

Service Report Card 2016-2017

E.L.L.L. Project Development & Funding Service

Section 1: Brief description of the service

Unit is responsible for making Grant Applications and assisting the voluntary sector (this annually equates to approximately 45% of the Unit's Officer time and resource), assisting schools (18% of Unit's resource), Community Councils (9% of resource), NPTCBC Councillors (10% of resource), Charities & Trusts (6% of resource), E.L.L.L. (5%) and other Directorates (7%), whilst improving inward investment and building local capacity.

The Unit is responsible for the management and the administration of all Community Benefit Funds (12 to date) that originate from Renewable Energy Developments such as Wind, Solar, Biomass and Hydropower.

The Unit is the provider of the Community Impact Assessments that support the Strategic Schools Improvement Programme which links to the Corporate Improvement Plan Priority 'Better Schools, Brighter Prospects'.

The Unit acts in an Advisory capacity by signposting customers to the most relevant sources of funding available.

A non-statutory service which assists both statutory (Education) and non-statutory client groups working in the leisure, recreational, cultural, heritage, environmental and economic regeneration Sector.

Number of staff = 1.8 FTE.

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

All but one of the Service priorities have been met or exceeded (% success rate {number by percentage of assists that were converted to grant acquisitions} down from forecast 60% to 51% but monetary value of grant drawn in {the value of inward investment achieved for the County} up from targeted £600,000 to £726,532). 16% of the Unit's core budget underspent. Number of grant assists static with 98 clients served.

Customer Satisfaction Survey results indicate:-

- 80% of Client Groups worked with are now better equipped to write Grant Applications
- 81% of the Organisations that have worked with the Project Development & Funding Unit have strengthened their partnership working
- 86% of clients feel that they have built capacity and confidence within their Organisation as a result of working with the Unit
- 92% of those surveyed indicated that the assistance given by the Unit had helped their Organisation to achieve its outcomes
- 98% of respondents agreed that the Service provided by the Unit had been both efficient and effective.

There was no Employee sickness in 2015/16. 0.0 days sickness per FTE.

The one non-managerial member of staff has completed a Development Review/Performance Appraisal in 2015/16.

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

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
1: To sustain the level of Grant acquisition/take up.	To work more flexibly, efficiently and economically by making best use of both a limited staffing resource and a modest core budget.	Paul Hinder	To end March 2017	£700,000+ acquired each year from external sources. Improved Success Rate – Number of Clients worked with: Number of successful grant acquisitions. Prioritise workload to reduce time invested in marginal, non – essential activity. Increased productivity measured in terms of building confidence and capacity amongst client User Groups.
2: To manage effectively a growing range of Renewable Energy Community Benefit Funds	To refine existing documentation and procedures to better facilitate the processes involved in setting up new Grant Schemes for new beneficiaries across the County Borough.	Paul Hinder	To end of March 2017	New sources of grant aid available to communities not previously benefiting. More new Organisations applying and benefiting more frequently from an injection of grant aid.
3: To better understand what success looks like for the Unit	Research Customer Satisfaction, both internal and external.	Paul Hinder	Biannually	A robust evaluation of customer responses to a Survey which measures satisfaction, the efficiency of the Unit, the Unit's ability to build confidence and capacity in bid writing and to

				identify where improvements lie.
4.To a valid contributor to the Strategic Schools Improvement Programme (S.S.I.P)	Production of timely Community Impact Assessments (C.I.A.'s)	Paul Hinder	On a needs basis.	Pursuit of the S.S.I.P. agenda in terms of consolidating the offer of 'Right Schools, Right Places – fit for 21 st Century Learning'.

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

Progress on Service Priorities:-

Priority 1

Performance measured at the end of 2nd Quarter suggests the Unit in 2016/17 will greatly exceed the number of assistances given in 2014/15 and 2015/16

The Unit is on course to assist an equivalent number of Projects valued over £50k in 2016/17 as it was in 2015/16

The success rate of the Unit in the first 6 months of 2016/17 is less than that achieved for Full Year 2014/15 and 2015/16. The outcome of bids made in the 1st and 2nd Quarter of 2016/17 will become known in 3rd and 4th Quarter which will have a positive effect on this Priority.

The Unit has secured far greater investment in the first 6 months of 2016/17 compared to the two previous year's performance. Projections suggest that the Unit will exceed 2016/17 targets with Grant acquisition likely to be valued at in excess of £870,000

Priority 2

This has peaked at 12 Community Benefit Schemes with the Unit being called upon to manage community contributions derived from Wind, Solar, Biomass and Mineral deposits

The number of communities served by the Community Benefit Schemes has grown to 15 as more and more communities fall within the geographic area of benefit associated with the development of Renewable Energy sources. These include Wind and Solar Farms, Biomass Plants and Opencast operations in the Afan, Amman and Dulais Valleys, the Vale of Neath, Port Talbot and Margam.

