



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

28 June 2023

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

Matter for Monitoring

Wards Affected: All Wards

Report Title:

1. Quarter 4 (1st April 2022 – 31st March 2023) Corporate Measures and Chief Executive's Directorate Service Level Key Performance Measures 2022/23

Purpose of the Report:

2. For Cabinet to receive quarter 4 (full year) service performance information and compliments and complaints data within Cabinet's purview (Appendix 2 & 3). In addition to receive quarter 4 (full year) 2022/23 information in relation to a set of Corporate Measures (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 set of cross cutting indicators providing Council level detail.

Appendix 1 – Corporate Measures - Quarter 4 - 2022/2023

5. 16 measures are reported in the period.
6. Three measures are reporting against a target. One is on track and one just off track. One measure is showing as Red against the target which relates to the number of apprenticeships across the council, although apprenticeships are continuing to increase in number year on year.
7. Average working days lost to sickness per employee has reduced by 0.5 days per employee for 2022/23 compared to 2021/22.
8. Information is also provided on the number of Welsh speakers across the council and data relating to employee turnover. More employees have started with the council during 2022/23 than have left, 809 starters compared to 650 leavers.

Appendix 2 – Chief Executive’s Directorate Key Performance Measures - Quarter 4 - 2022/2023

9. 16 measures are reported in the period and all 16 report data, of which 14 have a target.
10. Of the 14 that report data against a target, nine have achieved or exceeded the quarter 4 (full year) target, two are within 5% of the target and three indicators are 5% or more below target.
11. The nine measures achieving or exceeding target include a number of digital services indicators relating to system availability and our website, CCTV police requests, average times to process benefit claims and changes in circumstances, land charges standard searches, employees completing Violence Against Women, Domestic Abuse and Sexual Violence Strategy training, and council tax and business rates recovery rates.
12. Of the three measures that are 5% or more below target, two are customer services average times to answer telephone calls in Welsh and in English and the third measure relates to employee mandatory Group A safeguarding training.

Appendix 3 – Chief Executive’s Directorate - Compliments and Complaints Quarter 4 - 2022/23

13. **Stage 1 complaints** - There has been an increase in Stage 1 complaints compared to this same period last year. 23 stage 1 complaints were closed during quarter 4 (full year) 2022/23 of which five were upheld. The five upheld complaints in this period are 3 for council tax, one for registrars and one benefits related. Last year (2021/22) there were 13 stage 1 complaints closed for the year of which two were upheld.

23 stage 1 complaints were received for the full year 2022/23 compared to 11 received in 2021/22.

14. **Stage 2 complaints** - Five stage 2 complaints were closed during the full year 2022/23 which were not upheld. Last year (2021/22) there were five stage 2 complaints closed which were not upheld.

4 stage 2 complaints were received during the full year 2022/23 and six received during 2021/22.

15. No ombudsman complaints have been received following a stage 1 and stage 2 during 2022/23. One was received in 2021/22.

16. There has been an increase by 51 compliments during 2022/23 received compared to 2021/22. Compliments are mostly for council tax, the registration service and customer/digital services but have also been received for other services including corporate policy and engagement, business support, regulatory services, mayoral service, benefits, human resources and our health and safety team. Most of the compliments are for help and support provided and some relating to organising events such as the Armed Forces event.

Background:

17. The performance measures in Appendix 2 are all selected from service recovery plans (SRPs).
18. Where possible, each measure will show a link how it contributes to at least one of the council's well-being objectives. Some measures will link directly to the Governance and Resource theme.
19. Where available, Appendix 1, 2 & 3 provides performance data for quarter 4 (full year) performance for 2020/21, 2021/22, 2022/23 and a quarter 4 target for 2022/23.

Financial Impacts:

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

Integrated Impact Assessment:

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

Valleys Communities Impacts:

22. No implications.

Workforce Impacts:

23. 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:

24. 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:

25. 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:

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

Recommendations:

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

Reasons for Proposed Decision:

28. Matter for monitoring. No decision required.

Implementation of Decision:

29. Matter for monitoring. No decision required.

Appendices:

30. Appendix 1 – Quarter 4 - Corporate Measures - 2022/2023, period: 1st April 2022 – 31st March 2023.

31. Appendix 2 – Quarter 4 – Chief Executive’s Directorate Service Level Key Performance Measures - 2022/2023, period: 1st April 2022 – 31st March 2023.
32. Appendix 3 – Quarter 4 – Chief Executive’s Directorate Compliments and Complaints information 2022/2023, period: 1st April 2022 – 31st March 2023.

List of Background Papers:

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

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