



Y CABINET

DYDD MERCHER, 21 TACHWEDD 2018

YN SYTH AR ÔL CYFARFOD PWYLLGOR CRAFFU

SIAMBR Y CYNGOR – CANOLFAN DDINESIG PORT TALBOT

Rhan 1

1. Periodi cadeirydd
2. Datganiadau o gysylltiadau
3. Blaenraglen Waith 2018 (*Tudalennau 3 - 4*)
4. Cyfrifo Sylfaen Treth y Cyngor ar gyfer 2019/20 (*Tudalennau 5 - 12*)
Adroddiad y Cyfarwyddwr Cyllid a Gwasanaethau Corfforaethol
5. Cynnig i gyflwyno ffioedd ar gyfer ceisiadau mewn perthynas â thir comin (*Tudalennau 13 - 24*)
Adroddiad gan Bennaeth y Gwasanaethau Cyfreithiol
6. Rhoi Rheoliadau Deddf Tiroedd Comin 2006 (Cywiro, Tir Comin Heb ei Gofrestru neu Dir Comin a Gam-gofrestrwyd) (Cymru) 2017 ar waith (*Tudalennau 25 - 32*)
Adroddiad gan Bennaeth y Gwasanaethau Cyfreithiol
7. Adroddiad Cynnydd Hanner Blwyddyn - Cynllun Gweithredu Gwella Llywodraethu Corfforaethol - y cyfnod o 1 Ebrill 2018 i 30 Medi 2019 (*Tudalennau 33 - 40*)
Adroddiad gan y Prif Weithredwr Cynorthwyol a'r Prif Swyddog

Digidol

8. Dangosyddion Perfformiad Allweddol y Cynllun Corfforaethol - Perfformiad Chwarter 2 (*Tudalennau 41 - 64*)
Adroddiad gan y Prif Weithredwr Cynorthwyol a'r Prif Swyddog Digidol
9. Eitemau brys
Unrhyw eitemau brys (cyhoeddus neu wedi'u heithrio) yn ôl disgresiwn y Cadeirydd unol ag Adran 100B (4)(b) Deddf Llywodraeth Leol 1972.

S.Phillips
Prif Weithredwr

Canolfan Ddinesig
Port Talbot

Dydd Iau, 15 Tachwedd 2018

Aelodau'r Y Cabinet:

Y Cynghorwyr R.G.Jones, A.J.Taylor, C.Clement-Williams,
D.W.Davies, D.Jones, E.V.Latham, A.R.Lockyer, P.A.Rees,
P.D.Richards a/ac A.Wingrave

Nodiadau:

- (1) *Os nad yw unrhyw aelod o fwrdd y Cabinet yn gallu bod yn bresennol, gall unrhyw aelod arall o'r Cabinet gyflenwi fel aelod â phleidlais ar y pwyllgor. Gofynnir i'r aelodau wneud y trefniadau hyn yn uniongyrchol ac yna i hysbysu staff y gwasanaethau democrataidd.*
- (2) *Ystyrir barn y Pwyllgor Craffu blaenorol wrth wneud penderfyniadau (proses craffu cyn penderfynu). Gwahoddir Cadeirydd neu Ddirprwy Gadeirydd y Pwyllgor Craffu Perthnasol i fod yn bresennol yn y cyfarfod hwn.*

Cabinet – Forward Work Programme

Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
5 December 2018	Members Community Fund Application	Decision	Monthly	P.Hinder
	Digital Strategy Update	Decision	Monthly	K.Jones
	FLEXIS Presentation	Information	Topical	S.Phillips
	Corporate Complaints	Information	Topical	J.Banfield
	Strategic Equality Plan Annual Report	Information	Topical	K.Jones
	Margam Crematorium – Minutes	Information	-	K.Jones

Tudalen3

Eitem yr Agendaa3

Cabinet – Forward Work Programme

Tudalen4

Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
17 December 2018 (Special)	3 rd Sector Grants	Information	Topical	K.Jones
	Valleys Task & Finish Group	Information	Topical	K.Jones
	Members Community Fund Application	Decision	Monthly	P. Hinder

Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
16 January 2019	Members Community Fund Application	Decision	Monthly	P.Hinder
	Western Bay Contact Officer: Nicola Trotman - Date TBC	Information	Topical	-

Neath Port Talbot County Borough Council

Cabinet

November 2018

Report of the Head of Finance – Huw Jones

MATTER FOR DECISION:

CALCULATION OF COUNCIL TAX BASE FOR 2019/20

Wards Affected: All

Purpose of report

1. To formally set the Council Tax Base for the 2019/20 financial year.

Background

2. The Council Tax Base is an amount required by the Local Government Finance Act 1992 to be used in the calculation of Council Tax by billing authorities and major precepting authorities and in the calculation of the amount of a precept payable by each billing authority to a major precepting authority. The Base is a measure of the tax-raising capacity of an authority. It is expressed in terms of the number of Band D equivalent dwellings in an authority's area, taking into account exemptions, discounts, disablement relief, and the authority's estimate of its collection rate for Council Tax.
3. The rules for the calculation of the Council Tax Base are contained in The Local Authorities (Calculation of Tax Base) (Wales) (Amendment) Regulations 2016 which amend The Local Authorities (Calculation of Council Tax Base) (Wales) Regulations 1995. The amendments in the 2016 Regulations have been made as a consequence of amendments to the Local Government Finance Act 1992 by section 139 of the Housing (Wales) Act 2014. Those amendments enable billing authorities to apply a higher amount of Council Tax ("a premium") in respect of long-term empty

dwellings and dwellings that are occupied periodically. It must be noted that this authority has not considered this option to date.

The calculation of the Council Tax Base is required to be made before 31st December. The Tax Base must also be notified to all Precepting Authorities (e.g. Police Authority) by that date. Although this is still the statutory timetable, this year the Assembly requested a provisional calculation be supplied by the 23rd November 2018 in order to meet the deadline for the calculation of the distribution of Revenue Support Grant for 2019-20.

Calculation

4. The gross Council Tax Base calculated for 2019/20 is 48,813.19 and using a collection rate of 97% produces a net Council Tax base of 47,348.79. This means that for next year and for every £1 levied in council tax terms will generate £47,348 to meet the Council's Budget Requirement. The detailed calculation is contained in Appendix 1.
5. Members should note that this is an increase from the 2018/19 base of 47,257.40 (calculated at 97% collection rate) by some 91 Band D equivalent dwellings.
6. It is also necessary to calculate the Council Tax Base in respect of areas which are served by Town and Community Councils, and these are summarized in the following table:

Town and Community Council	Council Tax Base
Blaengwrach	360.90
Blaenhonddan	4,568.74
Briton Ferry	1,832.46
Clyne and Melincourt	253.98
Coedffranc	3,568.17
Crynant	677.29
Dyffryn Clydach	1,089.34
Glynneath	1,365.22
Neath	6,416.95
Onllwyn	371.38

Town and Community Council	Council Tax Base
Pelenna	392.96
Resolven	721.37
Seven Sisters	619.25
Tonna	890.32
Cilybebyll	1,886.25
Cwmllynfell	377.09
Gwauncaegurwen	1,315.93
Pontardawe	2,460.77
Ystalyfera	1,570.89

7. Further details of the calculation for each Town and Community Council area is shown in Appendix 2.

Financial Impact

8. The Council must approve the Council Tax Base by 31st December of the preceding financial year. The gross tax base is used by the Welsh Government to distribute Revenue Support Grant to individual Authorities. Together with the Council Tax level it determines the quantum of Council Tax proceeds available to fund the Council's Budget and Services. This will be dealt with as part of the Budget Requirement and Council Tax setting reports that will be considered by Council in February 2019.

Equality Impact Assessment

10. There is no requirement for an equality impact assessment in respect of this item

Workforce impacts

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

Legal impact

12. There is a statutory requirement to agree and set the Council Tax Base for the forthcoming financial year prior to 31st December.

Risk management

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

Consultation

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

Recommendations

15. It is recommended that members approve the 2019/20 Council Tax Base
 - of 47,348.79 for the whole of the County Borough; and
 - for each Town and Community Council area the amount shown in paragraph 6 of this report.

Reason for Proposed Decisions

16. To determine the Council Tax Base for 2019/20.

Implementation of Decisions

17. The decisions are urgent ones for immediate implementation, subject to the consent of the relevant Scrutiny Chair (and is therefore not subject to the call-in procedure). This will also enable the Council to forward the tax base to the Welsh Government within the required timescales.

