



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

20 September 2023

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

Matter for Monitoring

Wards Affected: All Wards

Report Title:

1. Quarter 1 (1st April 2023 – 30th June 2023) Corporate Level Measures and Strategy and Corporate Services Directorate Service Measures 2023/24

Purpose of the Report:

2. For Cabinet to receive quarter 1 2023/24 service performance information and compliments and complaints data within Cabinet's purview (Appendix 2 & 3). In addition to receive quarter 1 2023/24 information in relation to a set of Corporate Level 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 Level Measures are a set of cross cutting indicators providing Council level detail.

5. New quarterly performance reports are reported to Chief Officers and Members from the 1st quarter 2023/24. This new format moves away from the table format that we have previously reported for a number of years to a graph format. The reports will include more cumulative quarterly trend data and have been developed to be visually better. Appendix 1 and 2 include a performance summary doughnut within the cover page.
6. The new reports also take into account feedback from some members at Cabinet Scrutiny Committee on 5th April 2023. Some of the feedback included comments that the 2022/23 performance reports were difficult/hard to read and needed to be more user friendly. Members will receive performance scrutiny training during October 2023 which will include a section on the new reports format.
7. The following information provides a high level summary of the performance detailed within each appendix:

Appendix 1 – Corporate Measures - Quarter 1 - 2023/2024

8. 13 of 20 measures are reported as information with five measures improving or on target and two measures 5% or more off track.
9. The five improving measures or measures on target are further increases in council apprenticeships, reduced employee sickness rates, zero Welsh Commissioner complaints, increase in online payments and there were no successful judicial reviews or challenges to decision making by the council in this period.
10. The two measures 5% or more off track relate to invoices paid within 30 days and the number of data breaches. The number of data breaches are all low level breaches.
11. The 13 measures provided for information only are website visits, employee Welsh language measures and employee starters/leavers measures.

Appendix 2 – Strategy and Corporate Services Directorate Service Measures - Quarter 1 - 2023/2024

12. 19 measures reported in the period. 10 are improving or on target, one is 'just off' track, six measures are 5% or more off track and two measures are not suitable for comparison.
13. The 10 measures improving or achieving target are:
 - Both CCTV measures;
 - Standard searches within timescales and licensing act applications within timescales;
 - Council Tax recovery rates;
 - All four Digital Services measures;
 - Internal Audit reports issued within timescales;
14. The one measure showing as Amber that is marginally lower than the target of 99.95% is accuracy of benefits payments, however, it is close to 100%.
15. The six measures 5% or more below target or previous year's performance are the two customer services measures relating to average time to answer telephone calls, average days to complete benefit claims, NNDR recovery rates (which is expected to achieve normal recovery rate by year end), Safeguarding Group A training for staff and the percentage of the internal audit plan completed.

Appendix 3 Strategy and Corporate Services Directorate Service Compliments and Complaints - Quarter 1 - 2023/24

16. **Stage 1 complaints** - There has been a small increase of two Stage 1 complaints received in quarter 1 2023/24 compared to this same period last year. However all six stage 1 complaints were not upheld. In quarter 1 last year (2022/23), one of three (33%) complaints that were closed was upheld.

17. **Stage 2 complaints** – One Stage 2 complaint was received in quarter 1 2023/24, the same as quarter 1 last year. The one Stage 2 complaint received was not upheld.
18. No ombudsman complaints have been received following a stage 1 and stage 2 for the previous 3 years.
19. There has been an increase in compliments. 45 compliments were received in quarter 1 2023/24 compared to 19 in quarter 1 2022/23. Detail on the nature of the compliments is included in measure number 6 in appendix 3.

Background:

20. 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.
21. Where available, the appendices provide quarterly performance cumulative data for all four quarters for 2021/22 and 2022/23 and quarter 1 performance for 2023/24.
22. A small number of measures (4) are reported annually and will be included within quarter 4 2023/24 report.

Financial Impacts:

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

Integrated Impact Assessment:

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

Valleys Communities Impacts:

25. No implications.

Workforce Impacts:

26. 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:

27. 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:

28. 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:

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

Recommendations:

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

Reasons for Proposed Decision:

31. Matter for monitoring. No decision required.

Implementation of Decision:

32. Matter for monitoring. No decision required.

Appendices:

33. Appendix 1 – Quarter 1 - Corporate Measures - 2023/2024, period: 1st April 2023 – 30th June 2023.

34. Appendix 2 – Quarter 1 – Strategy and Corporate Services Directorate Service Measures - 2023/2024, period: 1st April 2023 – 30th June 2023.

35. Appendix 3 – Quarter 1 – Strategy and Corporate Services Directorate Compliments and Complaints information 2023/2024, period: 1st April 2023 – 30th June 2023.

List of Background Papers:

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

Officer Contact:

37. Sheenagh Rees, Head of People and Organisational Development. Tel: 01639 763315 or e-mail: s.rees5@npt.gov.uk

38. Caryn Furlow-Harris, Strategic Manager - Policy & Executive Support. Tel: 01639 763242 or e-mail: c.furlow@npt.gov.uk

39. Shaun Davies, Corporate Performance Management Officer. Telephone: 01639 763172. E-Mail: a.s.davies@npt.gov.uk