Welsh Translation Unit). SOCITM rated a few areas of the website 4* with an overall rating of 2*. Work has begun to redevelop the Micro-sites (in the region of 20 sites) to ensure they are fit for purpose and meet the needs of the public.

Priority 3 – Reduce the demand for more expensive channels

The number of people accessing our services online has continued to grow with a cumulative 65% of transactions being undertaken online where that service is provided. A breakdown of some of the online access to services is highlighted below:

26

| Service Provided Online | % Take up online (April – Sept 2016) |
|---------------------------------------|---|
| Van Permits | 78% |
| Refuse and Recycling Equipment Orders | 73% |
| Bulky Household Items | 42% |
| Pest Control Appointments | 35.5% |
| Skips & Scaffolding Permits | 473 permits online in 6 months |

Priority 4 – Protect the Council's Reputation

Press Enquires are received into the Communications Team daily and 73% of these are responded to the same day or within one day. 173 Press Releases, Statements and Responses were issued from April – September 2016 – this being a mix of pro-active and reactive releases and statements.

Priority 5 – Promote and strategically manage the role of Social Media within the Council

In 2016/17 we introduced a Welsh Twitter and Facebook page and corporate social media messages are now delivered bilingually. We monitor the take-up and engagement in all social media channels is growing. Staff training is being undertaken to ensure staff who manage Social Media accounts are aware of their responsibilities and a Social Media Guidance document is being developed.

Priority 6 – Deliver a cost effective print and graphics commissioning service

The Print Commissioning Unit continues to work with service managers to ensure that efficient printing solutions are achieved. This includes obtaining the best prices for printing work and also redesigning documents to ensure a cost-effective solution.

Priority 7 – Provide an online catalogue of public information.

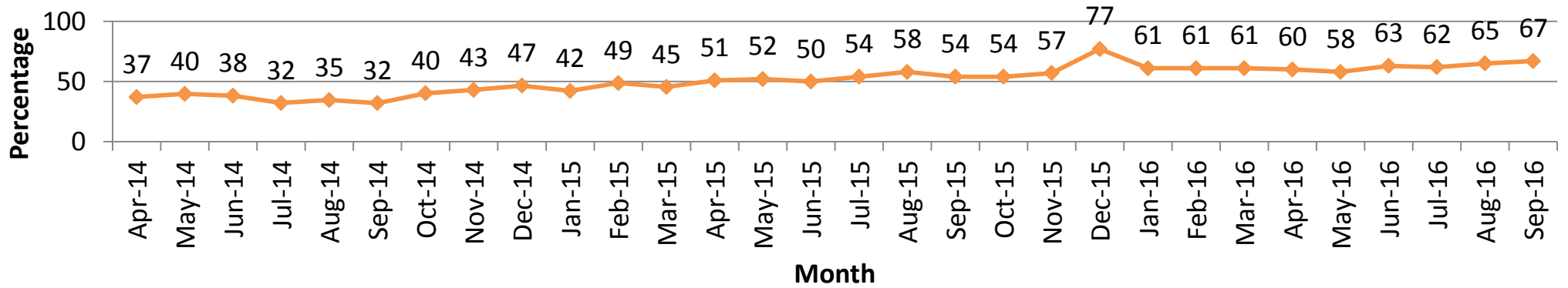
After the initial trial, there are now 13 bookcases for a variety of services available on our website (e.g. Council Tax, Fostering, Recycling), which hold downloadable information, in both Welsh and English, in graphic form. Further roll-out of bookcases will continue in 2016/17.

| Measure | 2014-15 Actual (Full Year) | 2015-16 Actual (Full Year) | Comparative Performance | 2015-16 Qtr. 2 (cumulative) | 2016-17 Qtr. 2 (cumulative) |
|--|---|---|------------------------------------|--|--|
| % Customers Accessing Digital Channels (Priority 1, 2, 3 & 7) (See Figure 1 below) | 30% | 60% | | 52% (13,895 out of 26,444) | 62% (28,634 out of 45,994) |
| % Bilingual Website (Priority 1, 2, 3 & 7) | 30% | 92% | - | 64% (1087 of 1661 pages) | 97% (1051 of 1072 pages) |
| SOCITM Website Rating (Priority 1, 2, 3 & 7) | 1* | 2* | - | 1* | 2* |

| | | | | | |
|---|----------------|----------|---|---------|--|
| <p>Average days to respond to Media Enquiries:</p> <ul style="list-style-type: none"> • Same Day • Within 1 Day <p>(Priority 4)</p> | - | 60% | - | 62% | 60% |
| | - | 22% | | 29% | 73% |
| <p>Number of Active Accounts Facebook and Twitter (excl Schools):</p> <p>Number of Inactive Accounts</p> <p>(Priority 5)</p> | 113 unknown | 72 41 | - | 62 - | 73 40 |
| <p>Number of followers as at 30th Sept 2016:</p> <p>Twitter – English</p> <p>Twitter – Welsh</p> <p>No of Page Likes as at 30th September 2016:</p> <p>Facebook – English</p> <p>Facebook – Welsh</p> <p>(Priority 5)</p> | - | - | - | 8324 | 9992 |
| | - | - | | - | 63 |
| | - | - | | 2011 | 4361 |
| | - | - | | - | 17 |
| <p>Online Public Information Catalogue</p> <p>(Priority 6 & 7)</p> | | 0 | | 0 | 13 bookshelves are in place on various services webpages. Ongoing analysis of downloadable documents. |
| <p>Corporate measure (CM01):</p> <p>a) Number of transactional services fully web enabled (Digital By Choice Programme)</p> <p>b) Number of transactional services partially web enabled</p> <p>(Priority 1, 2, 3 & 7)</p> | 2 | 6 | | 6 | 8 |
| | 0 | 1 | | 0 | 1 |

Figure 1:

**% of Online Transactions Per Month
April 2014 - September 2016**



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

All expenditure for the service is within budget.

| | 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% £- | 99% £246,856 | 100% £169,211 | |
|--|--|----------------|---------------------|----------------------|--|

Corporate Measure (CM03):

Amount of FFP savings: 0%

Amount of FFP savings at risk: 0%

**Section 6:
Employee Quadrant 2016-17 Sickness 2014/2015**

Sickness

The sickness for the section has increased slightly but still remains well below the Directorate and Council average. The number of staff who have received their EDRs is currently 50%,but 100% will have received their EDRs by the end of the year.

