



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

**NEATH PORT TALBOT COUNCIL
SOCIAL SERVICES, HOUSING AND COMMUNITY SAFETY
SCRUTINY COMMITTEE**

12th December 2024

**Report of the Director of Social Services, Housing and
Community Safety – Andrew Jarrett**

Matter for Decision

Wards Affected: All.

**OPTIONS FOR QUARTERLY PERFORMANCE REPORTING TO
THE SOCIAL SERVICES, HOUSING AND COMMUNITY SAFETY
SCRUTINY COMMITTEE**

Purpose of the Report:

The purpose of this report is to seek a decision from Members, on what performance data they require reported quarterly to Scrutiny Committee.

Executive Summary

This report presents a suit of performance measures related to Social Services, Housing and Community Safety for consideration by Scrutiny Committee

The aim is to identify key indicators for quarterly monitoring that will enhance oversight and ensure accountability in service delivery. By focusing on a manageable number of measures, we can foster meaningful discussions, drive improvements, and ultimately enhance outcomes for the people we support.

Background

Effective scrutiny of Social Services, Housing and Community Safety is vital to ensure that we meet the needs of our community and operate efficiently. Performance measures serve as essential tools for evaluating the effectiveness, efficiency, and quality of services provided. In light of the ever-changing landscape in which we operate, it is crucial to refine our focus on specific performance indicators.

Requirement

A comprehensive list of potential performance measures has been compiled (see Appendix A), covering various aspects of service delivery, including:

- Service accessibility
- Response times
- Case management effectiveness
- Resource allocation
- Outcomes for service users

We require Members to select which of these performance measures should be scrutinised on a quarterly basis.

Financial Impacts

There are no financial impacts arising from this report.

Integrated Impact Assessment

There is no requirement for an integrated impact assessment.

Valleys Communities Impacts

There are no implications arising from this report.

Workforce Impacts

There are no Workforce implications arising from this report.

Legal Impacts

There are no legal impacts arising from this report.

Risk Management Impacts

There are no risk management requirements arising from this report.

Crime and Disorder Impacts

There are no implications arising from this report.

Counter Terrorism Impacts

There are no implications arising from this report.

Violence Against Women, Domestic Abuse and Sexual Violence Impacts

There are no implications arising from this report.

Consultation

There is no requirement for external consultation on this report.

Recommendations

It is recommended that members review the full list of performance measures referenced in 'Appendix A' and select those that they wish to scrutinise on a quarterly basis.

Reasons for Proposed Decision

To have in place a mechanism by which, Members can utilise performance measures as one means of undertaking effective scrutiny of Social Services, Housing and Community Safety activities.

Implementation of Decision

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

Appendices

Appendix A: Performance Measures for Consideration by Scrutiny Committee

List of Background Papers

Not applicable.

Officer Contact

Ian Finnemore, Principal Officer, Business & Performance Management i.finnemore@npt.gov.uk