



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Education, Skills and Wellbeing Cabinet Board

28th Sept 2023

Matter for Monitoring

Wards Affected: All Wards

Report Title: Performance Measures 2023/2024 – Quarter 1
(1st April 2023 – 30th June 2023)

Purpose of the Report:

To report Quarter 1 Performance Management Data (Appendix 1) – 1st April 2023 – 30th June 2023,. This will enable the Education, Skills and Wellbeing Cabinet Board and Scrutiny Members to discharge their functions in relation to Performance Management.

Executive Summary:

Appendix 1 – Performance Measures

New quarterly performance reports are reported to 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 also include more cumulative quarterly trend data. The new reports are visually better and include a performance summary doughnut within the cover page.

These new formats also take into account feedback from Cabinet Scrutiny Committee members on the previous performance reports

format. Members will receive performance scrutiny training during October 2023 which will include a section on the new reports format

Performance Measures that have improved on or achieved target are GREEN status, Performance Measures that have not achieved target but performance is within 5% are AMBER status, Performance Measures that are 5% or more below target are RED status. Performance Measures that appear as BLUE status are 'Not suitable for comparison' and are for information only.

Where available, Performance Measures report Quarter 1 target, and 3 years of Quarter 1 data for comparison.

7 measures are reported in the period, of these :
4 are improving or on target,
1 performance is 5% or lower than previous year's figure.
2 measures are not suitable for comparison.

The measures that are improving or on target are:
Measures relating to food hygiene, business compliance and air quality

The one measure 5% or more below the target is high risk inspections for trading standards and animal health, however it shows improvement on last year's quarter 1 performance and it is planned for the high risk programme to be completed by end of December 2023.

There were 2 measures not suitable for comparison, one of which relates to risk assessments on private water supplies, explanation is provided with the data.

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 Performance Measures in Appendix 1 are all selected from Service Recovery Plans (SRPs).

Where possible, each Performance Measure will show a link how it contributes to at least one of the council's well-being objectives. If a Performance Measure 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 – Performance Measures – Quarter 1 Performance (1st April 2023 – 30th June 2023)

Appendix 2 – Compliments and Complaints information – Quarter 1 2023/2024 (1 April 2023 – 30 June 2023)

Officer Contact:

Joy Smith, Road Safety and Business Performance Manager.
Telephone: 01639 686581. E-mail: j.smith@npt.gov.uk