| Measure | 2014-15 Actual (Full Year) | 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: Communications and Digital Services | 16.5 days | 2.3 days | 1.6 days | 2.6 days |
| <i>Total Service FTE days lost in the period</i> | 210 | 27 | 19 | 33 |
| Directorate: Chief Executives | 8.0 days | 6.0 days | 2.7 days | 3.9 days |
| Council: | 9.4 days | 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 | 95% of the team said they were very engaged or engaged in their work. | The next staff engagement survey will be completed during 2017-18. | | |
| Corporate Measure (CM05): % of staff who have received a | 100% | 75% | 50% | |

| | | | | |
|---|----|---|---|--|
| <p>performance appraisal during 2016-17 (Target 100%)</p> <p>Number of staff who have received a performance appraisal during 2016-17</p> | 11 | 9 | 6 | |
| <p>Corporate Measure (CM06): Number of employees left due to unplanned departures</p> | 0 | 0 | 0 | |

Section 7: Customer

We undertook a recent survey on Web Usage and this shown an improvement on last year, highlighting the work done to date has a positive impact on the way people communicate with us via the website. We have:

- made the website ‘mobile friendly’ which means the website is now accessible on mobile phones and tablets as well as on PC’s and laptops
- introduced a series of ‘call to action’ buttons which make it easier to request services from the Council
- introduced a series of digital libraries, where the public can download documents straight to their devices

| Measure | 2015-16 Actual (Full Year) | 2015-16 Qtr. 2 (cumulative) | 2016-17 Qtr. 2 (cumulative) |
|---|----------------------------------|-----------------------------------|-----------------------------------|
| Corporate Measure (CM07): Total number of complaints Internal External (from the public) | 0 | 0 | 0 |
| Corporate Measure (CM08): Total number of compliments Internal External (members of the public) | 126 | 36 | 26 |
| Corporate Measure (CM09): customer satisfaction measure/s: Percentage of customers very satisfied/satisfied or OK with improvements made to services available on-line – General look and feel | 91% | 91% | 96% |
| More of our customers find the website easier to use: Percentage very satisfied/Satisfied or OK with ease of getting around site. | 83% | 83% | 90% |
| More of our customers can access the information/service they want (on our website) first time: Percentage very satisfied/Satisfied or OK with ease of finding information/Services. | 78% | 78% | 84% |

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Scrutiny Committee

11 January 2017

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

Matter for Information

Wards Affected: All Wards

Electoral and Democratic Services - Report Cards 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 Electoral and Democratic Services team, which sits within the portfolio of the Head of Corporate Strategy and Democratic Services.

Background

2. The Council introduced a revised Performance Management Framework in 2014/15. One of the requirements within that framework is the production of service report cards by service managers which enable Members to scrutinise the performance of all services within their remit.
3. This report will also enable the Policy & Resources Scrutiny Members to discharge their functions in relation to performance management of Electoral and Democratic Services.

Service Report Cards

4. Electoral and Democratic Services have developed service report cards to demonstrate what is being achieved for the resources invested in these service areas. The key areas focussed on within the report cards are; service priorities and performance, budget monitoring as well as employee and customer performance, thus ensuring a more holistic overview of the various service teams.
5. The report card framework is a means for the services to translate their visions and strategies into action, particularly important at a time when resources are diminishing. This will ensure a culture of continuous improvement aligned to individual standards and performance measures.
6. Due to the nature of the services there has been limited performance information required previously. As part of the Council's performance management framework each service area now have in place set measures, developed by the teams themselves, which allow respective managers to regularly monitor key areas of performance.
7. In the past 12 months each service team has had to continue to adapt and evolve introducing new working practices and progressing or refining various modernisation programmes and major projects.
8. Democratic Services continue to take forward a programme of modernisation and ICT application, improving the effectiveness of governance arrangements and support to elected Members, while minimising the burden on other departments across the Council and reducing the overall cost of the service in future years.
9. In relation to the Council's Scrutiny function, which forms part of Democratic Services, the team made good progress on most actions included in last year's service report card. This has included undertaking further work to strengthen Scrutiny Forward Work Programmes, improve performance/budget scrutiny, respond to WAO scrutiny observations, further utilise the Modern.Gov software system and continue to improve the Member Development Review programme.

10. In what has been an exceptionally busy election cycle period, the Electoral Services team have successfully co-ordinated and administered the UK Parliamentary Election in 2015 as well as prepared for the combined National Assembly for Wales and Police and Crime Commissioner elections, and the Referendum on the United Kingdom's membership of the European Union scheduled for 2016.
11. In addition, the team concluded the IER annual canvass, maintained the monthly rolling registration process and annual postal vote refresh exercise, supported the inaugural Neath Town Centre BID Election and completed several local government by-elections.
12. Furthermore, a Community Boundary Review consultation exercise was also successfully concluded.
13. The Mayoralty continues to provide effective management and high quality Civic Support to the Authority ensuring that the standing of the office of the First Citizen of the County Borough remains in high regard, and managing a full annual programme of civic events.
14. The following report cards provide members with further details of the services provided by the teams, reviewing performance during 2015/16 and the focus of work going forward for 2016/17.

Financial Impact

15. The work of Electoral and Democratic Services is fully covered by existing revenue budgets.

Equality Impact Assessment

16. The report is not subject to an equality impact assessment.

Workforce Impacts

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

Legal Powers

18. 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

19. There are no significant risk management issues associated with this report.

Consultation

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

Recommendation

21. For Members to note the performance of the Electoral and Democratic Services team as contained with the attached Service Report Cards.

Appendices

Appendix 1: Service Report Card 2016/17 - Democratic Services: Committees

Appendix 2: Service Report Card 2016/17 - Democratic Services: Scrutiny

Appendix 3: Service Report Card 2016/17 - Electoral Services

Appendix 4: Service Report Card 2016/17 - Mayoral Support

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Service Report Card 2016-2017

Democratic Services: Committees

Section 1: Brief description of the service

The Democratic Services (Committees) team, consisting of five full time officers, is responsible for providing co-ordination and administration of the Council's Committee System, in accordance with statutory and/or constitutional provisions.

This includes managing the Council's democratic processes including all Executive Forward Work Programmes, the development of Member Support Services/Facilities and ICT systems.

The team consists of four Members of staff who support the Executive and Regulatory functions of the Authority, including all Joint Committees.

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

Over the past twelve months Democratic Services have continued to drive forward a programme of modernisation and ICT application to improve the effectiveness of governance arrangements and support to elected Members while minimising the burden on other departments across the council and reducing the overall cost of the service in future years. The progress made in relation to the main service priorities is outlined in Section 3.

