

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Economic and Community Regeneration Cabinet Board

9 December 2016

Report of the Head of Participation

Chris Millis

Matter for Monitoring

Wards Affected: All Wards

Quarterly Performance Management Data 2016-2017 – Quarter 2 Performance (1st April 2016 – 30th September 2016)

Purpose of the Report

To provide members with quarter 2 performance management data, complaints and compliments for the period 1st April 2016 to 30th September 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 2 Performance (1st April 2016– 30th September 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.

Sport and Leisure

Visitors to local authority sports and leisure centres who participating in physical activity have seen a steady rise in numbers due to the increasing popularity of the new Aberavon Leisure and Fitness Centre.

Libraries

Visitor numbers across most libraries continue to rise, reflecting the increase in the number of events and activities being held and also the popularity of programmes such as Every Child a Library Member, Festival of Learning, Song and Rhyme and Summer Reading Challenge.

Section 2: Quarterly Performance Management Data and Performance key

2016-2017 – Quarter 2 Performance (1st April 2016 – 30th September 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 2 2015/16	Quarter 2 2016/17	Direction of Improvement
1	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)	8,409 22 nd	2583 (362,924 visits)	2,825 (396,943 visits)	↑

2	LCL/00 1(b) (NSI)	The number of people using Public Libraries during the year, per 1,000 population.	5,745 (807,077 visits)	5,374 5th	2990 (420,028 visits)	2,957 (416,909 visits)	v
3	LCL/00 4 (SID)	The number of library materials issued, during the year, per 1,000 population.	3,071 (431,549 issued)		1,578 (221,668 issued)	1,539 (216,998 issued)	v
4	LCL/00 3 (SID)	The percentage of library material requests supplied within 7 calendar days.	76%		—	Reported 3rd Qtr	—
5	LCL/00 2a (SID)	The number of publicly accessible computers per 10,000 population.	6		—	Reported 4th Qtr	—
6	LCL/00 2b (SID)	The percentage of available computer hours, in use.	42%		—	Reported 4th Qtr	—



Section 3: Compliments and Complaints

2016-2017 – Quarter 2 (1st April 2016– 30th September 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	Quarter 2	Quarter 2	Direction of
1	<u>Total Complaints - Stage 1</u>	544	542	17	↑
	a - Complaints - Stage 1 upheld	481	481	0	

	b -Complaints - Stage 1 <u>not</u> upheld	63	61	17	
	c -Complaints - Stage 1 partially upheld	0	0	0	

No	PI Description	Full year 2015-16	Quarter 2 2015/16	Quarter 2 2016/17	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 second quarter, from 535 to 17. The complaints mainly concern Margam Park events, the price of the car park and the construction work undertaken at the park. All the complaints were <u>not</u> upheld but processes are in place to prevent future reoccurrences where ever possible.</p> <p>Stage 2 :- 2016/17 has seen the number of complaints rise by 1 when compared to 2015/16 second quarter. This complaint concerned the library services public consultation process but was <u>not</u> upheld.</p> <p>Ombudsman:- One complaint was escalated to the Ombudsman but was <u>not</u> upheld.</p> <p>Compliments:- The number of compliments has remained at zero.</p>					