Appendices

18. Appendix 1 - Calculation of Council Tax Base
Appendix 2 - Calculation of Council Tax Base for Community Councils

List of Background Papers

19. Local Authorities (Calculation of Council Tax Base) (Wales) Regulations 1995 (SI 1995/2561)
Local Authorities (Calculation of Council Tax Base) (Wales) Regulations 1999 (SI 1999/2935)
Local Authorities (Calculation of Council Tax Base) (Wales) Regulations 2004 (SI 2004/3094) (W268))

Local Authorities (Calculation of Council Tax Base) (Wales)
Regulations 2016 (SI 2016/969) (W238))
Local Government Finance Act 1992
NAW Letter - Council Tax Dwellings Return (CT1) for 2019/20
Council Tax Dwellings (CT1) Return 2019/20

Officer Contact

- 20.** Mr. Hywel Jenkins – Director of Finance & Corporate Services
(Tel: 01639 763251) – email: h.jenkins@npt.gov.uk

Mr. Huw Jones - Head of Financial Services
(Tel. 01639 763575) - email: h.jones@npt.gov.uk

Mrs. Ann Hinder - Principal Council Tax Officer
(Tel. 01639 763908) - email: a.hinder@npt.gov.uk

Council Tax Base 2019/20 - Calculation for Community Councils

Community Council	Discounted Chargeable Dwellings @97% at 31/10/18	New Properties @97% (Band D Equivalent)	Total Discounted Chargeable Dwellings Adjusted @97%	Council Tax Base 2019/2020
Blaengwrach	357.98	2.92	360.90	360.90
Blaenhonddan	4,560.64	8.10	4,568.74	4,568.74
Briton Ferry	1,832.46	0.00	1,832.46	1,832.46
Clyne & Melincourt	253.98	0.00	253.98	253.98
Coedffranc	3,554.67	13.50	3,568.17	3,568.17
Crynant	676.32	0.97	677.29	677.29
Dyffryn Clydach	1,087.40	1.94	1,089.34	1,089.34
Glynneath	1,365.22	0.00	1,365.22	1,365.22
Neath	6,415.22	1.73	6,416.95	6,416.95
Onllwyn	366.11	5.27	371.38	371.38
Pelenna	392.96	0.00	392.96	392.96
Resolven	720.08	1.29	721.37	721.37
Seven Sisters	617.81	1.44	619.25	619.25
Tonna	870.87	19.45	890.32	890.32
Cilybebyll	1,873.61	12.64	1,886.25	1,886.25
Cwmllynfell	377.09	0.00	377.09	377.09
Gwaun Cae Gurwen	1,313.47	2.46	1,315.93	1,315.93
Pontardawe	2,455.56	5.21	2,460.77	2,460.77
Ystalyfera	1,570.89	0.00	1,570.89	1,570.89

Tudalen 1

Mae'r dudalen hon yn fwiadol wag

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

21 November 2018

Report of the Head of Legal Services – Mr Craig Griffiths

Matter for Decision

Wards Affected:

All wards

Proposal for introduction of fees for applications in relation to common land

Purpose of the Report

1. To obtain approval of Members of the proposed fee structure for applications under the Commons Act 2006 (Correction, Non-Registration or Mistaken Registration) (Wales) Regulations 2017 (“the Regulations”).

Executive Summary

2. This report will explain the current legislation in relation to common land in Wales and the processes that we need to put into place as a Commons Registration Authority to implement this legislation in terms of the fee structure.

Background

3. As Members may be aware, the registration of common land was undertaken under the remit of the Commons Registration Act 1965. The 1965 Act was intended to establish definitive registers of common land

and town and village in England and Wales, rights of common and to record details of ownership of the commons. Applications were invited for provisional registration, objections were made if appropriate and dispute provisional registrations were referred to a Commons Commissioner for determination. Unopposed provisional registration automatically became final registrations.

4. In practice, however, the task of establishing registers was complex and the 1965 Act proved to have deficiencies. For example, some land provisionally registered under the Act was wrongly struck out by the Commons Commissioner, other common land was overlooked and not registered and many greens were registered incorrectly as common land. The scope for correcting such errors was limited.
5. The Commons Act 2006 was passed by the UK Government in order to correct deficiencies of the 1965 Act. The 2006 Act is gradually being implemented in Wales through the introduction of numerous statutory regulations.
6. The Commons Act 2006 (Correction, Non-Registration or Mistaken Registration) (Wales) Regulations 2017 came into force on 5 May 2017. These regulations enable applications and proposals to be made to amend the commons registers from this date. The Authority, acting as the Commons Register Authority (CRA), is permitted to charge application fees for some of the applications made under the Regulations. The proposed fees and the decision- making process behind the proposal of such fees are attached under Appendix 1.
7. It should be noted that there is no statutory fee structure cited within the Regulations. Following training provided by the Welsh Government, it has been recommended by the Welsh Government that each CRA sets their own fee structure, having regard to suggested fees proposed by Defra in 2015 but doubling them to make them up-to-date and with reference to current fees being charged by a number of pioneer authorities within England who have been dealing with these applications to date and therefore can confirm what level of costs have been incurred by them in doing so. The proposed fee structure is therefore based upon such figures provided by other authorities and this will account for some figures not being 'round figures'. It should be noted that the CRA is not permitted to make a profit and the costs need to be reasonable, based on the work incurred. It should also be noted that there are some types of applications that application fees are not permitted by the Regulations

and that is why these are shown as no fee within the proposed fee structure. .

8. Please refer to Appendix 1 for the proposed fee structure and the decision-making process for setting such fees.

Financial Impact

9. Implementing such a fee structure would allow the Council, under its remit as the CRA, to charge the appropriate application fees in order to cover the costs incurred by the CRA for processing and determining applications under the Commons Act 2006.
10. It should be noted that the fee structure can be reviewed and amended following receipt of applications and the CRA having evidence of the actual time spent by officers on such applications. However, the fee structure must reflect a cost recovery position only and the CRA is unable to profit from such fees.

Integrated Impact Assessment

11. An Equality Impact Assessment screening form was completed to assist the Council in complying with its public sector equality duty. The screening indicated that there was no requirement to carry out a full equality impact assessment. Please see Appendix 2.

Workforce Impacts

12. Once the fee structure has been approved by Members, there will be work required by officers to publicise the fee structure on the Council's website and to monitor the payment of such fees. However, it is not envisaged that there will be any substantial implication on the Council's workforce.

Legal Powers

13. As referred to above, there is a legislative framework that needs to be implemented by the Council acting in its capacity as a Commons Registration Authority. Therefore, procedures for implementing this framework need to be put into place. A fee structure, whilst not legally required, would allow the Council to recover its costs for dealing with such applications.

Risk Management

14. Should we not implement the legislative framework as set out above, the Commons Registration Authority would not be complying with its statutory duties. There is therefore the potential that the Council's decision not to implement the legislative framework could be open to judicial challenge, the result of which could also result in financial penalties.
15. Whilst there is no risk to the Council in terms of reputation should we choose not to implement a fee structure alongside the legislative framework, clearly the Council should be seeking to recover its costs wherever possible and not do so would place the Council at risk of incurring further costs with no financial recovery.

Consultation

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

Recommendations

17. It is recommended that Members, as outlined in Appendix 1, approve the proposed fee structure for applications under the Regulations

Reasons for Proposed Decision

18. To enable the Council, as the Commons Registration Authority, to meet its statutory requirements under the Commons Registration Act 1965, Commons Act 2006 and associated statutory regulations, comply with its duties accordingly and

Implementation of Decision

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

Appendices

20. Appendix 1 - Proposed fee structure for applications under the Regulations and accompanying notes.
21. Appendix 2 - Equality Impact Screening Assessment

Officer Contact

22. For further information on this report item - please contact:

Mr Craig Griffiths - Head of Legal Services

01639 763767

Email: c.griffiths@npt.gov.uk

APPENDIX 1 – TABLE OF FEES

23. SEARCH FEES

Type or search or enquiry	Fee
CON29(O) form (stand alone search)	£26.40 (inc VAT)
Personal inspection of the commons register at the Council premises	Free
Grazing rights searches	£80

32. FEES FOR PURCHASING A COPY OF A COMMON LAND REGISTER OR ITS REGISTER MAP

Copies required	Fee
Each Extract of register map	£10
Full register map	£30
Commons text register	£11.50 for first 10 pages and £0.75 per page

	thereafter
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APPLICATION FEES

Various applications can be made to the Commons Registration Authority including those to register a new town or village green and those to correct errors in the registers of common land.

A list of possible applications and the relevant fee appears below.

STATUTORY PROVISION	NATURE OF APPLICATION/INQUIRY	FEE
Formal Apportionment under the 1965 Act	To apportion rights in the register when the land to which rights are attached is split	No fee
Section 15 Commons Act 2006	Registration of a new town or village green	No fee
Section 19 (2) (a) or (c) of the 2006 Act	Correction of a mistake made by registration authority or removing a duplicate entry from the register	No fee
Section 19 (2) (b) of the 2006 Act	Correction, for a purpose described in section 19(2)(b) i.e. correcting any mistake, where the amendment would	

	<p>not affect—</p> <p>(i) the extent of any land registered as common land or as a town or village green; or</p> <p>(ii) what can be done by virtue of a right of common;</p> <p>Initial fee applicable to every application</p> <p>Where the Authority holds a hearing or public inquiry with regards to the application</p> <p>Where the application is referred to the Planning Inspectorate</p>	<p>£350</p> <p>The Authority's further reasonable fees based upon time spent at an hourly rate of £100/hour and disbursements incurred</p> <p>Such further fees as are charged by the Planning Inspectorate</p>
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Section 19 (2) (d) or (e) of the 2006 Act	Correction, to update the details of any name or address, or to take account of accretion or diluvion.	£51
Schedule 2, paragraph 2 or 3, to the 2006 Act	Non-registration of common land or town or village green (i.e. not registered and should have been)	No fee
Schedule 2, paragraph 4, to the 2006 Act	Waste land of a manor not registered as common land (i.e. not registered and should have been)	No fee
Schedule 2, paragraph 5, to the 2006 Act	Town or village green wrongly registered as common land	No fee
Schedule 2, paragraphs 6 - 9, to the 2006 Act	Deregistration of certain land registered as common land or as a town or village green in error	£2,040

Mae'r dudalen hon yn fwriadol wag

Equality Impact Assessment Screening Form

Please ensure that you refer to the Draft Screening Form Guidance while completing this form. If you would like further guidance please contact Corporate Strategy or your directorate Heads of Service Equality Group Champion.