Priority 3

To be evaluated in the 4th Quarter – end of year out turn

Priority 4

This will continue in 2016/17 with the production of a Community Impact Assessment to support the proposed amalgamation of Dyffryn Upper and Lower with Groes Primary School. The Unit will respond to other CIA requests made of it in 2016/17 as and when these arise within the Tier 1 SSIP.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2015 -16 Qtr.2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Service Measure 1: Number of clients worked with (Priority 1.)	92	98	48	88
Service Measure 2: Number of major projects (over £50k) developed (Priority 1.)	11	16	6	8
Service measure 3: Number of clients receiving grants as a consequence assistance given by the Unit –% Success Rate (Priority 1.)	51 (55%)	50 (51%)	21 (43%)	38 (43%)
Service measure 4: Value of grant aid drawn in to the County as a consequence of the assistance given by the Unit (Priority 1.)	£778,562	£726,532	£361,755	£631,603
Service measure 5: Number of Community Benefit Schemes managed (Priority 2.)	7	9	9	12
Service measure 6: Number of new communities (Wards) served by new Community Benefit Schemes (Priority 2.)	9	11	11	15

<p>Service measure 7: Percentage of respondents (within a Customer Satisfaction Survey) stating that the Unit was both efficient and effective in its Service delivery (Priority 3.)</p>	<p>98% (Base data of 104)</p>	<p>Biannual Survey</p>	<p>Biannual Survey</p>	<p>Customer Satisfaction Survey to be carried out in Qtr.4</p>
<p>Corporate measure (CM01): a) Number of transactional services fully web enabled b) Number of transactional services partially web enabled</p>				<p>Nil – Under development with the ELLL' Digital by Choice' Champion</p>

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

Summary of financial performance:-

Priority 1

Cumulative performance in 2nd Quarter 2016/17 supports the hypothesis that the Unit will call down more Grant aid in 2016/17 than comparative figures available for 2015/16 and 2014/15. The value of the Grant aid drawn into the County as a result of the intervention of the Project Development & Funding Unit in 2016/17 is projected to be worth 12x that of the value of NPTCBC finances spent on the Unit's salaries and Establishment Costs.

The underspend in each year is associated with spending less on Supplies and Service and generating Income in the form of the Administration Fees charged to each of the Community Benefit Funds that the Unit is called upon to manage.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 (projected to year end)
Priority 1: To sustain the level of Grant acquisition/take up	£778,562	£726,532	£873,603
Corporate Measure (CM02): % revenue expenditure within budget	10% underspend	16% underspend	11% underspend
Revenue Budget £	£90,999 Actual £81,988	£91,159 Actual £76,767	£93,363 Actual £82,651
Corporate Measure (CM03): Amount of FFP savings at risk	n/a New	None	None

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

Summary of employee performance:-

Note1 – 2014/15 Sickness Absence due to one member of staff undergoing hospitalisation and home recuperation following invasive surgery.

Note 2 - 2015/16 to 2nd Quarter 2016/17 – No Sickness Absence from a staffing complement of 1.8 FTE's

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr. 1 (cumulative)	2015-16 Qtr.2 (cumulative)	2016-17 Qtr.2 (cumulative)
Service: Project Development & Funding Total Service FTE days lost in the period	9.5 Days see Note 1	0.0 see Note 2	0.0	0.0	0.0
Directorate: E.L.L.L.	9.5 Days	9.0 Days	2.3 Days	Not available at the time of reporting	
Council:	9.4 Days	9.7 Days	2.4. Days	Not available at the time of reporting	

Note 1 – This member of staff has been temporarily lost by secondment to the Corporate ‘Digital by Choice’ Programme and will not be within the remit of this Unit in 2016/17

	2015-16 Actual (Full Year)	2015-16 Qtr. 1 (cumulative)	2016-17 Qtr. 1 (cumulative)
Corporate Measure (CM11): Staff engagement Measure	New	New	Not part of pilot. Still being developed.
Corporate Measure (CM05): % of staff who have received a performance appraisal during 2016-17 (Target 100%) Number of non-managerial staff who have received a performance appraisal during 2016-17	100% 0.8 FTE	100% 0.8 FTE	See Note 1 above.
Corporate Measure (CM06): Number of employees left due to unplanned departures	0	0	See above- Re: secondment. This post is to be back filled in October 2016

Section 7: Customer Quadrant 2016-17

Summary of customer performance:-

Note 1 –Positive feedback from the Customer Satisfaction Survey and the Unit receives many appreciative comments, as a result of successfully securing Grant aid for many of its grateful customers.

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 1 (cumulative)	2016-17 Qtr. 1 (cumulative)
Priority 3: To better understand what success looks like for the Unit(Biannual Customer Satisfaction Survey)	Biannual(not in 2015/16)	Biannual	Customer Satisfaction Survey in Qtr.4
Corporate Measure (CM07): Total number of complaints Internal External (from the public)	None received.	None received.	None received.
Corporate Measure (CM08): Total number of compliments Internal External (members of the public)	None received. See Note 1 above	None received.	None received.

<p>Corporate Measure (CM09): customer satisfaction measure/s</p>	<p>Biannual Customer Survey (not in 2015/16 as insufficient staffing resource). Performance in 2013/14 measured in 2014/15 with a Satisfaction Rate of 98%</p>	<p>Performance and a measure of effectiveness and efficiency in 2016/17 to be explored with a cross section of client groups in the 4th Qtr.</p>	
---	--	---	--