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

| Priority | Actions to deliver priority | Officer Responsible | Timescale | What will be different? Measures and/or Outcomes |
|--|---|---|------------------|---|
| 1: Continue the programme of work to modernise and strengthen democratic services | Strengthen Forward Work Plans by continuing to attend Directorate Management Team meetings where possible. | Cabinet Board Officers | Ongoing | More Streamline reporting (proactive not reactive) enabling Members of the Public to be made aware of reporting timescales in line with legislation |
| 2: To progress Digital By Choice by encouraging Members and Officers to access Committee Papers electronically via tablet devices. | Implement Modern.Gov throughout the Authority including elected Members. Ensure implementation of revised Members ICT Scheme 'paperless programme' | Annette Manchipp/ Charlotte Davies | May 2017 | 1. More transparent workflow and easier access to report and reporting timeframes for the public. 2. Earlier access to reports (online or via iPad) 3. To make savings in line with the FFP by reducing printing costs, courier service and Democratic Services Officer time. |
| 3: Members Induction for the new Council in 2017 and to improve on the way this is delivered and in turn improve on Member Development as a whole. | To review the Induction Programme for 2012 and to work with the Democratic Services Working Group to develop a more robust Programme, giving Members timely information whilst not overwhelming them. | Karen Jones/ Rhys George/ Annette Manchipp/ Neil Evans | April 2017 | To put in place a more robust Member Induction Programme |

| | | | | |
|---|--|---|------------|---|
| 4: To continually review Outside Body Representation on a 3 year cycle. | Third of the Outside Body Representations to be reviewed on a 3 yearly cycle | Annette Manchipp/ Tammie Davies | Ongoing | In order for both Members and Officers to know their role on outside bodies. |
| 5: Draft LG (Wales) Bill | Legislation currently not being progressed | Annette Manchipp/ Neil Evans/ Rhys George | n/a | Awaiting direction from Welsh Government on future legislative programme in relation to Local Government. |
| 6. To populate the Members Hub | To provide Members with induction material, Seminar presentations and other useful information | Annette Manchipp/ Neil Evans/ Rhys George | April 2017 | New and Returning Members will be able to access information at any time and in one place |

**Section 4:
Service Performance Quadrant 2016-17**

Progress on Service Priorities for **Democratic Services: Committees**

| 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: No. of Mtgs. cancelled followings publication of cycle (Priority 1) | 21 | 73 | n/a | 51 | 20 |
| Service Measure 2: No. of items in FFP failing to meet agreed timetable (Priority 1) | 7 | 78 | n/a | 56 | 48 |
| Service measure 3: No. of meetings cancelled as a result of reports not being submitted by the deadline(Priority 1) | n/a | 0 | n/a | 0 | 0 |
| Service measure 4: No. of Agenda reports being published outside the 3 clear days (Priority 1) | 100% | 100% | n/a | 100% | 100% |
| Service measure 5: No. of draft minutes not produced within 5 working days (Priority 1) | 6 | 6 | n/a | 2 | 0 |
| Service measure 6: No. of urgent items (Priority 1) | 7 | 21 | n/a | 11 | 12 |
| Service measure 7: No. of information items (Priority 1) | 6 | 141 | n/a | 102 | 86 |
| Service measure 8: No. of Members producing an annual report (Priority 1) | 6 | 3 | n/a | 3 | 6 |

Corporate measure (CM01):**a) Number of transactional services fully web enabled**1*
(see note)1*
(see note)

n/a

2

2

b) Number of transactional services partially web enabled

-

-

n/a

-

-

- Congregate Software System – Online Room Bookings*
- Modern.Gov Software System – End to End Online Committee Document Management System and Archive

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

Summary of financial performance for **Democratic Services: Committees**

| 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: £1,659,190 | 1% underspend (£17,451.16) £1,745,116 | 2% underspend (£32,934.30) £1,646,715 | 1% overspend (£16,684.30) £1,668,430 |
| Corporate Measure (CM03): Amount of FFP savings at risk | n/a New | £NIL | £NIL |

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

Summary of employee performance **Democratic Services: Committees**

| Measure | 2014-15 Actual (Full Year) | 2015-16 Actual (Full Year) | 2016-17 Qtr. 2 (cumulative) |
|---|-------------------------------|-------------------------------|-----------------------------------|
| Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence | | | |
| Service: Democratic Services (Committees) | 10 days | 3.1 days | 11 days |
| Total Service FTE days lost in the period | 50 days | 15.5 days | 55 days <small>(see note)</small> |
| Directorate: Chief Executive's Office (Corporate Strategy and Democratic Services) | 8 days | 6 days | 3.9 days |
| Council: | 9.4 days | 9.7 days | 4.6 days |

- This specific figure relates to a single member of staff with a protracted sickness absence. Following the long term sickness absence procedure this employee has now returned to work.

| | 2015-16 Actual (Full Year) | 2015-16 Actual (Full Year) | 2016-17 Qtr. 2 (cumulative) |
|--|-------------------------------|-------------------------------|--------------------------------|
| Corporate Measure (CM05): % of staff who have received a performance appraisal during 2016-17 (Target 100%) | 100% | 100% | 100% |
| Number of staff who have received a performance appraisal during 2016-17 | 5 | 5 | 5 |
| Corporate Measure (CM06): Number of employees left due to unplanned departures | 0 | 0 | 0 |

Section 7: Customer

Summary of customer performance **Democratic Services: Committees**

| Measure | 2014-15 Actual (Full Year) | 2015-16 Actual (Full Year) | 2016-17 Qtr. 2 (cumulative) |
|--|----------------------------------|----------------------------------|-----------------------------------|
| Corporate Measure (CM07): Total number of complaints | | | |
| Internal | 0 | 0 | 1 _(see note) |
| External (from the public) | 0 | 0 | 0 |
| Corporate Measure (CM08): Total number of compliments | | | |
| Internal | 0 | 10 | 6 |
| External (members of the public) | 0 | 0 | 0 |
| Corporate Measure (CM09): customer satisfaction measure/s | n/a | no data available | |

- This complaint related to the publication of specific formal committee documentation and following investigation was fully resolved at Stage 1 of the complaints procedure.

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Service Report Card 2016-2017

Democratic Services: Scrutiny

Section 1: Brief description of the service

The scrutiny arm of the Democratic Service team is responsible for providing co-ordination and administration of the Council's Scrutiny function, in accordance with statutory and/or constitutional provisions.

This includes ensuring the effective delivery of the Council's scrutiny work programmes and Member Development programme.

The team consists of four people led by the Senior Scrutiny and Member Development Officer who manages two scrutiny officers and a modern apprentice.