Section 1

What service area and directorate are you from?

Service Area: Legal Services

Directorate: Finance and Corporate Services

Q1(a) What are you screening for relevance?

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(b) Please name and describe below

Proposal for introduction of fees for applications in relation to common land

Q2(a) What does Q1a relate to?

Direct front line
service delivery

Indirect front line
service delivery

Indirect back room
service delivery

(H)

(M)

(L)

(b) Do your customers/clients access this service...?

Because they
need to

Because they
want to

Because it is
automatically provided to
everyone in NPT

On an internal
basis
i.e. Staff

(H)

(M)

(M)

(L)

Q3 What is the potential impact on the following protected characteristics?

	High Impact (H)	Medium Impact (M)	Low Impact (L)	Don't know (H)
Age	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Welsh language	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Q4(a) How visible is this service/function/policy/procedure/ project/strategy to the general public?

High visibility
to general public

Medium visibility
to general public

Low visibility
to general public

(H)

(M)

(L)

Equality Impact Assessment Screening Form

(b) What is the potential risk to the council’s reputation? (Consider the following impacts – legal, financial, political, media, public perception etc...)

High risk
to reputation

(H)

Medium risk
to reputation

(M)

Low risk
to reputation

(L)

Q5 How did you score?
Please tick the relevant box

**MOSTLY H and/or M → HIGH PRIORITY → EIA to be completed
Please go to Section 2**

**MOSTLY L → LOW PRIORITY / NOT RELEVANT → Do not complete EIA
Please go to Q6 followed by Section 2**

Q6 If after completing the EIA screening process you determine that this service/function/policy/project is not relevant for an EIA you must provide adequate explanation below (Please use additional pages if necessary).

No change in service delivery – just allowing the Council to charge for undertaking its services as required under the relevant legislation

Section 2

Screener- This to be completed by the person responsible for completing this screening
Name: Rebecca MacGregor
Location: Civic Centre, Port Talbot, SA13 1PJ
Telephone Number: 01639 763386
Date: 25 th September 2019
Approval by Head of Service
Name: Craig Griffiths
Position: Head of Legal Services
Date:

Please ensure this completed form is filed appropriately within your directorate because it may be required as evidence should a legal challenge be made regarding compliance with the Equality Act 2010.

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

21 November 2018

Report of the Head of Legal Services – Mr Craig Griffiths

Matter for Decision

Wards Affected:

All wards

Implementation of the Commons Act 2006 (Correction, Non-Registration or Mistaken Registration) (Wales) Regulations 2017

Purpose of the Report

1. To obtain approval of Members for the delegation of authority to determine applications made under the Commons Act 2006 and ancillary statutory regulations and authority to deal with the administration of such applications and the maintenance of the Commons Register.

Executive Summary

2. This report will explain the current legislation in relation to common land in Wales and the processes that we need to put into to place as a Commons Registration Authority to implement this legislation.

Background

3. As Members may be aware, the registration of common land was undertaken under the remit of the Commons Registration Act 1965. The 1965 Act was intended to establish definitive registers of common land and town and village in England and Wales, rights of common and to record details of ownership of the commons. Applications were invited for provisional registration, objections were made if appropriate and dispute provisional registrations were referred to a Commons Commissioner for determination. Unopposed provisional registration automatically became final registrations.
4. In practice, however, the task of establishing registers was complex and the 1965 Act proved to have deficiencies. For example, some land provisionally registered under the Act was wrongly struck out by the Commons Commissioner, other common land was overlooked and not registered and many greens were registered incorrectly as common land. The scope for correcting such errors was limited.
5. The Commons Act 2006 was passed by the UK Government in order to correct deficiencies of the 1965 Act. The 2006 Act is gradually being implemented in Wales through the introduction of numerous statutory regulations.
6. The Commons Act 2006 (Correction, Non-Registration or Mistaken Registration) (Wales) Regulations 2017 came into force on 5 May 2017. These regulations enable applications and proposals to be made to amend the commons registers from this date.
7. Should an application be made under these Regulations, there are a number of interested parties that the CRA must inform of the application. Some of these applications may not cause any objections to be raised and can just be determined by the delegated Cabinet Board. However, there is the potential that these parties may raise objections to the application. In such cases, it must be decided whether a hearing or inquiry should be held by the CRA to determine such applications or whether, in certain circumstances, the matter should be referred for determination by the Planning Inspectorate Wales. Should the matter be determined by a hearing/inquiry held by the CRA, the recommendations of such a hearing/inquiry will still need to be ratified by the delegated Cabinet Board.

8. Furthermore, the Constitution, as it currently stands, contains very limited reference to the delegation of work relating to common land. The writer would see a need not only to delegate the determination of applications made under the Commons Act 2006 and/or any ancillary statutory regulations to an officer but also the administrative tasks associated with dealing with such applications and the maintenance of the Commons Register in general.

Financial Impact

9. There is no additional expenditure that will be required in relation to these applications. However, there will be an additional income in respect of the application fees that are due when applications are made under the Regulations.

Equality Impact Assessment

10. An Equality Impact Assessment screening form was completed to assist the Council in complying with its public sector equality duty. The screening indicated that there was no requirement to carry out a full equality impact assessment. Please see Appendix 1.

Workforce Impacts

11. As stated above, the Constitution contains very limited reference to the delegation of powers for work related to common land and the associated application. It should be remembered that the Commons Act 2006 is being implemented by the Welsh Government in a piecemeal fashion and it is therefore anticipated that there will be a number of statutory regulations brought into force in the future implementing small parts of the 2006 Act at a time.
12. The writer anticipates a number, albeit small, of applications being made under the Regulations and as such, a process for determining such applications needs to be put into place. As stated above, there is the possibility of applications being determined without any objections being raised. In such cases, the writer would propose the power to determine such applications be determined by the appropriate Cabinet Board.
13. Where objections are raised or where the CRA is minded to refuse the application, the matter needs to be determined at a hearing or public inquiry. Guidance provided by the Welsh Government recommends that

an independent inspector (such as a barrister) can conduct public inquiries and hearings on behalf of the CRA. Following the hearing/inquiry, the inspector would make recommendations which would then need to be ratified. It is again proposed that the power to determine such applications be delegated to the appropriate Cabinet Board.

14. It should be noted that the Council, under its remit as the Local Authority, may wish to raise its own objections to a specific application. As such, it would need to seek legal advice from Legal Services in relation to making representations at a public inquiry/hearing and it would therefore not be appropriate for the determination of any applications to be undertaken by an officer within Legal Services.
15. However, it should also be noted that the CRA is under a duty to maintain an updated register. This function is currently undertaken by an officer within the legal services team who deals with the administration of the register and any applications currently made for the apportionment of grazing rights over common land. It is proposed that the administrative tasks associated with any applications under the 2006 Act and associated statutory regulations are also dealt with by an officer within the Legal Services team to ensure that the applications are processed in accordance with the strict legislative procedure set out in the Regulations.

Legal Powers

16. As referred to above, there is a legislative framework that needs to be implemented by the Council acting in its capacity as a Commons Registration Authority.

Risk Management

17. Should we not implement the legislative framework as set out above, the Commons Registration Authority would not be complying with its statutory duties. There is therefore the potential that the Council's decision not to implement the legislative framework could be open to judicial challenge, the result of which could also result in financial penalties.

Consultation

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

Recommendations

19. It is recommended that Members approve the delegation of powers to undertake the administration and maintenance of the Commons Register under the Commons Registration Act 1965 and any administrative tasks in relation to applications received under the Commons Act 2006 and any ancillary statutory regulations to the Head of Legal Services.

Reasons for Proposed Decision

20. The recommendation above is required in order to implement the legislative framework which has been set down by the Government and ratified by the Welsh Government. To not implement the same would be going against statute and could leave the Council open to judicial challenge.

Implementation of Decision

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

Officer Contact

Mr Craig Griffiths - Head of Legal Services

01639 763767

Email: c.griffiths@npt.gov.uk

Mae'r dudalen hon yn fwriadol wag

Equality Impact Assessment Screening Form

Please ensure that you refer to the Draft Screening Form Guidance while completing this form. If you would like further guidance please contact Corporate Strategy or your directorate Heads of Service Equality Group Champion.

Section 1

What service area and directorate are you from?

Service Area: Legal Services

Directorate: Finance and Corporate Services

Q1(a) What are you screening for relevance?

Service/ Function <input type="checkbox"/>	Policy/ Procedure <input checked="" type="checkbox"/>	Project <input type="checkbox"/>	Strategy <input type="checkbox"/>	Plan <input type="checkbox"/>	Proposal <input type="checkbox"/>
--	---	-------------------------------------	--------------------------------------	----------------------------------	--------------------------------------

(b) Please name and describe below

Proposal for delegation of powers to undertake work in relation to common land

Q2(a) What does Q1a relate to?

Direct front line
service delivery

Indirect front line
service delivery

Indirect back room
service delivery

(H)

(M)

(L)

(b) Do your customers/clients access this service...?

Because they
need to

Because they
want to

Because it is
automatically provided to
everyone in NPT

On an internal
basis
i.e. Staff

(H)

(M)

(M)

(L)

Q3 What is the potential impact on the following protected characteristics?

	High Impact (H)	Medium Impact (M)	Low Impact (L)	Don't know (H)
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Welsh language	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Q4(a) How visible is this service/function/policy/procedure/ project/strategy to the general public?

