

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

## **Social Care, Health and Housing Scrutiny Committee**

9 February 2017

### **Report of the Head of Commissioning and Support Services**

#### **Matter for Monitoring**

**Wards Affected:** All Wards

#### **Directorate Support Office Service Report Card 2016-17**

#### **Purpose of the Report**

1. To present for Scrutiny the Service Report Card for the Directorate Support Office

#### **Executive Summary**

2. The Social Care, Health and Housing Cabinet Board at its meeting on 9 June 2016 approved the Divisional Business Plan for Commissioning and Support Services
3. Each Business Unit within the Division is required to complete a Service Report Card for each financial year, outlining the following:
  - Performance against last year's Action Plan and Targets
  - The challenges and opportunities faced in the short and medium term

- The actions and targets for the 12 months from April 2016 to March 2017.

4. The service report card, set out in Appendix A, summarises the service priorities, key measures and key actions for the Directorate Support Office.

### **Financial Impact**

5. The work delivered is funded by a combination of existing revenue budget and external grant income.

### **Equality Impact Assessment**

6. There are no equality impacts associated with this report.

### **Workforce Impacts**

7. These are covered within the appended report.

### **Legal Impacts**

8. There are no legal impacts associated with this report.

### **Risk Management**

9. A risk matrix for the Directorate has been prepared which incorporates the risk within the service area.

**Then list any other impacts that are relevant – see Appendix 1 for details of some other general duties that may apply.**

### **Consultation**

10. Employees within the individual services and external customers, where relevant have been consulted in the development of the service report card.

## **Recommendations**

11. That the scrutiny committee note the report.

## **Reasons for Proposed Decision**

12. That the scrutiny committee undertakes its performance monitoring role.

## **Appendices**

13. Appendix One - Directorate Support Service Report Card

## **List of Background Papers**

14. Commissioning and Support Services Divisional Business Plan

## **Officer Contact**

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