The team contributes to the Corporate Strategy and Democratic Services vision of being "A resilient, adaptive and efficient department which is well regarded by others and a great place to work" by supporting both elected Members and officers with all issues on the scrutiny process.

Scrutiny and the Member Development programme also supports the purpose "...to support elected Members and chief officers to provide strong community leadership and continuous improvement of the Council".

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

The team made good progress on most of actions that were included in the last years' service report card However where progress was not made as planned these actions will be further refined and improved during 2016/17.

Undertake further work to strengthen Scrutiny Forward Work programmes – scrutiny work programmes have been patchy in previous years and work was undertaken to enable scrutiny committees to develop a work programme of their own. Scrutiny Members are now more selective of the Cabinet Board agenda items that they wish to scrutinise. Members have also become clearer in their reasons for requesting reports to be placed on the work programme.

Improve performance/budget scrutiny – special meetings of each scrutiny committee were held to consider the budget proposals for the 2015/16 budget. Each scrutiny committee also programmed in Service Report Cards as part of their annual work programme. This has resulted in more services areas engaging with scrutiny when they present their report cards and elected Members receiving relevant service information in the main in a consistent manner.

Further utilise the Modern.Gov Document Management System – A significant amount of work has been undertaken on rolling out the Modern.Gov system and several Members now use their iPads at meetings to access papers. To complement this, training was provided to officers on obtaining safe and legal decisions; This has facilitated the development of a standard report template that is easier to understand.

Respond to comments made by the WAO following observations of scrutiny committees – Much work has been undertaken to respond to the comments made by the WAO the majority of which the Council had identified itself as issues. Charing skills training has been organised and delivered.

Member Development Review Programme and Annual Member Reports – Significant progress has been made with the Member Development programme as opportunities have been explored on how best to deliver a session. Information is also now provided before the session to explain the key learning outcomes of the session to Members what they will get out of the session. Member Annual Reports continued to be low in numbers but officers will continue to support Members who wish to take up the option of drafting their annual report.

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

| Priority | Actions to deliver priority | Officer Responsible | Timescale | What will be different? Measures and/or Outcomes |
|---|--|---|---------------------|--|
| 1. Complete the programme of work to modernise and strengthen democratic services | A – Further Strengthen Forward Work Plans | Neil Evans Stacy Curran Catherine Gadd | Ongoing to May 2017 | It will enable the public and other stakeholders to identify matters considered by scrutiny committees. Gives scrutiny committees further empowerment to deal with their own agendas. |
| Page 53 | B – Plan Member Induction for 2017 local government elections | Neil Evans Stacy Curran Rhys George Annette Manchipp | February 2017 | New and returning Members will have a focussed targeted induction programme that will equip them with the skills and knowledge to undertake their roles. |
| | C – Improve Member Development programme | Neil Evans Stacy Curran | End May 2017 | More Members are satisfied with learning and development support. |
| | D – Deliver performance management workshops for all scrutiny committees | Neil Evans Stacy Curran | End June 2016 | Members will further understand their roles in relation to performance management. |

| | | | | |
|--|---|----------------------------|-----------------------|---|
| | E – Assist in the roll out of Modern. Gov work flow functionality | Neil Evans Stacy Curran | Throughout 2016-17 | Officers will be able to write reports direct on Mod.Gov via the automated work flow functionality. |
|--|---|----------------------------|-----------------------|---|

**Section 4:
Service Performance Quadrant 2016-17**

Progress on Service Priorities for **Democratic Services: Scrutiny**

| 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: Number of Members taking part in the ADR process (Priority 6) | 7 | 6 | n/a | 0 | 0 |
| Service Measure 2: Number of Training Sessions where member attendance is less than 50% (Priority 6) | n/a | 16/20 | n/a | 1/1 | 5/5 |
| Service Measure 3: % attendance at scrutiny core briefings. (Priority 6) | n/a | n/a | n/a | n/a | 45.96% 165/359 |
| Service measure 4: Number of items in the scrutiny forward work programmes that get to the scheduled Committee (Priority 6) | n/a | 33 | n/a | 31 | 51 |
| Service measure 5: Number of recommendations made to Cabinet/Cabinet Boards. (Priority 6) | 6 | 10 | n/a | 5 | 6 |
| Service measure 6: Number recommendations agreed by Cabinet/Cabinet Boards (Priority 6) | 4 | 10 | n/a | 5 | 6 |

| | | | | | |
|---|------------------|------------------|-----|-----|-----------------|
| Service measure 7: % of scrutiny committee meeting minutes that are drafted in 5 working days (Priority 6) | n/a | n/a | n/a | n/a | 17/26 65.38% |
| Service measure 8: % of scrutiny committee meeting minutes that are agreed and published in 15 working days (Priority 6) | n/a | n/a | n/a | n/a | 100% |
| Corporate measure (CM01): a) Number of transactional services fully web enabled | 1* (See note) | 1* (See note) | n/a | 2 | 2 |
| b) Number of transactional services partially web enabled | - | - | n/a | - | - |

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

Summary of financial performance for **Democratic Services: Scrutiny**

| 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 £139,975 | n/a% no data £n/a | 6% overspend (£7841.76) £130,696 | 1% underspend (£1,388.18) £138,818 |
| Corporate Measure (CM03): Amount of FFP savings at risk | n/a New | £NIL | £NIL |

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

Summary of employee performance **Democratic Services: Scrutiny**

| Measure | 2014-15 Actual (Full Year) | 2015-16 Actual (Full Year) | 2016-17 Qtr. 2 (cumulative) |
|---|-------------------------------|-------------------------------|--------------------------------|
| Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence | | | |
| Scrutiny | | | |
| Average FTE working days lost per employee | 0 days | 1 days | 0.6 days |
| Total Service FTE days lost in the period | 0 days | 3 days | 2 days |
| Directorate: Chief Executive's Office (Corporate Strategy and Democratic Services) | 8 days | 6 days | 3.9 days |
| Council | 9.4 days | 9.7 days | 4.6 days |

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| | 2014-15 Actual (Full Year) | 2015-16 Actual (Full Year) | 2016-17 Qtr. 2 (cumulative) |
|--|-------------------------------|-------------------------------|--------------------------------|
| Corporate Measure (CM11): Staff engagement Measure | New | New | No data |
| 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% 4 | 100% 4 | 100% 4 |
| Corporate Measure (CM06): Number of employees left due to unplanned departures | 0 | 0 | 1 |

