

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Scrutiny Committee

15 December 2016

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

Matter for Monitoring

Wards Affected: ALL

Customer Services Report Cards – Quarter 2 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 Customer Service Team which sits within the portfolio of the Head of Corporate Strategy and Democratic Services.

Executive Summary

2. The Customer Services Team made good progress in 2015-16 and continued to do so in the majority of priority areas during the 2nd Quarter of 2016-17.

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 Customer Services 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 service to meet the requirements of the FFP has, at times, had an impact on the work of the team in terms of ensuring business continuity. The staff have been very flexible by changing their routines but as the first point of contact our ability to further reduce face to face/telephone contacts in Customer Service is

limited until the next phase of online/self-serve options is identified and implemented. Once implemented, as per last year, we would then anticipate a decrease in contacts as customer's access alternative service request options.

11. To support the introduction of the Welsh Language Standards, two new members of staff have been employed who are able to provide a fully bilingual service.

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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 Customer Services 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 – One Stop Shop Service Report Card – Quarter 2 2016-17

19. Appendix 2 – Contact Centre Service Report Card – Quarter 2 2016-17

List of Background Papers

20. The Neath Port Talbot Corporate Improvement Plan - 2016/2019 “Rising to the Challenge”;

21. 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.

22. Corporate Strategy and Democratic Services Business Plan 2016-17

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