



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Environment, Regeneration and Streetscene Services Cabinet Board

Report of the Director of Environment and Regeneration N. Pearce

14th November 2023

Matter for Monitoring

Wards Affected: All Wards

Report Title: Performance Measures 2023/2024 – Quarter 2
(1st April 2023 – 30th September 2023)

Purpose of the Report:

To report Quarter 2 Performance Management Data (Appendix 1) – 1st April 2023 – 30th September 2023, 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 – Performance Measures

New quarterly performance reports were 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 received performance scrutiny training on the 20th October 2023, this included 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 2 target, and 3 years of Quarter 2 data for comparison.

There are 23 measures reported in the period, 14 measures are improving or on target, 1 measure is 5% or more below target or previous year's performance, 1 measure is within 5% of target or previous year's performance and 7 measures are not suitable for comparison.

The measures improving or on target include:

- Two building control measures, both achieving 100%;
- Three planning measures showing an improvement;
- % of waste, reused, recycled or composted achieved an increase in recycling performance;
- 100% of waste enforcement prosecutions/penalties was achieved;
- Percentage of house hold missed collections (refuse) slightly decreased on the previous quarter;
- Percentage of missed collections (recycling) also decreased slightly on the previous quarter;
- Average days to remove fly tipping incidents is within target;
- Number of fly tipping reports shows a further reduction on last quarter;
- 27 people were helped into work, 2 into volunteering and 13 people gained qualifications assisted by the Workways Team. Workways+ ESF Funding ended on 31st August 2023 with project delivery ending on 31st July 2023;
- Business enquiries assisted is on target, and can expect a high number of enquiries when the new project is launched;
- On average, just took over a day to repair street lamp failures, well within target.

There are 7 measures not suitable for comparison and are mostly measures reported for information only. Although jobs created or safeguarded was unable to be reported, explanation is provided with the data.

The 1 Measure shown as Amber and reported as within 5% of previous year's quarter relates to kilograms of residual waste generated per person.

The 1 Measure shown as red and 5% or more below target or previous year's performance relates to percentage of major planning applications determined, explanation is within 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 2 Performance (1st April 2023 – 30th September 2023)

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

Officer Contact:

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