Section 7: Customer

Summary of customer performance **Democratic Services: Scrutiny**

| Measure | 2014-15 Actual (Full Year) | 2015-16 Actual (Full Year) | 2016-17 Qtr. 2 (cumulative) |
|--|----------------------------------|----------------------------------|-----------------------------------|
| Corporate Measure (CM07): Total number of complaints | 0 | 0 | 0 |
| Internal | 0 | 0 | 0 |
| External (from the public) | | | |
| Corporate Measure (CM08): Total number of compliments | | | |
| Internal | 4 | 0 | 0 |
| External (members of the public) | 0 | 0 | 0 |
| Corporate Measure (CM09): customer satisfaction measure/s | n/a | No data available | |

Service Report Card 2016-2017

Electoral Services

Section 1: Brief description of the service

The Electoral Services team, consisting of a team of four, is responsible for providing the following core services:

- Electoral Registration project planning and services
- Election Management project planning and services
- Management of Polling District, Place and Station Reviews
- Overseeing the conduct of Boundary Reviews

In addition the team, on behalf of the Counting/Returning Officer, engage with the electorate, political parties, candidates, agents and elected representatives to ensure the effective management of the electoral services function, including registration, absent voting and the conduct of elections and referenda.

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

- Successfully co-ordinated and administered the UK Parliamentary Election 2015
- Successfully co-ordinated and administered the IER Annual Canvass and publish the Register of Electors
- Co-ordinate and administer IER Monthly Rolling Registration (Additions, Elector Reviews, Movers, Local Data Matching)

- Successfully co-ordinated and administered the Neath Town Centre BID Election
- Concluded the Community Boundary Review Exercise and submitted Final Proposals to the Local Democracy and Boundary
- Undertook preparations to administer other CBC/CC Casual Vacancies
- Preparation and planning for the combined National Assembly for Wales and Police and Crime Commissioner Elections
- Preparation and planning for the Referendum on the UK's Membership of the European Union.
- Co-ordinated and administered the annual postal vote refresh exercise

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

| Priority | Actions to deliver priority | Officer Responsible | Timescale | What will be different? Measures and/or Outcomes |
|---|--|---------------------------|---------------------------|---|
| 1:Co-ordinate and administer the Combined National Assembly for Wales and Police and Crime Commissioner Elections | <ul style="list-style-type: none"> • Publication of Notices • Nominations • Appointment and Training of Staff • Election Stationery • Ballot Box Preparation • Issue and Opening of Postal Votes • Candidate and Agent Briefings • Verification and Count • Candidate Expenses • Election Accounts | Rhys George/ Clare Sim | Nov 2015 – May 2016 | <p>Successfully administered the combined National Assembly for Wales and Police and Crime Commissioner Elections which took place on 5 May 2017 for the Aberavon and Neath Constituencies.</p> <p>Supported the Regional Returning Officer in undertaking co-ordination of the South Wales West Welsh Assembly Electoral Region.</p> |
| 2:Co-ordinate and administer the Referendum on the UK's Membership of the European Union | <ul style="list-style-type: none"> • Publication of Notices • Appointment and Training of Staff | Rhys George/ Clare Sim | February 2016 - June 2016 | Successfully administered the Referendum on the United Kingdom's membership of the European Union held on 23 June |

| | | | | |
|--|---|--|---------------------------------|---|
| | <ul style="list-style-type: none"> • Election Stationery • Ballot Box Preparation • Issue and Opening of Postal Votes • Verification and Count • Election Accounts | | | 2016 within the Neath Port Talbot Voting Area. |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 63</p> <p>3:Co-ordinate and administer the IER Annual Canvass and Publish Register of Electors</p> | <ul style="list-style-type: none"> • Tendering for Print Bureau • Design and Proofing of HEF and ITR forms • Production of data files for forms • Processing HEF and ITR applications via online, phone and post • Appointment and Training of Canvassers • Year-End Procedures on Eros • Publication of Electoral Register • Supply of Electoral Register to those entitled by law | Clare Sim / Craig Foley | June 2016 – December 2016 | Concluded the IER Annual Canvass, including the physical canvass exercise, and published the 2016-17 Electoral Register by the statutory deadline of 1 December 2016. |
| 4:Co-ordinate and administer IER Monthly Rolling Registration (Additions, Deletions, Electors Review, Movers, Declaration Electors, Local Data Matching, | <ul style="list-style-type: none"> • Publish monthly alteration notices • Determine additions and movers • Type A reviews of deletions | Clare Sim / Jason Davies / Craig Foley / Claire Brettle | On-going | Continue to maintain and monitor Monthly processes utilising established Individual Electoral Registration (IER) processes. |

| | | | | |
|--|--|--|--------------------------------------|--|
| <p>Exceptions, Absent Voting, Change of Name, Property Creation etc)</p> | <ul style="list-style-type: none"> • Determination and renewals of Declaration Electors • Administer and verify the exceptions process • Creation and Deletion of Properties • Administer the Change of Name process • Local Data Matching of unverified electors | | | |
| <p>5: Commence and administer the Boundary Commission's Local Government Electoral Arrangements Review</p> | | <p>Rhys George/ Clare Sim / Jason Davies</p> | <p>September 2016 – On-going</p> | <p>Community Boundary Review concluded Welsh Government Order published on 25 November 2016. NPTCBC Legal Order published on 12 December 2016.</p> |
| <p>6: Undertake preparations to administer other CBC/CC Casual Vacancies</p> | <ul style="list-style-type: none"> • Publication of Notices • Nominations • Appointment of Staff • Election Stationery • Ballot Box Preparation • Issue and Opening of Postal Votes • Verification and Count • Candidate Expenses | <p>Clare Sim / Jason Davies</p> | <p>On-going</p> | <p>Three Community Council by-elections and One County Borough By-Election have to date been administered within 2016-17.</p> |
| <p>7: Preparation and Planning for Local Government Elections</p> | <ul style="list-style-type: none"> • Tendering for Print Bureau • Appointment and Training of Staff | <p>Rhys George/ Clare Sim</p> | <p>November 2016 – On-going</p> | <p>Project planning for Local Government Elections to be held in May 2017 well underway with Candidate Nomination packs due</p> |

| | | | | |
|--|---|---|-----------------------------------|---|
| <p style="text-align: center;">Page 65</p> | <ul style="list-style-type: none"> • Review and Booking of Polling Stations • Establish and Co-ordinate Election Planning Group • Candidate and Agent Pre-Nomination Briefing • Nominations • Publication of Notices • Liaison with Community Council Clerks • Election Stationery • Ballot Box Preparation • Issue and Opening of Postal Votes • Verification and Count • Candidate Expenses • Election Accounts | | | <p>to be available from 13 February, 2016, and the pre-election period along with the publication of the Notices of Election will take place on Monday, 20 March, 2016.</p> |
| <p>8: Co-ordinate and administer the annual postal vote refresh exercise</p> | <ul style="list-style-type: none"> • Tendering for Print Bureau • Design and Proofing of Letter and Forms • Production of Data Files for refresh exercise • Processing returned postal refresh applications • Cancellation of non-returned Postal Votes | <p>Clare Sim / Jason Davies / Craig Foley</p> | <p>December 2016 – March 2017</p> | <p>Printer bureau appointed and relevant proofing work of relevant documentation commencing in January 2017.</p> |