High visibility
to general public

Medium visibility
to general public

Low visibility
to general public

(H)

(M)

(L)

Equality Impact Assessment Screening Form

(b) What is the potential risk to the council’s reputation? (Consider the following impacts – legal, financial, political, media, public perception etc...)

High risk
to reputation

(H)

Medium risk
to reputation

(M)

Low risk
to reputation

(L)

Q5 How did you score?
Please tick the relevant box

**MOSTLY H and/or M → HIGH PRIORITY → EIA to be completed
Please go to Section 2**

**MOSTLY L → LOW PRIORITY / NOT RELEVANT → Do not complete EIA
Please go to Q6 followed by Section 2**

Q6 If after completing the EIA screening process you determine that this service/function/policy/project is not relevant for an EIA you must provide adequate explanation below (Please use additional pages if necessary).

No change in service delivery – just allowing the Council to charge for undertaking its services as required under the relevant legislation

Section 2

Screener- This to be completed by the person responsible for completing this screening
Name: Rebecca MacGregor
Location: Civic Centre, Port Talbot, SA13 1PJ
Telephone Number: 01639 763386
Date: 25 th September 2019
Approval by Head of Service
Name: Craig Griffiths
Position: Head of Legal Services
Date:

Please ensure this completed form is filed appropriately within your directorate because it may be required as evidence should a legal challenge be made regarding compliance with the Equality Act 2010.

CABINET

REPORT OF THE

ASSISTANT CHIEF EXECUTIVE AND CHIEF DIGITAL OFFICER

K. JONES

21st November 2018

SECTION A: MATTER FOR MONITORING

WARDS AFFECTED: ALL

TITLE OF REPORT:

Half Year Progress Report - Corporate Governance Improvement Action Plan for 2018/19 – period 01.04.18 to 30.09.18

Purpose of Report

1. To provide Members with a half year update on progress made on the Corporate Governance Improvement Action Plan for 2018/19 (attached at Appendix 1). The action plan reflects the governance issues (improvement areas) identified in the Council's Annual Governance Statement for 2017/18 ([reported to Cabinet on 23rd May 2018](#)).

Background

2. The Annual Governance Statement describes the Council's governance arrangements and the controls we employ to manage the risks of failure to achieve strategic objectives. The Annual Governance Statement forms part of the Annual Statement of Accounts and provides a public statement of the extent to which the Council complies with good practice and meets the core and sub principles of effective governance.

Progress to date

3. The Corporate Governance Group continues to oversee the improvement work identified in the Corporate Governance Improvement Action Plan to ensure the Council's processes and procedures enable the Council to carry out its functions effectively. During the period April – September 2018, good progress has been made on the following improvement work areas contained within the action plan:

- Equalities
- General Data Protection Regulation (GDPR) Information Management

One improvement work area has been delayed due to pressures of other work which have needed to take priority. This is:

- Code of Corporate Governance – review of assurances in place to fully comply with Core Principle A on Behaviours and Values

Financial Appraisal

4. The progress described was delivered against a challenging financial backdrop. Meeting the duties set out in the Well-being of Future Generations (Wales) Act 2015 has created additional unfunded duties on the Council which have been met from the Council's base budgets.

Equality Impact Assessment

5. There are no equality impacts associated with this report.

Workforce Impact

6. New legislative requirements have meant additional training for staff across the Council. Training has been delivered on the revised Integrated Impact Assessment Tool and GDPR in order to mitigate legal challenges, fines and non-compliance.

Legal Impact

7. This monitoring report is prepared under the Local Government (Wales) Measure 2009 and discharges the Council's duty to "make arrangements to secure continuous improvement in the exercise of its functions". The Council also has a duty to reflect the requirement of the Well-being of Future Generations (Wales) Act 2015 to ensure that our governance structures enable different parts of the organisation to work together on setting well-being objectives and taking all reasonable steps to meet well-being objectives.

Risk Management

8. The Council is responsible for putting in place proper arrangements for the governance of its affairs, facilitating the effective exercise of its functions, including arrangements for the management of risk. Failure to monitor progress on the action plan may lead to non-compliance by the Wales Audit Office and statutory recommendations the Council would be obliged to address. During 2017/2018, the Council revised and updated the existing Corporate Risk Management Policy and the Council's corporate risk management arrangements to ensure they are robust and consistent across the Council. In order to strengthen the underpinning risk management process, a new integrated corporate performance and risk management system (CPMS) was introduced. This went live on 31st March 2018.

Consultation

9. There is no requirement in the Constitution for consultation on this item.

Recommended

10. It is recommended that Members note the half year progress made on the Corporate Governance Improvement Action Plan for 2018/19 for the period 01.04.18 to 30.09.18 attached at Appendix 1.

Appendices

11. Appendix 1 – Corporate Governance Improvement Action Plan 2018/19

List of Background Papers

12. Annual Governance Statement (contained within the 2017/18 Statement of Accounts): <https://www.npt.gov.uk/media/9409/finals-of-acc-1718-signed-and-internet.pdf>

Officer Contact

13. Karen Jones, Assistant Chief Executive & Chief Digital Officer Tel: 01639 763284 or e-mail: k.jones3@npt.gov.uk

Corporate Governance Improvement Action Plan 2018-19

Progress update for period 01-04-2018 to 30-09-2018

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Key Improvement Area		Officer	Progress to date
1.	Equalities – roll-out of training, implementation, review and evaluation of the revised Impact Assessment Tool	CF	<ul style="list-style-type: none"> • Integrated Impact Assessment (IIA) tool has been developed and training delivered to relevant officers across the authority • Following feedback from Corporate Management Group re level of detail in the assessment tool, further work is to be undertaken to refine the tool • Training to be arranged for Corporate Management Group and Members • Report template to be revised to include reference to IIA and WCFG Act • First stage assessment tool and guidance developed and circulated to Corporate Directors and Heads of Service for use with budget proposals for 2019-2020
2.	General Data Protection Regulation (GDPR) – monitoring of arrangements	CG	<ul style="list-style-type: none"> • A set of documents have been developed to assist with the implementation of GDPR. This includes: <ul style="list-style-type: none"> ○ Practical Guide to GDPR - with the purpose of informing officers of the principles that must be borne in mind ○ Standard template documents - including sample Data Processing Agreements/Privacy Statements and Notices for sections to utilise when necessary • Training has been provided to officers in each

Corporate Governance Improvement Action Plan 2018-19

Progress update for period 01-04-2018 to 30-09-2018

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Key Improvement Area	Officer	Progress to date
		<p>directorate on how to assist in the preparation of these documents</p> <ul style="list-style-type: none"> • General and Service Specific Privacy Statements have been uploaded to the Council’s website for use. Similar documentation has also been provided to schools within the locality • Training programme for elected Members will take place in the Winter of 2018 through to early 2019 • Officers are regularly providing advice to client departments on GDPR requirements and the need to consider data protection in all their areas of work to the extent that data protection is now factoring into all processes undertaken by the Council. Further work is required to continue with this rollout • GDPR Record Officers have been appointed in the ICT Section to work with sections of the Council to assist in ensuring GDPR compliance and to ensure that appropriate documentation is prepared and updated • Further work is required to ensure suitable training is provided to all staff on data protection matters and the need to be vigilant. The Head of Legal Services and Head of ICT will continue to develop a system that continues to put data protection central to all the Council’s actions to ensure compliance with GDPR and corresponding legislation

Corporate Governance Improvement Action Plan 2018-19

Progress update for period 01-04-2018 to 30-09-2018

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Key Improvement Area		Officer	Progress to date
			<ul style="list-style-type: none"> The GDPR requirements require notification of serious breaches to be made within 72 hours of discovery of the breach - work will be undertaken over the coming months to reconsider our current data breach reporting scheme to allow for opportunities for video conferencing to ensure that officers can meet the necessary reporting obligations
3.	Information Management – update the Information Strategy and bring forward for approval	SJ	The Information Strategy is currently under review in light of the change to the Council’s obligations introduced under the recent GDPR legislation. Once this exercise is complete the updated strategy will be forwarded to the Corporate Governance Group for ratification before being presented to Members for approval
4.	Code of Corporate Governance – review of assurances in place to fully comply with Core Principle A on Behaviours and Values	CF	<ul style="list-style-type: none"> Work in this area has been delayed due to pressures of other work which have needed to take priority Research work will start later this year and reported back to the Corporate Governance Group in January 2019

Mae'r dudalen hon yn fwiadol wag

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

21st November, 2018

Report of Assistant Chief Executive and Chief Digital Officer K. Jones

Matter for: Monitoring

Wards Affected: All

Report Title

1. Corporate Plan Key Performance Indicators 2018/2019 – Quarter 2 Performance (1st April 2018 – 30th September 2018)

Purpose of the Report

2. To report quarter 2 performance for the Council's Corporate Plan Key Performance Indicators (KPI's) for the period 1st April 2018 to 30th September 2018 to Cabinet. Relevant Corporate Plan KPI's are also being reported to relevant Cabinet Boards i.e. Education, Skills and Culture, Social Care Health and Wellbeing, Street Scene and Engineering and Regeneration and Sustainable Development Cabinet Boards.

Executive Summary

3. A list of quarter 2 Corporate Plan KPI's with progress comments on each indicator are attached as appendix 1, these do not include those KPI's collected on an annual basis, these will be reported in quarter 4. The full suite of Corporate Plan KPI's can be found in the [Corporate Plan 2018-2022](#).
4. KPI's that have improved on or achieved target are GREEN (green traffic light) status, KPI's that have not achieved target but performance is within 5% are AMBER (amber traffic light) status and KPI's that are 5% or more below target are RED (red traffic light) status.

