



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

## **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

### **Environment, Regeneration and Streetscene Services Cabinet Board**

**3<sup>rd</sup> March 2023**

#### **Matter for Monitoring**

**Wards Affected:** All Wards

**Report Title:** Key Performance Indicators 2022/2023 – Quarter 3  
(1<sup>st</sup> April 2022 – 31<sup>st</sup> December 2023)

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

To report Quarter 3 Performance Management Data (Appendix 1) and Compliments and Complaints (Appendix 2) for the period 1<sup>st</sup> April 2022 – 31<sup>st</sup> December 2023 for Environment, Regeneration and Streetscene Services Cabinet Board. This will enable the Environment, Regeneration and Streetscene Services Cabinet Board and Scrutiny Members to discharge their functions in relation to Performance Management.

#### **Executive Summary:**

#### **Appendix 1 – Key Performance Indicators (KPI's)**

A list of quarter 1 Key Performance Indicators with progress comments on each indicator are attached as Appendix 1.

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, KPI's report Quarter 3 target and 3 years of Quarter 3 data for comparison.

The KPI table includes amendments to some Streetcare Performance Indicators further to previous Scrutiny Committee feedback.

## **Appendix 2 – Compliments & Complaints**

A list of Compliments and Complaints data, collected in line with the [Council's Comments, Compliments & Complaints Policy](#) for Cabinet and relevant Cabinet Board purviews.

### **Background:**

The Key Performance Indicators (KPI's) in Appendix 1 are all selected from Service Recovery Plans (SRPs).

Where possible, each KPIs will show a link how it contributes to at least one of the council's well-being objectives. If a KPI does not directly link then it has been linked to the Governance and Resource theme.

### **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**

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:**

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 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:**

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

**Recommendations:**

For Members to monitor performance contained within this report.

**Reasons for Proposed Decision:**

Matter for monitoring, no decision is required.

**Implementation of Decision:**

Matter for monitoring, no decision required.

**Appendices:**

Appendix 1 – Key Performance Indicators 2022/2023 – Quarter 3  
Performance (1<sup>st</sup> April 2022 – 31<sup>st</sup> December 2023)

Appendix 2 – Compliments and Complaints information – Quarter 3  
2022/2023 (1<sup>st</sup> April 2022 – 31<sup>st</sup> December 2023)

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