**Section 4:
Service Performance Quadrant 2016-17**

Progress on Service Priorities for **Electoral Services**

| 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: Total Number of Registered Electors (Priority 3) | 105,597 | 104,053 | n/a | 106,831 | 106,729 |
| Service Measure 2: % of Performance Standards at or above Standard for ERO/RO (Priority 1,2 & 3) | 100% | 100% | n/a | 100% | 100% |
| Service measure 3: Total Number of Postal Voters (Priority 1 & 2) | 22,399 | 23,354 | n/a | 23,155 | 25,027 |
| Corporate measure (CM01): a) Number of transactional services fully web enabled | 1 (See note) | 1 (See note) | n/a | 1 (See note) | 1 (See note) |
| b) Number of transactional services partially web enabled | 1 | 1 | n/a | 1 | 1 |

- Online Individual Electoral Registration (via www.register-to-vote.gov.uk)
- Postal and Proxy Vote Application Forms (available to print off via www.aboutmyvote.co.uk)

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

Summary of financial performance for **Electoral Services**

| 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: £220,714 | 4% overspend (£9,694.72) £242,368 | 1% overspend (£2,103.33) £210,333 | 3% overspend (£6,810) <i>recovered via UK Government Grant Funding</i> £227,000 |
| Corporate Measure (CM03): Amount of FFP savings at risk | n/a New | £NIL | £NIL |

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

Summary of employee performance for **Electoral Services**

| Measure | 2014-15 Actual (Full Year) | 2015-16 Actual (Full Year) | 2016-17 Qtr. 2 (cumulative) |
|---|-------------------------------|-------------------------------|--------------------------------|
| Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence | | | |
| Service: Electoral Services | | | |
| Average FTE working days lost per employee | 1.5 days | 6.8 days | 6.3 days |
| Total Service FTE days lost in the period | 6 days | 27 days | 25 days |
| Directorate: Chief Executive's Office (Corporate Strategy and Democratic Services) | 8 days | 6 days | 3.9 days |
| Council: | 9.4 days | 9.7 days | 4.6 days |

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| | 2014-15 Actual (Full Year) | 2015-16 Actual (Full Year) | 2016-17 Qtr. 2 (cumulative) |
|--|-------------------------------|-------------------------------|--------------------------------|
| Corporate Measure (CM11): Staff engagement Measure | New | New | n/a |
| Corporate Measure (CM05): % of staff who have received a performance appraisal during 2016-17 (Target 100%) | 100% | 100% | 100% |
| Number of staff who have received a performance appraisal during 2016-17 | 4 | 4 | 4 |
| Corporate Measure (CM06): Number of employees left due to unplanned departures | 0 | 0 | 0 |

Section 7: Customer

Summary of customer performance for **Electoral Services**

| Measure | 2014-15 Actual (Full Year) | 2015-16 Actual (Full Year) | 2016-17 Qtr. 2 (cumulative) |
|--|----------------------------------|----------------------------------|-----------------------------------|
| Corporate Measure (CM07): Total number of complaints | 0 | 0 | 0 |
| Internal | 0 | 1 | 6 _(see note) |
| External (from the public) | | | |
| Corporate Measure (CM08): Total number of compliments | | | |
| Internal | 10 | 11 | 5 |
| External (members of the public) | 13 | 2 | 10 |
| Corporate Measure (CM09): customer satisfaction measure/s | n/a | No data available | |

- These external complaints related to Polling Station issues which occurred during the electoral events held on 5 May and 23 June 2016 all of which were resolved at Stage 1 of the NPTCBC complaints policy.

Service Report Card 2016-2017

Mayoral Support

Section 1: Brief description of the service

This service, consisting of two members of staff, provides effective management and high quality Civic Support to the Authority and in particular the Mayoralty, ensuring that the standing of the office of the First Citizen of the County Borough remains in high regard.

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

- Mayoral Inauguration Ceremony 2015/16
- Mayoral Charity Ball 2015/16
- Mayoral Civic Sunday Service 2015/16
- Christmas Charity Show 2015/16
- Civic Carol Service 2015/16
- Work within the 2015/16 Civic Budget whilst always being mindful of upholding the civic pride of the office of Mayor.

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

| Priority | Actions to deliver priority | Officer Responsible | Timescale | What will be different? Measures and/or Outcomes |
|--------------------------------|---|----------------------------|---------------------|--|
| 1: Mayoral Inauguration 2016 | Administer 2016 Mayoral Inauguration civic event plan | Gillian Lewis | Complete May 2016 | Formal inauguration of new Mayor and Deputy Mayor. |
| 2. Mayoral Civic Sunday 2016 | Administer 2016 Mayoral Civic Sunday event plan. | Gillian Lewis | Complete July 2016 | Blessing of the Mayor for the Civic Year Different church venue each year |
| 3: Remembrance Parade 2016 | Meetings with RBL – Neath/PT Notification to Members | Gillian Lewis | Early November 2016 | Civic attendance at Remembrance Services throughout the Borough |
| 4: Christmas Charity Show 2016 | Meetings with Artists/MC Meetings PRT re Health & Safety, Timings, Costs Public Entertainment Licence for children Seek to attain Sponsorship/Advertisements with business' throughout the Borough Promote Ticket Sales/liaise with attendance of Charity organisations Raise funds for the Mayors Charity | Gillian Lewis | Early December 2016 | Christmas Charity Show which will provide an evening of free entertainment to selected* citizens of our County Borough, whilst raising funds for the Mayor's Charity. (*Selected – charitable organisations, voluntary organisations etc.) |
| 5. Christmas Carol Service | Meetings with Church Officials | Gillian Lewis | Early | Civic Carol Service for |

P 2016/072

| | | | | |
|----------------------|--|---------------|----------------------------|---|
| 2016 | and MC/artists Notification to Members | | December 2016 | Mayor/Members and Officers of Local Authority together with all Churches, voluntary organisations and members of the public to engage in Christmas Festivities |
| 6. Charity Ball 2016 | Meetings with venue officials (food and evening requirements) Meetings with MC/Entertainment Promote Ticket Sales with Members/public/business Seek sponsorship | Gillian Lewis | Early Feb/March 2017 | Raise funds for Mayor's Charity Appeal |

