



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

19 October 2022

**Report of
Head of People and Organisational Development
S.Rees**

Matter for Monitoring

Wards Affected: All Wards

Report Title:

1. Quarter 1 (1st April 2022 – 30th June 2022) Corporate Indicators and Chief Executive's Directorate Service Level Key Performance Indicators 2022/23

Purpose of the Report:

2. For Cabinet to receive quarter 1 service performance information for KPIs and compliments and complaints data within Cabinet's purview (Appendix 2 & 3). In addition to receive quarter 1 2022/23 information in relation to a new set of Corporate Indicators (Appendix 1).

Executive Summary:

3. Summary performance information is drawn out for Members below relating to information within Appendix 1, 2 & 3 with more detailed information available within each Appendix.
4. The Corporate Indicators are a new set of cross cutting indicators providing Council level detail.

Appendix 1 – Corporate Indicators - Quarter 1 - 2022/2023

5. 16 indicators are reported in the period and 15 have quarter 1 data. Data is not available for one indicator until early 2023.
6. Three indicators are reporting data against targets of which 2 have exceeded targets, relating to invoices paid within 30 days and number of council apprenticeships.
7. The one indicator that is 5% or more below target is average days lost due to sickness absence per employee. Covid-19 sickness absence has had a significant impact on sickness levels.
8. Information is also provided on the number of Welsh speakers across the council and data relating to employee turnover.

Appendix 2 – Chief Executive’s Directorate Key Performance Indicators - Quarter 1 - 2022/2023

9. 15 indicators are reported in the period and all 15 report quarter 1 data, of which 14 have a target.
10. Of the 14 that report data against a target, 11 have achieved or exceeded the quarter 1 target, one is within 5% of target and 2 indicators are ‘off track’ (5% or more below target).
11. The 11 indicators achieving or exceeding target include a number of digital services indicators relating to system availability and our website, human resources training indicators, average time to process benefits claims and council tax and business rates recovery rates.
12. The two indicators ‘off track’ against target are the two customer services average times to answer telephone calls indicators in Welsh and in English.

Appendix 3 – Chief Executive’s Directorate - Compliments and Complaints Quarter 1 - 2022/23

13. **Stage 1 complaints** - Four stage 1 complaints were closed in quarter 1 2022/23 of which two were upheld. The two upheld complaints in this period are council tax and elections related. Last year (2021/22) there were three stage 1 complaints closed in quarter 1, of which one was upheld.

Four stage 1 complaints were received in quarter 1 2022/23 compared to 3 received in quarter 1 2021/22.

14. **Stage 2 complaints** - One stage 2 complaint was closed in quarter 1 2022/23 which was not upheld. This closed complaint was received and carried forward from quarter 4 2021/22.

Zero stage 2 complaints were received in quarter 1 2022/23 and in quarter 1 2021/22.

15. No ombudsman complaints have been received following the stage 1 and stage 2 process for quarter 1 for the previous 3 years.

16. The 19 compliments received in this quarter 1 period are lower than the 31 received in the same period last year. Compliments are for a number of services including council tax, corporate policy and engagement, business support, human resources health and safety team and customer services. Most of the compliments are for help and support provided and relating to organising events.

Background:

17. The key performance indicators (KPIs) in Appendix 2 are all selected from service recovery plans (SRPs).

18. Where possible, each KPI will show a link how it contributes to at least one of the council’s well-being objectives. Some KPIs will link directly to the Governance and Resource theme.

19. Where available, Appendix 1, 2 & 3 provides performance data for quarter 1 performance for 2020/21, 2021/22, 2022/23 and a quarter 1 target for 2022/23.

20. KPIs that are collected on an annual basis are not included in Appendix 1 & 2. Those KPIs will be included in the full year performance report after the end of the quarter 4 period.

Financial Impacts:

21. There are no financial implications arising from this report.

Integrated Impact Assessment:

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

Valleys Communities Impacts:

23. No implications.

Workforce Impacts:

24. The progress described in this report was achieved whilst the workforce continued to respond to and continue to recover from the impacts of the pandemic.

Legal Impacts:

25. This Report is prepared under:

- The Well-being of Future Generations (Wales) Act 2015.
- The Local Government & Elections (Wales) Act 2021
- 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:

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

Consultation:

27. There is no requirement for external consultation on this item.

Recommendations:

28. For Members to monitor performance contained within this report.

Reasons for Proposed Decision:

29. Matter for monitoring. No decision required.

Implementation of Decision:

30. Matter for monitoring. No decision required.

Appendices:

31. Appendix 1 – Quarter 1 - Corporate Indicators - 2022/2023, period: 1st April 2022 – 30th June 2022.

32. Appendix 2 – Quarter 1 – Chief Executive’s Directorate Service Level Key Performance Indicators - 2022/2023, period: 1st April 2022 – 30th June 2022.

33. Appendix 3 – Quarter 1 – Chief Executive’s Directorate Compliments and Complaints information 2022/2023, period: 1st April 2022 – 30th June 2022

List of Background Papers:

34. [Corporate Plan 2022-2027](#)

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