5. Where available, appendix 1 provides performance data for quarter 2 performance for 2016/17, 2017/18 & 2018/19 (all 6 months data). The quarter 2 target provided is also for a six month period (2018/19).
6. Appendix 2 provides quarter 2 information for Compliments and Complaints data, collected in line with the [Council's Comments, Compliments & Complaints Policy](#) for Cabinet and relevant Cabinet Board purviews.

Financial Impact

7. The performance described in the Report is being delivered against a challenging financial backdrop.

Equality Impact Assessment

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

Workforce Impacts

9. The Council's workforce continues to contract as financial resources continue to reduce. In recognition of the scale of change affecting the workforce, a new Corporate Workforce Plan has been developed to support the workforce to adapt to the changes that delivery of the Corporate Plan will introduce.

Legal Impacts

10. This Report is prepared under:
 - 1) The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".
 - 2) Well-being of Future Generations (Wales) Act 2015
 - 3) The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management

12. Failure to produce a compliant report within the timescales can lead to non-compliance with our Constitution. Also, failure to have robust

performance monitoring arrangements could result in poor performance going undetected.

Consultation

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

Recommendation

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

Reasons for Proposed Decision

14. Matter for monitoring. No decision required.

Implementation of Decision

15. Matter for monitoring. No decision required.

Appendices

16. Appendix 1 – Corporate Plan Key Performance Indicators 2018/2019 – Quarter 2 Performance (1st April 2018 – 30th September 2018).
17. Appendix 2 - Compliments and Complaints information – Quarter 2 2018/2019

Officer Contact

18. Karen Jones, Assistant Chief Executive and Chief Digital Officer. Telephone: 01639 763284. E-Mail: k.jones3@npt.gov.uk
19. Shaun Davies, Corporate Performance Management Officer. Telephone: 01639 763172. E-Mail: a.s.davies@npt.gov.uk

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Performance Indicators

Neath Port Talbot Council



Appendix 1 - Cabinet - Corporate Plan Key Performance Indicators - Quarter 2 - 2018/19




Print Date: 13-Nov-2018






How will we know we are making a difference (01/04/2018 to 30/09/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
1 Well-being Objective 1 - To improve the well-being of children and young people					
CP/002 - Number of full day childcare places provided (measured over the financial year - quarterly)	2569.00	2283.00	2203.00	2350.00	 Red
The number of registered childminders has fluctuated over the quarter, affecting the overall number of registered places. Training and support is available to providers to help sustain their settings and additional work will be undertaken to promote this to providers.					
CP/004 - Percentage of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths	61.53	51.41	52.02	60.00	 Red
Academic Year 2017-18 : There has been a rise in this indicator from 51.41% in Academic Year 2016/17 to 52.02% for Academic Year 2017/18 but the figure is below the target set. This is largely due to the unexpected change in grade boundaries which had a detrimental effect on individual pupils at the C/D borderline in GCSE English Language, mathematics and numeracy.					
This is only the second year since the change in the format of the GCSE exams, with the main difference being that the results rely more on the exam paper than coursework and assessment. This has clearly had an impact on pupils from more deprived backgrounds which when added to the removal of pupils opportunity to enter exams early has made target setting particularly challenging.					
CP/005 - PAM/007 - Percentage of pupil attendance in primary schools	94.56	94.69	94.14	94.90	 Amber
185,997 missed half day sessions of 3,501,081 in Academic Year 2016-17 compared to 204,413 missed half day sessions of 3,490,918 in Academic Year 2017-18. There were a number of factors that affected attendance during the year including a higher than average amount of recorded illness amongst pupils in a number of schools. Scarlet fever, chicken pox and stomach bugs were the main causes of illness that hit several classes and schools quite hard during the winter months. There was a notable rise in the number of unauthorised holiday's being taken during term-time since the Isle of Wight prosecution case that received significant attention by the national media. This was particularly prominent at the very start and end of the school year. The Education Welfare Service continues to work closely with schools and parents to identify the root cause of persistent absences with the aim of providing intervention and support when and where needed. A new dedicated officer was appointed during the year with the sole focus of working with those pupils classified as persistent absentees. Regular meetings are scheduled between Education Welfare Officers and key school staff to discuss individual pupil cases and provide advice, support and to determine appropriate course of actions					
CP/006 - PAM/008 - Percentage of pupil attendance in secondary schools	93.72	93.64	93.48	94.00	 Amber






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PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
147,951 missed half day sessions of 2,325,867 in Academic Year 2017-18 compared to 151,041 missed half day sessions of 2,316,937 in Academic Year 2018-19. There were a number of factors that affected attendance during the year including a higher than average amount of recorded illness amongst pupils in a number of schools. Scarlet fever, chicken pox and stomach bugs were the main causes of illness that hit several classes and schools quite hard during the winter months. There was a notable rise in the number of unauthorised holidays being taken during term-time since the Isle of Wight prosecution case that received significant attention by the national media. This was particularly prominent at the very start and end of the school year. The Education Welfare Service continues to work closely with schools and parents to identify the root cause of persistent absences with the aim of providing intervention and support when and where needed. A new dedicated officer was appointed during the year with the sole focus of working with those pupils classified as persistent absentees. Regular meetings are scheduled between Education Welfare Officers and key school staff to discuss individual pupil cases and provide advice, support and to determine appropriate course of actions.					
CP/007 - PAM/033 - Percentage of pupils assessed in Welsh at the end of Foundation phase	16.65	16.16	15.78		
Academic Year 2017-18 : New Indicator - Data for previous years has been obtained but no target set. This is an objective in the Welsh in Education Strategic Plan (WESP) and links with Objective 1 which is: More seven-year-old children being taught through the medium of Welsh. This will be done in a number of ways including:-					
<ul style="list-style-type: none"> • To increase the capacity of Welsh-medium pre-school provision • Provide information for parents/carers that promotes the benefits of a bilingual education • Work with Mudiad Meithrin to ensure expansion of pre-school provision and support the sector to recruit suitably skilled Welsh language care workers • Improve the support for parents/pupils and schools to move along the linguistic continuum 					
Authority is opening a second Welsh medium (WM) secondary campus in the south-east in September 2018 with a capacity for 650 pupils aged 11-16. It is expected, based on parental responses, that this will stimulate interest and growth in WM primary provision in the areas of Port Talbot, Neath, Llandarcy, Briton Ferry and the Afan Valley in subsequent years. It is reasonable, based on known current capacity, to assume a minimum 2% growth in numbers accessing WM provision.					
CP/008 - PAM/034 - Percentage of year 11 pupils studying Welsh first language			12.85		
This is a new indicator for 2018-19. There are 191 pupils out of a cohort of 1486 pupils studying Welsh first language at Year 11. This relates to one school and will depend on the number of pupils attending that school. As part of the NPT WESP a range of strategies are being used to promote Welsh medium education, primarily the opening of Ystalyfera Bro Dur is likely to have a long term impact on this percentage. However, it is too early to see the impact.					
CP/011 - PAM/028 - Measure 24 - Percentage of child assessments completed on time	99.53	97.83	91.93	98.00	 Red
991 out of 1,078 for QTR 2 2018-19 compared to 2,799 out of 2,861 for the same period 2017-18. We remain above the Wales Average of 90.08%. A plan is in place for a task and finish group, led by senior officers, to look at the reasons for the delays in assessments being completed.					
CP/012 - Number of apprenticeship, traineeship and work placement opportunities made available each year within the Council	20.00	36.00	104.00	83.00	 Green
78 placements have been carried forward from the previous year and 8 new placements commenced on the 1st April 2018. The 104 can be broken down into the following: 60 apprenticeships, 15 traineeships (of which 13 were looked after children) and 29 work placements.					




PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/014 - Percentage of 11 - 19 year olds in contact with the Youth Service (measured cumulatively over the financial year - quarterly)	19.11	24.47	18.53	24.50	 Red
3,400 of 13,897 in Quarter 2 2017-18 compared to 2,670 of 14,406 in Quarter 2 2018-19. The fall can be attributed to a fall in Authority Wide youth work that was carried out in the first 2 quarters of 2018-19. During the first two quarters of 2017/18 extensive work was undertaken with the schools promoting the youth council and added over 400 young people to our database. Also a lot of work was undertaken on Sexual relationship education sessions with over 200 young people accessing the SRE sessions. The numbers are expected to rise in quarter 3.					
CP/015 - Percentage of schools that have adopted suitable programmes to address VAWDASV			12.12		
Quarter 2: 8 of 66 schools. New indicator - no comparable data or target. Hafan Cymru's Spectrum Programme delivers age appropriate Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) lessons, but it is currently at each school's discretion as to whether they decide to offer these lessons or not. There will be an increased focus on ensuring take-up of this service, particularly due to the partnership work of the VAWDASV Children and Young People's Group and the Relationship and Sex Education Group, focusing on lesson packs for all schools. The lesson pack has now been updated to include this lesson, pilot phase is ongoing. This will then be delivered to all schools over time.					
CP/016 - Percentage of children and young people who have participated in a suitable programme that addresses VAWDASV			39.00		
New Indicator - no comparable data or target. 1,886 of 4,836 pupils (39%). During 2018/19, this programme is delivered to year 6 and year 8 pupils. Secondary schools: 'It's your World' was a pilot event held at Ysgol Bae Baglan only, delivering safety messages to Year 8 pupils on five key topics. 300 Year 8 pupils received this programme during Quarter 1. The aim is to roll out this event across other comprehensive schools over time. As a result, this figure should increase each time reported, providing schools are on board and willing to host. Primary schools: The Crucial Crew event for year 6 pupils took place in July and was attended by 1,586 pupils.					
CP/017 - Percentage of year 6 children and young people who have participated in a suitable programme to address cyber-crime			97.98		
New Indicator - no comparable data or target. This work is carried out in July every year at the Community Safety flagship event Crucial Crew. 1,554 of 1,586 participated. However, all children and young people from year 7 – 11 in the county borough would have participated through the normal school curriculum in a programme of general awareness raising on internet safety.					
2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough					
CP/021 - Number of new business start-up enquiries assisted	173.00	119.00	152.00	180.00	 Red
There continues to be a steady flow of requests for business start-up information, advice and support. It is anticipated that targets set for this financial year will be achieved.					
CP/022 - Number of enterprise events held			6.00	6.00	 Green





PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
New indicator, no comparable data. Six Enterprise Club events have been held to date. These events provide local residents with free support and advice on setting up and running a small business. This activity is on track to deliver targets set for the year.					
CP/023 - Workways + - Number of local people in training, volunteering or employment			47.00	23.00	 Green
New indicator, no comparable data. The EU funded Workways+ project which provides training, paid work experience opportunities and support to economically inactive and long-term unemployed people to help them take their first steps to re-engage or enter into the labour market, is exceeding its targets and outputs.					
CP/024 - Communities for work - Number of local people in training, volunteering or employment	90.00	182.00	150.00	168.00	 Red
<p>There are several reason the numbers are lower than the anticipated target:-</p> <ul style="list-style-type: none"> • The figures stated do not include Transfer Starts in to the programme, which since the 1/4/18 there have been 6. • WG have acknowledged that there has been a lower take up by 25+ participants, Wales wide – this is possible due to the changeover to Universal Credits. • There are at least 8 participants that we are waiting for proof of eligibility in Qtr. 2 which when received will be added to the figures. • The C4W programme is ESF funded and cannot work with any individual that is receiving support from another ESF programme. • Although the programme is not mandatory, it does have strict eligibility criteria that individuals must meet before receiving support especially the 25+ participants. 					
CP/025 - Number of compulsory redundancies made by the Council	23.00	3.00	7.00		
This quarter five schools employees were compulsory redundant and one Council employee. Further work is being carried out to minimise compulsory redundancies as much as possible.					
CP/026 - Number of local people helped to get back to work through regeneration projects			66.00	37.00	 Green
New indicator, no comparable data. The inclusion of Community Benefit clauses into our corporate infrastructure projects, including the 21st Century Schools programme, is helping to support local people to get back into work					
CP/027 - Number of completed training weeks for apprenticeship, traineeships and work experience			837.00	2000.00	 Red
New indicator, no comparable data. As part of our corporate commitment to ensuring that infrastructure projects within Neath Port Talbot contribute to the social, economic and environmental well-being of the wider community through the use of Community Benefits, we continue to work with contractors to encourage more apprenticeships, traineeships and work experience opportunities. This output is anticipated to increase as the year progresses as further projects are completed.					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless			53.97	41.00	 Green







Tudor Jones



PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Prevention work continues to be carried out by liaising with RSL's and private landlords to enable tenants to remain in their properties with additional support to meet their needs. Quarter 2 2017-18 data was not reported at the time due to difficulties with the system used to capture this data.					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	222.00	230.59	256.01	230.00	 Red
The average number of days to deliver Disabled Facilities Grants has increased. The reason for this is twofold. Firstly there is a continuing increase in the demand for more complex adaptations. Secondly the waiting time for adaptations is increasing as a result of the need to manage the budget against the changing nature of the demand.					
CP/033 - Number of incidents of VAWDASV where the risk is considered low or medium			3330.00		
New Indicator - no comparable data or target. A total of 3,542 incidents were recorded in the quarter 2 period, of which 212 were assessed as high risk.					
CP/034 - Percentage of incidents of domestic abuse where people are repeat victims - IDVA (Council) - highest risk victims			37.26	34.00	 Red
9 of 12 for Quarter 2, 2018/19. This performance indicator is reported Quarterly with effect from 2018/19. Full year comparison with previous year's data will be available in Quarter 4 there is a slight increase on the target because more vulnerable people are seeking advice and support.					
CP/036 - Percentage of vulnerable people whose vulnerability is reduced via the vulnerable persons MARAC (Multi Agency Risk Assessment Conference)			90.00		
9 of 10 for quarter 2 2018/19. New Indicator - no comparable data or target. During Quarter 2, nine people classed as street vulnerable had their vulnerability reduced. e.g. accommodation found, ongoing support. One person did not engage. Number of referrals to the Street Vulnerable Multi Agency Risk Assessment Conference (MARAC) for quarter1 was 0 not 22, as reported in quarter 1					
CP/037 - Number of repeat anti-social behaviour victims			2.00	3.00	 Green
Reported quarterly from 2018/19. A repeat anti-social behaviour victim is a person who has reported three incidents in a six month period and an action plan is put in place to support the victim. These figures are low as the early interventions put in place are generally effective.					
CP/042 - PAM 023 - Percentage of food establishments that meet food hygiene standards	92.84	94.99	94.88	95.00	 Amber
1,187 of 1,251 food establishments met the food hygiene standards this quarter. Target will be achieved by the end of the year.					
CP/043 - The percentage of detected breaches in animal health, feed and food standards that have been rectified			43.33	80.00	 Red
New Indicator - no comparable data. 13 of 30 detected breaches were rectified. The larger proportion of investigations are ongoing. The ratio has improved on the last quarter following the rectification of some breaches.					






PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/044 - Number of breaches in consumer fraud investigations successfully concluded			6.00		
New Indicator - no comparable data or target. So far this year there have been 15 consumer fraud complaints investigated of which 6 have been concluded, the remaining 9 are currently undergoing investigation and will be reported upon when they are concluded.					
CP/045 - Average value of consumer fraud investigations concluded (£)			91.67		
New Indicator - no comparable data or target. So far this year there have been 15 consumer fraud complaints investigated of which 6 have been concluded. Of those concluded, the total worth is £550, an average of £91.67 per fraud.					
CP/046 - Percentage of correctly granted benefit against total granted	99.91	99.95	99.94	99.95	 Amber
Performance remains consistently good ,errors being minimal despite the high level of payments involved (currently over £30 million) Very minor variances will be expected , but nothing of consequence.					
CP/047 - Average days taken for new claims and changes of circumstances– application to assessment	8.74	7.52	5.86	6.00	 Green
Speed of processing remains high , despite heavy workloads and staff reductions. Variances at the margins are not consequential to claimants.If required cases can be fast tracked and done on receipt.					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	3.56	1.26	2.67	1.26	 Red
The increase in the number of people waiting in hospital for social care reasons is linked in part to the difficulties the department is experiencing sourcing domiciliary care packages for some people. The commissioning team are working closely with independent domiciliary care providers and the Local Authority Homecare service to find solutions to address the demand for domiciliary care in certain parts of the county.					
CP/049 - Number of carers assessments completed	173.00	153.00	136.00		
No target has been set for this indicator. Carers assessments are undertaken by the social work teams as well as Neath Port Talbot Carers Service on behalf of the Local Authority. Carers are offered an assessment and those who accept the offer do receive an assessment. For those carers who opt not to have an assessment they do still have access to information, advice and assistance as well as services provided by Neath Port Talbot Carers service.					
CP/050 - Percentage of adults who completed a period of re-ablement and have a reduced package of care and support 6 months later		19.44	12.04	28.00	 Red

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
There has been a slight decrease since Q2 last year, however the number of re-ablement packages that have resulted in no need for a further package or support has significantly increased this quarter. (This data was reported from 2017-18)					
3 Well-being Objective 3 - To develop the local economy and environment so that the well-being of people can be improved					
CP/057 - Number of visitors to our town centres			1163044.00		
New indicator - no comparable data or target. Updated figures to include Neath Food & Drink Festival. Footfall figures provided by Neath BID (Business Improvement District)					
CP/058 - Number of established and new events e.g. the Neath Food and Drink Festival			1.00		
New indicator. No comparable data or target.					
CP/059 - Develop quality manufacturing, R&D and office space - a) Vacancy Rates			0.00		
New indicator. - no comparable data or target. Several projects programmed for later in 2018/19					
CP/060 - Develop quality manufacturing, R&D and office space - b) Square footage			0.00		
New indicator. - no comparable data or target. Several projects programmed for later in 2018/19					
CP/061 - Develop quality manufacturing, R&D and office space - c) Back to use			0.00		
New indicator. - no comparable data or target. Several projects programmed for later in 2018/19					
CP/062 - Number of business enquires assisted resulting in advice, information or financial support being given to existing companies through Business Services	225.00	256.00	302.00	320.00	 Red
The team continue to deal with a variety of requests for support from local businesses, such as availability of property, funding, training support, etc. We anticipate that this will continue throughout the year with targets set being achieved.					
CP/063 - The number of jobs created/safeguarded as a result of financial support by the local authority	119.00	21.00	75.00	145.00	 Red
Funding applications are progressing well, and once completed, outputs will steadily increase. It is anticipated that the target set for this financial year will be met.					
CP/064 - Number of investment enquiries			35.00	18.00	 Green






PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
New indicator, no comparable data. The first two quarter of the year have been particularly busy in terms of dealing with enquiries from new investors and business expansions. If this level of demand continues, it is anticipated that targets set for the year will be well exceeded.					
CP/067- PAM 030 - Percentage of waste, reused, recycled or composted	62.77	62.14	63.33	62.00	 Green
23,914 of 37,760 tonnes of waste collected. This is a 1.2% increase compared to the same time last year although, this is however subject to NRW validation.					
CP/068 - PAM 043 - Kilograms of residual waste generated per person			97.51		
13,846,000 kg's of residual waste. Population of 142,000. This is a new indicator introduced this year and therefore does not currently have a set target (data from this year will set the base line for future years). The updated Waste Strategy does, however, also contain measures to reduce residual waste					
CP/071 - Number of visitors to attractions (to be reported using visitor counters throughout the County Borough)			0.00		
New Indicator - no comparable data or target. The visitor figures sourced from visitor counters throughout the County are available on a six monthly basis, the half year figures will be reported in January 2019.					
CP/072 - Number of visits to our theatres (measured cumulatively over the financial year - quarterly)	97376.00	113678.00	103320.00		
This is a new indicator for 2018-19 Data for previous years has been obtained but due to a cut in the budget of 50% over the previous years no target has been set.					
CP/074 - PAM/017 - Number of visits to leisure centres per 1,000 population	3580.77	3563.43	4581.35	3700.00	 Green
Visitors to local authority sports and leisure centres who participate in physical activity have increased in quarter 2 (2018-19) by over 28 percent when compared to quarter 2 (2017-18) mainly due to the popularity of the "Aberavon Leisure and Fitness Centre" and the hire of "Ysgol Bae Baglan" facilities by the general public.					
CP/075 - Number of tourism operators supported by the Council			14.00	7.00	 Green
New indicator - no comparable data. The new Tourism Team was established in August 2018 and this has generated additional enquiries from tourism businesses looking to invest.					
CP/076 - Number of Destination Management Plan actions delivered			15.00	6.00	 Green

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Reported quarterly with effect from 2018/2019. The RDP funded Tourism Development in Neath Port Talbot Project continues to deliver actions with tourism stakeholders. The new Tourism Team, which was re-established in August 2018, has also delivered against this target.					
CP/077 - Number of biodiversity rich areas protected and/or enhanced			43.00	48.00	 Red
Reported quarterly with effect from 2018/2019. The figure is based on the current list of nature conservation sites, which includes Local Nature Reserves, 'Working with Nature' sites and areas that have previously been managed as part of the conservation verge/area scheme. Following a review, a number of sites have been removed, hence a reduction from the 2017/18 figure (46 in quarter 4, 2017-18).					
CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)			11.00	18.00	 Green
Reported quarterly with effect from 2018/2019. Breaches are measured from the FDMS monitor at Port Talbot Fire Station, which is the official monitoring station for reporting on the air quality objective.					
CP/079 - Percentage of Private Water Supplies operating in accordance with drinking water requirements			0.00	50.00	 Red
New indicator - no comparable data. There are 4 private water supplies requiring a risk assessment this financial year which are planned to start in the next quarter.					
CP/080 - Number of improvement projects carried out in the Public Rights of way network			0.00	0.00	 Green
New indicator, no comparable data. Spring/Summer is generally the season where clearance/cutting back of overgrown vegetation occurs along the Public Rights of Way network, with project improvement works completed during Autumn and Winter.					
CP/081 - Number of accessible routes increases (by Kilometres) in accordance with the Existing Route Map and Integrated Network Map - Pedestrian routes			0.00	0.00	 Green
Reported quarterly with effect from 2018/2019. Target for 2018/19 to increase by 2 KM by March 2019. Accessible routes in KM as at 30th September 2018 are 47.14 KM. The allocation of WG funding for the 2018/19 financial year is restricted to pre-works activities in relation to the development of cycle routes identified on the INM, including: feasibility studies/option development; scheme design; land purchase; consultation / engagement. Alternative funding opportunities to deliver improvements on the ground will however continue to be sought.					
CP/082 - Number of accessible routes increases (by Kilometres) in accordance with the Existing Route Map and Integrated Network Map - Cycle routes			0.00	0.00	 Green
Reported quarterly with effect from 2018/2019. Target for 2018/19 to increase by 2 KM by March 2019. Accessible routes in KM as at 30th September 2018 are 36.4 KM The allocation of WG funding for the 2018/19 financial year is restricted to pre-works activities in relation to the development of cycle routes identified on the INM, including: feasibility studies/option development; scheme design; land purchase; consultation / engagement. Alternative funding opportunities to deliver improvements on the ground will however continue to be sought.					
4 Governance and Resources (cross cutting) - To ensure the business of the Council is managed to maximise the long term benefit for the citizens of Neath Port Talbot					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/086 - PAM/001 - Number of working days lost to sickness absence per employee - Sickness FTE days lost	4.60	4.19	4.38	4.20	 Amber
Managing sickness absence continues to be a key priority for Heads of Service and their Accountable Managers. Additional HR resources supporting the Long Term Sickness Absence Taskforce continue to be available to support managers through a strategy of early intervention and effective communication. Whilst Quarter 1 showed a slight decrease on last years performance, Quarter 2 shows a slight increase emphasising the need for constant vigilance when it comes to managing sickness absence					
CP/088 - Number of statutory recommendations made by the Council's external auditors on strategic and operational planning arrangements	0.00	0.00	0.00	0.00	 Green
The Wales Audit Office Annual Improvement Report (AIR) 2017-2018 made no formal recommendations for the Council. However the Auditor General did make a number of proposals for improvement and recommendations, deriving from local and national work undertaken by the Wales Audit Office and inspection work undertaken by Estyn. These proposals for improvement and recommendations are a key input into the Council's corporate governance arrangements and where necessary are incorporated into the Council's Annual Governance Statement - Improvement Action Plan. The Auditor General will monitor progress against those proposals for improvement and relevant recommendations made in national reports published.					
CP/089 - Percentage of key performance indicators (National Public Accountability Measures) that were either at maximum performance or which improved compared to the previous year			41.18		
Revised data set therefore no target or comparable data for this measure. 7 of 17 of 2017/18 comparable measures available as at 6th August 2018 improved. This year, no measures achieved maximum performance. 9 of the 27 measures will not be comparable to our previous year's data as 7 are new measures and 2 are not suitable for comparison. The Council has maintained performance across the areas covered by the national indicators compared to 2016-2017, with a small number showing improvement and a small number showing a reduction in performance. However, performance compared to other local authorities has declined across a range of indicators. Given the cuts in financial and human resources over a sustained period of time this is considered to be a good performance. The All Wales Waste data will be published end of October 2018 and the Social Care data will be published at a date to be confirmed.					
CP/091 - Percentage of complaints at stage 1 that were upheld/partially upheld	15.48	11.27	19.51		
8 of 71 in Quarter 2 2017-18 compared to 16 of 82 in Quarter 2 2018-19. A breakdown of the data with comments per Cabinet Board is attached to this report as appendix 2					
CP/092 - Percentage of complaints at stage 2 that were upheld/partially upheld	0.00	22.22	7.14		
2 of 9 in Quarter 2 2017-18 compared to 1 of 14 in Quarter 2 2018-19. A breakdown of the data with comments per Cabinet Board is attached to this report as appendix 2.					
CP/093 - Percentage of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	0.00		
0 of 1 in Quarter 2 2017-18 compared to 0 of 0 in Quarter 2 2018-19. More information per Cabinet Board is attached to this report as appendix 2.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/094 - Number of compliments received from the public	142.00	217.00	132.00		
A breakdown of the data with comments per Cabinet Board is attached to this report as appendix 2.					
CP/098 - CS/004 - Percentage of customers leaving before being seen	0.11	0.09	0.15	0.10	 Red
Slight increase when a comparison made with the same period last year. Sickness/holidays resulted in reduced resources for the summer period which led to there only being one member of staff in each site available to deal with OSS enquiries, this may have had an impact on walk off's. The lunch time period is normally the busiest as some customers choose to use their own lunch break to conduct business with the authority.					
CP/099 - CS/003a - Percentage of telephone calls in Welsh abandoned after 5 seconds	12.92	15.50	16.64	3.00	 Red
14 of 685 during quarter 2, 2018-19. This figure is likely to be higher as a percentage compared to the English line response as there are several more English speaking staff available to answer calls to the Contact Centre compared to the much less in number of bilingual staff. Recruitment for replacement staff so far proving unsuccessful to provide cover for the usual summer holiday period. We have recently re-advertised for replacement staff to help improve resilience.					
CP/100 - CS/003b - Percentage of telephone calls in English abandoned after 5 seconds	4.56	2.93	4.49	3.00	 Red
2,743 of 61,068 during quarter 2, 2018/19. There has been a slight increase in abandoned calls over the last quarter. Some staff recently left the service with recruitment for replacement staff so far proving unsuccessful to provide cover during the usual summer holiday period. There are instances of abandoned calls have been slightly higher than usual which resulted in an increased percentage We have recently re-advertised for replacement staff to help improve resilience.					
CP/101 - CS/002a - Average time (seconds) to answer telephone calls in Welsh	23.00	27.00	19.00	20.00	 Green
Average answer times for telephone calls in Welsh were lower than English as the telephony system can re-route calls to the bilingual speaking staff					
CP/102 - CS/002b - Average time (seconds) to answer telephone calls in English	24.00	19.00	24.00	20.00	 Red
There has been a slight increase in answer times over the last quarter. Some staff recently left the service with recruitment for replacement staff so far proving unsuccessful to provide cover during the usual summer holiday period. These are instances abandoned calls have been slightly higher than usual which resulted in an increased percentage We have recently re-advertised for replacement staff to help improve resilience.					

