



NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

28th February 2024

Report of the Director of Strategy & Corporate Services

Noelwyn Daniel

Matter for Monitoring

Wards Affected: All Wards

Report Title:

1. Quarter 3 (1st April – 31st December 2023) Corporate Level Measures and Strategy and Corporate Services Directorate Service Measures 2023-2024

Purpose of the Report:

2. For Cabinet to receive quarter 3 2023-2024 service performance information and compliments and complaints data within Cabinet's purview (Appendix 2 & 3). In addition to receive quarter 3 2023-2024 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. The following information provides a high level summary of the performance detailed within each appendix:

Appendix 1 – Corporate Measures - Quarter 3 – 2023-2024

6. 13 of 20 measures are reported as information, four measures achieving target or improving (if no target), two measures reporting as within 5% of the target and one measure 5% or more off track.
7. The four measures achieving target or improving (if no target) are further increases in council apprenticeships, 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.
8. The two measures showing as amber are invoices paid within 30 days and employee sickness rates which have increased slightly.
9. The one measure reporting as more than 5% off track relates to the number of data breaches, although the increase is small (increase of 2 breaches) compared to the previous year. All data breaches in this period except one are considered low level breaches. One data breach was considered by the council's Data Breach Panel and has been notified to the Information Commissioner's Office for their consideration.
10. The 13 measures provided for information only are website visits, employee Welsh language measures and employee turnover measures.

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

11. 19 measures reported in the period. 10 are improving or on target, two are 'just off' track, six measures are 5% or more off track and two measures are not suitable for comparison.
 - The 10 measures achieving target or improving (if no target) are:
 - CCTV operational at any time;
 - Standard searches within timescales and licensing act applications within timescales measures;

- Council Tax recovery rates;
 - All four Digital Services measures;
 - Internal Audit reports issued within timescales.
12. The two measures showing as amber that are marginally lower than the target relate to accuracy of benefits payments and police disk requests completed within 24 hours, both measures are very close to 100%.
13. 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), the percentage of the internal audit plan completed and the percentage of employees who have received mandatory group A safeguarding training, although over 1,799 employees have this received training since April this year.

Appendix 3 Strategy and Corporate Services Directorate Service Compliments and Complaints - Quarter 2 - 2023-2024

14. **Stage 1 complaints** - There has been a small increase of three Stage 1 complaints received in the quarter 3 2023-2024 period compared to this same period last year. All 19 Stage 1 complaints were closed in the period, of which 5 (26.5%) were upheld. In quarter 3 last year (2022-2023), two of 16 (18.8%) complaints that were closed were upheld.
15. **Stage 2 complaints** – One Stage 2 complaint was received in this quarter 3 period of 2023-2024, three were received in the same six months period last year. Two Stage 2 complaints have been closed in quarter 3 period of 2023-2024 both were not upheld. Four Stage 2 complaints were closed in the same period during 2022-2023
16. No ombudsman complaints have been received following a Stage 1 and Stage 2 for the previous 3 years.

17. There has been an increase in compliments. 75 compliments were received in the quarter 3 2023-2024 period compared to 62 in quarter 3 2022-2023. Detail on the nature of the compliments is included within the graph description on page 6 in appendix 3.
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, the appendices provide quarterly performance cumulative data for all four quarters for 2021-2022 and 2022-2023 and quarters 1 to 3 performance for 2023-2024.
20. A small number of measures (4) are reported annually and will be included within quarter 4 2023-2024 report.

Financial Impacts:

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

Integrated Impact Assessment:

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

Valleys Communities Impacts:

23. No implications.

Workforce Impacts:

24. 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:

25. 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:

26. 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:

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

Recommendations:

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

Reasons for Proposed Decision:

29. Matter for monitoring. No decision required.

Implementation of Decision:

30. Matter for monitoring. No decision required.

Appendices:

31. Appendix 1 – Quarter 3 - Corporate Measures - 2023/2024, period: 1st April 2023 – 31st December 2023.
32. Appendix 2 – Quarter 3 – Strategy and Corporate Services Directorate Service Measures - 2023/2024, period: 1st April 2023 – 31st December 2023.
33. Appendix 3 – Quarter 3 – Strategy and Corporate Services Directorate Compliments and Complaints information 2023/2024, period: 1st April 2023 – 31st December 2023.

List of Background Papers:

34. Corporate Plan Strategic Change Programme 2023-2024

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