**Section 4:
Service Performance Quadrant 2016-17**

Progress on Service Priorities for Mayoral Support

| 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: % of Council meetings chaired (Priority 1-6) | 100% | 100% | n/a | 100% | 100% |
| Service Measure 2: No. of Freedom Ceremonies, other ceremonies presided over (Priority 1-6) | 7 | 2 | n/a | 2 | 0 |
| Service measure 3: No. of events undertaken with individuals/groups re: achievements (Priority 1-6) | 500 (estimate) | 500 (estimate) | n/a | 200 (estimate) | 250 (estimate) |
| Service measure 4: Events administered during the year to promote civic pride e.g. Armistice Day (Priority 1-6) | 4 | 4 | n/a | 4 | 4 |
| Service measure 5: No. of events and functions outside of the county borough attended to represent the county borough (Priority 1-6) | 20 | 21 | n/a | 19 | 26 |
| Service measure 6: Charitable funds raised during the year (Priority 1-6) | £20,000 (rounded to the nearest £100) | £18,500 (rounded to the nearest £100) | n/a | £5,000 (rounded to the nearest £100) | £5,500 (rounded to the nearest £100) |
| Service measure 7: Special events hosted e.g. Gleision Mine (Priority 1-6) | 3 | 0 | n/a | 0 | 0 |

Corporate measure (CM01):

a) Number of transactional services fully web enabled

0

0

n/a

0

0

b) Number of transactional services partially web enabled

0

0

0

0

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

Summary of financial performance for **Mayoral Support**

| 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 £132,713 | 7% overspend (£9,447.90) £134,970 | 13% underspend (£14,458.99) £111,223 | 6% underspend (£7,468.44) £124,474 |
| Corporate Measure (CM03): Amount of FFP savings at risk | n/a New | £NIL | £NIL |

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

Summary of employee performance for **Mayoral Support**

| Measure | 2014-15 Actual (Full Year) | 2015-16 Actual (Full Year) | 2016-17 Qtr. 2 (cumulative) |
|---|-------------------------------|-------------------------------|--------------------------------|
| Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence | | | |
| Mayoral Services | | | |
| Average FTE working days lost per employee | 3 days | 0 days | 0 days |
| Total Service FTE days last in the period | 6 days | 0 days | 0 days |
| Directorate: Corporate Services | 8 days | 6 days | 3.9 days |
| Council: | 9.4 days | 9.7 days | 4.6 days |

| | 2014-15 Actual (Full Year) | 2015-16 Actual (Full Year) | 2016-17 Qtr. 2 (cumulative) |
|--|-------------------------------|-------------------------------|--------------------------------|
|--|-------------------------------|-------------------------------|--------------------------------|

| | | | |
|--|------|------|------|
| Corporate Measure (CM11): Staff engagement Measure | New | New | n/a |
| Corporate Measure (CM05): % of staff who have received a performance appraisal during 2016-17 (Target 100%) | 100% | 100% | 100% |
| Number of staff who have received a performance appraisal during 2016-17 | 2 | 2 | 2 |
| Corporate Measure (CM06): Number of employees left due to unplanned departures | 0 | 0 | 0 |

Section 7: Customer

Summary of customer performance for **Mayoral Support**

| Measure | 2014-15 Actual (Full Year) | 2015-16 Actual (Full Year) | 2016-17 Qtr. 2 (cumulative) |
|--|----------------------------------|----------------------------------|-----------------------------------|
| Corporate Measure (CM07): Total number of complaints | 0 | 0 | 0 |
| Internal | 0 | 0 | 0 |
| External (from the public) | 0 | 0 | 0 |
| Corporate Measure (CM08): Total number of compliments | 0 | 1 | 2 |
| Internal | 0 | 1 | 2 |
| External (members of the public) | 15 | 12 | 14 |
| Corporate Measure (CM09): customer satisfaction measure/s | n/a | No data available | |

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Neath Port Talbot County Borough Council

Policy and Resources Scrutiny Committee

11th January 2017

Report of the Head of Financial Services – David Rees

Matter for information

Wards Affected:

All Wards

Accountancy Services Report Card

Purpose of report

1. To present the Service Report Cards for the Accountancy Services covering the period 1st April 2016 to 31st March 2017.

Service Report Card

2. The Council introduced a revised Performance Management Framework in 2014 / 2015. One of the requirements within that framework is the production of business plans by heads of service. Members endorsed the 2016/17 Business Plan for the Financial Services Division at the May meeting of this committee.
3. Report cards must then be developed by each Accountable manager containing information on performance indicators and targets for improvement. These will be reviewed by the Head of Financial Services and respective managers on a quarterly basis to ensure that each team is on track to deliver the actions set out in the business plan.
4. The Report Card attached at Appendix 1 has been developed by the Chief Accountants responsible for Accountancy Services.

Financial Impact

5. There are no financial impacts arising from this report.

Equality impact assessment

6. There is no requirement for an equality impact assessment.

Workforce impacts

7. The Business Planning Framework, including the Service Report Card, seeks to ensure that all employees within the Finance Division have clear priorities and objectives, as part of the Council's performance management framework.

Legal impacts

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

Risk management

9. There are no risk management issues arising from this report.

Consultation

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

Recommendations

11. The report is for information only.

Reasons for proposed decisions

12. The report is for information only.

Implementation of decision

13. The report is for information only.

Appendices

14. Appendix 1 – Service Report Card for the Accountancy Services 2016 / 2017.

List of background papers

15. Financial Services' Business Plan.

Officer contact

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Service Report Card 2016-2017

Accountancy Services

Section 1: Brief description of the service

This report card covers all Accountancy Services including Financial Services, Technical Services and Capital, Financial Information Systems and Projects.

Financial Services provides financial support to Directorates in order to prepare a balanced budget, monitor expenditure against budget, and to prepare the year end accounts. Advice and support is also provided in the preparation of grant bids, the submission of grant claims, and in the preparation of statistical returns. Staff also provide financial analysis and assist in the preparation of business cases arising from service reviews. The team consists of 21 fte and is managed by Sue Gorman, Chief Accountant – Financial Services.