Information

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/103 - DBC/001 - Percentage of transactions completed on-line (new on-line services)	67.05	73.16	75.72	75.00	 Green
36,988 of 48,849 in Quarter 2, 2018-19. Data for this measure includes information for the following services: bulks, refuse and recycling equipment requests, location based reporting for dog bins, grit bins and missed waste collections reporting. Pest control appointment booking, and van permits can also be requested on-line. A new suite of measures to be developed to support the Draft Smart and Connect Strategy (which is currently being consulted on for a 12 week period until 7th December 2018).					
CP/104 - 7.7(L) - Percentage of standard searches carried out within 10 working days	82.09	96.55	97.09	96.00	 Green
400 out of 412 for Quarter 2 2018-2019 compared to 424 out of 427 for Quarter 2 2017-2018. Increase shows continued improvement in efficient working practices of Land Charges and other Departmental staff.					
CP/105 - CFH/008 - Percentage of non-domestic rates due for the financial year which were received by the local authority	63.46	57.78	60.54	57.80	 Green
£25.937 million of £42.8445 million in Quarter 2 2018-19. Year to date collection is better than projected and on track to meet 98% annual target.					
CP/106 - PAY/001 - Percentage of invoices paid within 30 days		94.70	94.37	95.00	 Amber
Performance reported from 2017/18. The percentage of invoices paid within 30 days is marginally below the target of 95% but is within the expected level of performance.					
CP/107 - CFH/007 - Percentage of council tax due for the financial year which was received by the authority	64.28	57.78	57.50	57.70	 Amber
£39.539 million of £68.768 million in Quarter 2 2018-19. Year to date collection rate is slightly lower than projected. Recovery processes being followed to meet annual target of 98%					

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Performance Indicators

Seath Port Talbot Council

Appendix 2 - Cabinet - Compliments and Complaints - All Cabinet Board's Purview - Quarter 2 - 2018/19

Print Date: 08-Nov-2018

How will we know we are making a difference (01/04/2018 to 30/09/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Organisation					
PI/252 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of stage 1 complaints upheld/partially upheld	30.77	21.74	42.11		
<p>8 of 19 complaints cumulative for first 6 months compared with 5 of 23 complaints received for the same 6 months in 17-18 of the 8 complaints upheld:</p> <ul style="list-style-type: none"> - One was in connection with the Registration Service where a complaint was received on various issues in respect of the service provided at a wedding ceremony, an apology was given and procedures established to enable information to be double checked if required thereafter. - Four were received in connection with Customer Services responsibilities. One where a blue badge record was cancelled in error, this was rectified and an apology given. One in respect of incorrect information provided in relation to scanning of deceased cats, a reminder was given to all staff of the correct information to be relayed when queries were received in this respect. Two complaints were received relating to the call handling service provided by 2 staff in the Contact Centre. Following an investigation into the feedback received the complaints were upheld, an apology was given to the customers concerned and staff were reminded about expected service standards in respect of the circumstances involved. - One complaint related to the way in which a Welsh Language call was dealt with resulting in the matter being reported to the Welsh Language Commissioner. Following an investigation into the feedback received the complaint was upheld. As it was an anonymous complaint an apology could not be provided to the individual concerned but the staff member has been reminded about the expected service standards in this respect. - Two complaints were received in respect of benefits, one was a report of an employee driving a pool car, the employee was spoken to and a letter of apology was sent, the other related to a letter being sent to the wrong address, again a letter of apology was sent by email. 					
PI/253 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints at stage 2 that were upheld/partially upheld	0.00	100.00	0.00		
0 complaints received in quarter 2 2018/19 compared to 1 of 1 complaint received for the same quarter 2017-18					
PI/254 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	0.00		
Zero Ombudsman investigations for services within this purview for each of the quarter 2 periods over the last three years.					
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	74.00	80.00	45.00		

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Cumulative compliments for 2018/2019 can be broken down as follows:- 5 – HR Resources/Training – excellent training provided 1 – Registrars – Fantastic service provided at wedding ceremony 11 – Community Safety – excellent advice, talks and fantastic work in keeping young people safe. Thanks also for support 1 - Anti Social Behaviour – Appreciative of advice given 9– Customer Services and Contact Centre – Thanks to staff for help and being diligent and for providing a friendly quick service, being polite and professional 1 – Benefits – on the way staff dealt with a query 12 – Licensing – thanks to staff for guidance, assistance, professional and excellent service, understanding and quick response. 3 - Council Tax - Compliments to staff 1 - Financial Services - Appreciated of assistance given 1 - Crematorium - well done on arrangements and organisation during a large funeral					
PI/256 - Education, Leisure & Lifelong Learning Directorate-- % of complaints at stage 1 that were upheld	0.00	0.00	0.00		
Zero upheld/partially upheld of 7 complaints. Three complaints concerned the SEN process, one the Library Service, one the Cleaning Service, one Margam Park and one concerning the issuing of child performance licences – all the complaints were not upheld					
PI/257 -Education, Leisure & Lifelong Learning Directorate - % of complaints at stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
One stage 2 complaint concerning the SEN process - this complaint was not upheld.					
PI/258 -Education, Leisure & Lifelong Learning Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	0.00		
No complaints were referred to the Ombudsman.					
PI/259 - Education, Leisure & Lifelong Learning Directorate - Number of compliments received from the public	3.00	97.00	8.00		
The 8 compliments concerned Margam Park. The way compliments are compiled have changed. We are now unable to quantify compliments raised via our social media pages as the grading system on these pages is no longer provided by the social media site.					
PI/260 - Children & Young Peoples Services - % of complaints at Stage 1 that were upheld/partially upheld	25.00	33.33	29.41		
4 of 12 in Quarter 2 2017-18 compared with 5 of 17 in Quarter 2 2018-19. Despite an increase in the number of complaints received during the 2nd quarter, 2018-19 (when compared to 2017-18) from 12 to 17, the Complaints Team continue to work closely with front line teams to manage complaints appropriately. Four stage 1 complaints were upheld and one stage 1 complaint was partially upheld (total of 5)					

Questions

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	0.00	33.33		
0 out of 1 in Quarter 2 2017-18 compared to 1 out of 3 in Quarter 2 2018-19. There were three complaints at stage 2 during this period. One was partially upheld and one is currently "ongoing". However, there continues to be a stronger emphasis on a speedier resolution at "local" and stage 1 levels.					
PI/262 -Children & Young People Services - % of complaints dealt with by the Public Services Ombudsman that were upheld	0.00	0.00	0.00		
There were no Ombudsman investigations during this period.					
PI/263 - Children & Young People Services- Number of compliments received from the public	11.00	4.00	21.00		
The number of compliments has increased; when compared to the same period last year, there has been an increase from 4 to 21. This can be attributed to an improvement in reporting from services receiving praise and thanks. the Complaints Team will continue to raise the profile for the need to report such incidences.					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 1 that were upheld/partially upheld	0.00	0.00	26.32		
Despite an increase in the number of complaints received during the 2nd quarter, 2018/19 (when compared to 2017/18) from 9 to 19, the Complaints Team continue to work closely with front line teams to manage complaints appropriately. 1 stage 1 complaint was upheld and 4 stage 1 complaints were partially upheld (total of 5).					
PI/265 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
There was 1 complaint at Stage 2 during this period which was not upheld. There continues to be a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels.					
PI/266 -Social Services, Health and Housing (excluding CYPS) - % of complaints dealt with by the Public Services Ombudsman that were upheld	0.00	0.00	0.00		
There were no Ombudsman investigations during this period.					
PI/267 - Social Services, Health and Housing (excluding CYPS) - Number of compliments received from the public	0.00	0.00	33.00		
The number of compliments has increased; when compared to the same period last year there has been an increase from 13 to 33. This can be attributed to an improvement in reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.					
PI/268 - Regeneration and Sustainable Development - % of complaints at Stage 1 that were upheld/partially upheld	33.33	0.00	0.00		
30-Oct-18: 0 of 6 Stage 1 complaints were upheld for this quarter compared to 0 of 4 Stage 1 complaints recorded the same quarter last year					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI/269 - Regeneration and Sustainable Development - % of complaints at Stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
30-Oct-18: 0 of 8 Stage 2 complaints were upheld this quarter compared to 0 complaints upheld the same quarter last year.					
PI/270 - Regeneration and Sustainable Development - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld		0.00	0.00		
No Ombudsman investigations have been undertaken in quarter 2. One was undertaken in the same quarter last year, which was not upheld					
PI/271 - Regeneration and sustainable development - number of compliments received from the public	4.00	6.00	2.00		
The number of compliments received in this quarter is lower than for the same period last year					
PI/272 - Streetscene and Engineering - % of complaints at Stage 1 that were upheld/partially upheld	23.53	0.00	18.75		
3 of 16 Stage 1 complaints were upheld, compared to 0 of 5 Stage 1 complaints recorded for the same quarter 2017/2018					
PI/273 -Streetscene and Engineering - % of complaints at stage 2 that were upheld/partially upheld	0.00	0.00	0.00		
0 of 1 Stage 2 complaints were upheld in total, compared to 0 of 4 Stage 2 complaints recorded quarter 2 last year					
PI/274 -Streetscene and Engineering - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	0.00		
No Ombudsman investigations were received this quarter, as per the same quarter last year					
PI/275 - Streetscene and Engineering - Number of compliments received from the public	43.00	17.00	28.00		
There has been a slight decrease in the number of compliments compared to the same quarter last year					

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