

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Economic and Community Regeneration Cabinet Board

16 September 2016

Report of the Head of Participation

Chris Millis

Matter for Monitoring

Wards Affected: All Wards

Quarterly Performance Management Data 2016-2017 – Quarter 1 Performance (1st April 2016 – 30th June 2016) – Education, Leisure and Lifelong Learning

Purpose of the Report

To provide members with quarter 1 performance management data, complaints and compliments for the period 1st April 2016 to 30th June 2016 for Education, Leisure and Lifelong Learning Directorate. This will enable the ECR Cabinet Board to discharge their functions in relation to performance management.

Executive Summary

Summary of the Library Service including number of visitors, material issued and a summary of the number of people participation in a sporting activity at the council facilities.

Background

Quarterly Data for members to compare results/outcomes.

Financial Impact

The progress described in the quarterly report was delivered within reduced budgets.

Equality Impact Assessment

The Equality Act 2010 requires public bodies to “pay due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- foster good relations between persons who share a relevant protected characteristics and persons who do not share it.”

As the focus of this report is to report progress and Neath Port Talbot schools produce an annual Strategic Equalities Plan there is no requirement to undertake an equality impact assessment.

Workforce Impacts

The progress described in the quarterly report was achieved against a backdrop of a reduced workforce alongside ongoing financial challenges.

Legal Impacts

This progress report is prepared under:

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”.

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

NPTCBC have a legal duty under the The Local Government (Wales) Measure 2009 to make arrangements to secure continuous improvement.

Consultation

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

Recommendations

Members monitor performance contained within this report.

Reasons for Proposed Decision

Matters for monitoring. No decision required.

Implementation of Decision

Matters for monitoring. No decision required.

Appendices

Appendix 1 - Quarterly Performance Management Data 2016-2017

Appendix 2 - Compliments and Complaints 2016-2017

List of Background Papers

1. The Neath Port Talbot [Corporate Improvement Plan - 2015/2018](#) "Rising to the Challenge";
2. Monitoring Forms/spreadsheets
3. Welsh Government Statistical Releases

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Quarterly Performance Management Data 2016-2017 – Quarter 1
Performance (1st April 2016– 30th June 2016)

Report Contents:

Section 1: Key points.

Section 2: Quarterly Performance Management Data and performance key

Section 3: Compliments & Complaints Data

Section 1: Key points.

Libraries

There has been an increase in the number of people using Public Libraries in the first 3 months of 2016/17 but a slight decline in the number of library materials issued, during this period.

The increase in numbers is largely due to the extra work staff are doing to attract audiences to the venues for activities and events.

Section 2: Quarterly Performance Management Data and Performance key

2016-2017 – Quarter 1 Performance (1st April 2016 – 30th June 2016)

Note: The following references are included in the table. Explanations for these are as follows:

NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales) Order 2012. As such, 2015-16 will be the final year of collection of the former National Strategic Indicators (NSIs) by Welsh Government. In order to ensure minimal disruption for local authorities, many of whom will have included these indicators in their improvement plans for the current financial year, the WLGA's (Welsh Local Government Association) coordinating committee agreed that local authorities should collect them alongside the PAMs for 2016-17.

(PAM) Public Accountability Measures - consist of a small set of "outcome focussed" indicators, selected initially from within the existing Performance Measurement Framework. They will reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. For example, recycling, educational attainment, sustainable development, etc. This information is required and reported nationally, validated, and published annually.

(SID) Service Improvement Data - can be used by local authority services and their regulators as they plan, deliver and improve services.

All Wales - The data shown in this column is the figure calculated using the base data supplied by all authorities for 2015/2016 i.e. an overall performance indicator value for Wales.

(L) Local Performance Indicator set by the Council.

	Performance Key
😊	Maximum Performance
↑	Performance has improved

↔	Performance has been maintained
v	Performance is within 5% of previous year's performance
↓	Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
—	No comparable data (data not suitable for comparison /no data available for comparison)
■	No All Wales data available for comparison.

Leisure and Libraries

No	PI Reference	PI Description	2015/16 Actual	All Wales 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	LCL/001 (b) (NSI)	The number of people using Public Libraries during the year, per 1,000 population.	5,745 (807,077 visits)		1,380 (193,892 visits)	1,448 (204,189 visits)	↑
2	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	3,071 (431,549 issued)		780 (109,642 issued)	758 (107,560 issued)	v
3	LCS/002 (b) (NSI)	The number of visits to local authority sport and leisure centres during the year, per 1,000 population where the visitor will be participating in physical activity.	5,331 (748,992 visits)		—	Reported 2nd Qtr	—

4	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	76%		—	Report ed 3rd Qtr	—
5	LCL/002 a (SID)	The number of publicly accessible computers per 10,000 population.	6		—	Report ed 4th Qtr	—
6	LCL/002 b (SID)	The percentage of available computer hours, in use.	42%		—	Report ed 4th Qtr	—



Section 3: Compliments and Complaints

2016-2017 – Quarter 1 (1st April 2016– 30th June 2016) – Cumulative data

	Performance Key
↑	Reduction in Complaints/ Increase in Compliments
↔	No change in the number of Complaints/Compliments
v	Increase in Complaints but within 5%/ Reduction in Compliments but within 5% of previous year.
↓	Increase in Complaints by 5% or more/ Reduction in Compliments by 5% or more of previous year.

No	PI Description	Full year	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvem
1	<u>Total Complaints - Stage 1</u>	544	535	1	↑
	a - Complaints - Stage 1 upheld	481	481	0	
	b -Complaints - Stage 1 <u>not</u> upheld	63	54	1	
	c -Complaints - Stage 1 partially upheld	0	0	0	

No	PI Description	Full year 2015-16	Full Year 2013/14	Full Year 2014/15	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	1	0	1	↓
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	0	1	
	c- Complaints - Stage 2 partially upheld	0	0	0	
3	<u>Total - Ombudsman investigations</u>	1	0	1	↓
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	1	0	1	
4	Number of compliments	3	0	0	↔
	<p>Summary:-</p> <p>Stage 1:- 2016/17 has seen a dramatic DECREASE in the number of complaints received when compared to 2015/16 first quarter, from 535 to 1. This is partly due to work undertaken by staff across the Directorate in particular at Margam Park.</p>				

Stage 2 :- 2016/17 has seen the number of complaints rise by 1 when compared to 2015/16 first quarter. This complaint concerned the library service in Neath Port Talbot and the public consultation process but was not upheld.

Ombudsman:- One complaint was escalated to the Ombudsman but was not upheld.

Compliments:- The number of compliments has remained at zero.