



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Regeneration and Sustainable Development Cabinet Board

18 March 2022

**Joint Report of
The Head of Streetcare – M Roberts
The Head of Engineering and Transport – D. W .Griffiths**

Matter for Monitoring

Wards Affected: All Wards

**Report Title: Key Performance Indicators 2021/2022 – Quarter 3
(1st April 2021 – 31st December 2021)**

Purpose of the Report:

To report quarter 3 performance management data for the period 1 April 2021 to 31 December 2021 for Streetscene and Engineering Cabinet Board. This will enable the Streetscene and Engineering Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary:

A list of quarter 3 Corporate Plan KPI's with progress comments on each indicator are attached as appendix 1, these do not include those KPI's collected on an annual basis, these will be reported in quarter

4. The full suite of Corporate Plan KPI's can be found in the [Corporate Plan 2018-2022](#).

KPI's that have improved on or achieved target are GREEN status, KPI's that have not achieved target but performance is within 5% are AMBER status and KPI's that are 5% or more below target are RED status.

Where available, performance indicators report quarter 3 target and 3 years of quarter 3 data for comparison.

Appendix 2 provides quarter 3 information for Compliments and Complaints data, collected in line with the [Council's Comments, Compliments & Complaints Policy](#) for Cabinet and relevant Cabinet Board purviews.

Appendices 1 and 2 are new reports from the Corporate Performance Management System (CPMS), which went live in August 2018.

Background:

Not applicable.

Financial Impact:

The performance described in the report is being delivered against a challenging financial backdrop.

Integrated Impact Assessment:

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes.

Valleys Communities Impacts:

No implications.

Workforce Impacts

1. The progress described in the Quarter 3 report was achieved against a backdrop of an unprecedented emergency situation. This has involved a step change in workforce flexibility and innovation underpinned by enhanced use of data and digital technology. A significant number of the Council's workforce were redeployed temporarily to new duties.

Legal Impacts:

This report is prepared under:

- 1) 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"
- 2) Well-being of Future Generations (Wales) Act 2015
- 3) 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 Impacts:

Failure to produce a compliant report within the timescales can lead to non-compliance with our Constitution. Also, failure to have robust performance monitoring arrangements could result in poor performance going undetected.

Consultation

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

Appendices:

Appendix 1 – Key Performance Indicators 2021/2022 – Quarter 3 Performance (1 April 2021 – 31 December 2021)

Appendix 2 – Compliments and Complaints information – Quarter 3 2021/2022 (1 April 2021 – 31 December 2021)

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