

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Scrutiny Committee

27 July 2016

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

Matter for Monitoring

Wards Affected: ALL

Corporate Strategy Service Report Card – Quarter 1 2016-17

Purpose of the Report

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

Executive Summary

2. The Corporate Strategy Team made good progress with its priority areas during 2015-16 and continue to do so in the 1st Quarter of 2016-17 across key areas including Performance Management, Equalities and Welsh Language, Partnership and Engagement, Policy and Governance and some of the Digital by Choice work streams.

Background

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

performance management arrangements”? The WAO made a number of proposals for improvement relating to the Council’s business planning and service report card arrangements. In relation to service report cards the WAO proposed the need to: “Further refine the report cards, including strengthening the narrative evaluation and the link between priorities and actions”.

4. To inform the improvement work required to address the above proposal and to evaluate the quality of service report cards and the use of report cards within the scrutiny process, the Corporate Strategy Team undertook an evaluation of service report cards that were reported to Scrutiny Committees during 2015/2016.
5. Following the internal evaluation of service report cards, corporate service report card guidance for 2016-17 was issued to all service areas during May 2016.
6. This Corporate Strategy Service Report card has been completed in line with the guidance.

Financial Impact

7. The performance described in the attached service report card is being delivered against a challenging financial backdrop.
8. The inclusion of financial information on the service report card will support the identification of any impacts on service delivery / performance as a result of reductions in financial resources or risk of non-achievement of identified savings

Equality Impact Assessment

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

Workforce Impacts

10. The downsizing of the Council has an impact on the work of the team in terms of providing additional support and guidance to officers who have new responsibilities.
11. The inclusion of sickness data, staff engagement information and unplanned departures data on the service report card will provide an

indication of any workforce issues that require addressing at the service level.

Legal Impacts

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

Risk Management

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

Consultation

14. No requirement to consult.

Recommendation

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

Reasons for Proposed Decision

16. Matter for monitoring. No decision required.

Implementation of Decision

17. Matter for monitoring. No decision required.

Appendices

18. Appendix 1 - Corporate Strategy Service Report Card – Quarter 1 2016-17

List of Background Papers

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

20. [An evaluation of the quality of service report cards and the use of service report cards within the scrutiny process](#) – Policy & Resources Scrutiny Committee, 19th May 2016.

21. Corporate Strategy and Democratic Services [Business Plan 2016-17](#)

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