The Technical accounts team is part of a section of 44 FTE's managed by Janet North, Chief Accountant-Technical and Exchequer. A major element of the work of the accountancy team of 6.5 FTE's is the production of the Council's published accounts in accordance with statutory deadlines. In addition, the team manages the allocation of all income received to the appropriate service areas as well as maintaining bank reconciliations. They provide the BACS transmission facility for the Council's direct debits and credits as well as maintaining the banking relationship in relation to stopped cheques. The team also deals with miscellaneous grants as well as the full financial services function for Margam Crematorium.

The Capital, Financial Information System and Projects team is managed by Huw Jones, Chief Accountant – Capital and Corporate and consists of 8.09 FTE's. The team is responsible for setting and monitoring the Capital Programme, preparing statutory accounts in relation to the capital function, VAT management, support for corporate projects and management of the Council's Oracle Financial Information System.

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

During 2015/16 the new budget monitoring process was further developed to ensure the format of quarterly reports to members is consistent with that prepared for Accountable Managers, Senior Management Teams and Corporate Directors.

A balanced budget and updated Forward Financial Plan (FFP) was approved by members on the 10th March 2016.

An unqualified Statement of Accounts was produced earlier than the dates required by the statutory deadlines.

Supported the introduction of an electronic payments system to allow service areas to accept debit card payments within Margam Crematorium and other Council facilities.

A number of projects are being worked on including grants management, support service recharges and income generation.

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

| Priority | Actions to deliver priority | Officer Responsible | Timescale | What will be different? Measures and/or Outcomes |
|--|---|---------------------|---|--|
| <p>1: To accurately monitor directorate budgets, highlighting any pressures at an early stage, and by working closely with directorates, to ensure suitable actions are put in place to mitigate the risks of not delivering overall spend within budget guidelines.</p> | <p>Budget monitoring process in place.</p> | <p>S. Gorman</p> | <p>From May 2016 through to financial year end.</p> | <p>CDG and Cabinet reports</p> |
| <p>2: To work with directorates to produce a balanced budget for 2017/18 and updated Forward Financial Plan (FFP) in line with the timetable required by the Chief Executive.</p> | <p>A series of meetings with managers and members, plus budget setting timetable for Finance staff.</p> | <p>S. Gorman</p> | <p>Balanced budget prepared by February 2017</p> | <p>Balanced budget approved by Council</p> |

| | | | | |
|--|---|-----------------|---|--|
| <p>3: To produce a Statement of Accounts that accurately reflects the Council's transactions for the financial year 2015/16, to meet statutory requirements, and to begin the process of bringing forward the timescales for accounts closure.</p> | <p>Statement of Accounts timetable in place.</p> | <p>J. North</p> | <p>Statement of Accounts signed off by Audit Committee by 30th September 2016.</p> | <p>Council will seek to be adopted as a pioneer for early closure of accounts.</p> |
| <p>4: Ensure the Council maximises efficiency in its Treasury Management function whilst minimising and managing all risks involved.</p> | <p>Treasury Management Practices and monitoring reports</p> | <p>H. Jones</p> | <p>Throughout the year</p> | <p>Council will continue to comply with its Treasury Management Practices</p> |

**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: To accurately monitor budgets, highlighting any pressures at an early stage, and by working closely with Directorates to ensure suitable actions are put in place to mitigate the risks of not delivering overall spend within budget guidelines | Monthly monitoring reports provided for CDG and quarterly reports for members. The Council achieved an underspend against its budget of £743k. | Monthly monitoring reports provided for CDG and quarterly reports for members. The Council's projected underspend against its budget as at end of February amounts to £1,846k | N/A | Monitoring reports prepared in line with agreed timetable. | Monitoring reports prepared in line with agreed timetable |

| | | | | | |
|---|--|---|-----|---|---|
| <p>Service Measure 2 To work with directorates to produce a balanced budget for 2017/18 and updated Forward financial Plan (FFP) in line with the timetable required by the Chief Executive</p> | A balanced budget and updated FFP was produced | A balanced budget and updated FFP was produced | N/A | Progress in line with timetable | Progress in line with timetable |
| <p>Service measure 3: To produce a Statement of Accounts that accurately reflects the Council's transactions for the financial year 2015/16, to meet statutory requirements, and to begin the process of bringing forward the timescales for accounts closure.</p> | An unqualified Statement of Accounts was approved before the statutory deadline of 30 th September, | An unqualified Statement of Accounts was approved before the statutory deadline of 30 th September | N/A | Draft Statement of Accounts provided in line with agreed timetables | Final Statement of Accounts provided in line with statutory timetables. |
| <p>Service Measure 4 Ensure the Council maximises efficiency in its Treasury Management function whilst minimising and managing all risks involved.</p> | All treasury transactions were carried out in accordance with the Councils Treasury Policies | All transactions were carried out in accordance with the Councils Treasury Policies | N/A | Activity in compliance with Treasury Policies. | Activity in compliance with Treasury Policies. |
| | | | | | |

| | | | | | |
|--|-----|-----|-----|-----|-----|
| Corporate measure (CM01): a) Number of transactional services fully web enabled | N/A | N/A | N/A | N/A | N/A |
| b) Number of transactional services partially web enabled | N/A | N/A | N/A | N/A | N/A |

**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 £1,571k (16/17) | 4.83% (£79k) underspend | 1.7% (£27k) underspend | 3.5% (£56k) underspend |
| Corporate Measure (CM03): Amount of FFP savings Amount of FFP savings at risk | | | £'000 148 0 |

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

| Measure | 2014-15 Actual (Full Year) | 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: Accountancy Services | | | | |
| Average FTE days lost in the period | 8.5 | 2.1 | 1.7 | 4.6 |
| Directorate: Finance and Corporate Services | 8.0 | 6.0 | 2.7 | 3.9 |
| Council: | 9.4 | 9.7 | 4.2 | 4.6 |
| | | 2015-16 Actual (Full Year) | 2015-16 QTR. 2 (cumulative) | 2016-17 QTR. 2 (cumulative) |
| Corporate Measure (CM11): Staff engagement Measure | | 0 | 0 | 0 |
| Corporate Measure (CM05): % of staff who have received a performance appraisal during 2016-17 (Target 100%) | | 0 | 0 | 0 |
| Number of staff who have received a performance | | | | |

| | | | |
|---|---|---|---|
| appraisal during 2016-17 | | | |
| Corporate Measure (CM06): Number of employees left due to unplanned departures | 0 | 0 | 0 |

Section 7: Customer Quadrant 2016-17

| 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 | 0 |
| Corporate Measure (CM08): Total number of compliments | | | |
| Internal | 0 | 0 | 0 |
| External (members of the public) | 0 | 0 | |
| Corporate Measure (CM09): customer satisfaction measure/s | N/A | N/A | |