



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Services, Housing & Community Safety Cabinet Board

21st March 2024

Report of the Heads of Children's Services, Adult Services and Housing & Community Safety (Keri Warren, Angela Thomas & Chele Howard)

Matter for Monitoring

Wards Affected: All

**Report Title: CHILDREN & YOUNG PEOPLE, ADULT SERVICES
and HOUSING & COMMUNITY SAFETY – 3rd QUARTER (April
2023 – December 2023) PERFORMANCE REPORT**

Purpose of the Report:

1. The purpose of this report is to provide Members with Performance Information and Complaints & Compliments Data for Children & Young People Services, Adult Services and Housing & Community Safety for the 3rd Quarter Period (April 2023 – December 2023). This will enable the Social Services, Housing & Community Safety Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary:

2. This report specifically highlights performance against a selection of Key Performance Indicators (KPI's) from within the Children & Young People, Adult and Housing and Community Safety service areas. In addition, the report also provides an update in terms of the number of Complaints and Compliments received across the whole Directorate during the 3rd Quarter Period (April 2023 – December 2023), as well as drawing Members attention to performance against a select number of key 'service specific' high-level measures for Children & Young People and Adult Services.

Please note, the Statutory Welsh Government Performance Metrics for Social Services are not included as part of the agreed quarterly performance reporting arrangements but will be presented to Members as part of the End of Year (Quarter 4) Performance Report.

Background:

3. Failure to produce a compliant performance monitoring report within timescale could lead to non-compliance within our Constitution and hinder the full and transparent scrutiny of performance across the Directorate. This report enables Members to monitor and challenge performance across the Children & Young People, Adult Services and Housing and Community Safety service areas, whilst considering required reporting obligations.

Financial Impacts:

4. No Implications

Integrated Impact Assessment:

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

Valleys Communities Impacts:

6. No Implications.

Workforce Impacts:

7. No implications.

Legal Impacts:

8. No implications

Risk Management Impacts:

9. There is little or no risks associated with the information contained in this report.

Crime and Disorder Impacts:

10. Section 17 of the Crime and Disorder Act 1998 places a duty on the Council in the exercise of its functions to have “due regard to the likely effect of the exercise of those functions on and the need to do all that it reasonably can to prevent:

- a) Crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and
- b) The misuse of drugs, alcohol and other substances in its area; and
- c) Re-offending the area”

11. There is no impact under the Section 17 of the Crime and Disorder Act 1998 through the information contained in this report.

Counter Terrorism Impacts:

12. The information contained in this report is likely to have no impact on the duty to prevent people from being drawn into terrorism.

Violence Against Women, Domestic Abuse and Sexual Violence Impacts:

13. Section 2(1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 introduced a general duty where a person exercising relevant functions must have regard (along with all other relevant matters) to the need to remove or minimise any factors which —

- (a) increase the risk of violence against women and girls, or
- (b) exacerbate the impact of such violence on victims.

14. The information contained in this report is likely to have no impact on the above duty.

Consultation:

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

Recommendations:

16. Not applicable.

Reasons for Proposed Decision:

17. Not applicable.

Implementation of Decision:

18. No decision to be made. For information only.

Appendices:

19. Appendices listed as follows: -

- a. **Appendix 1** – Children & Young People Services 3rd Quarter Performance Measures (April 2023 – December 2023).
- b. **Appendix 2** – Adult Services 3rd Quarter Performance Measures (April 2023 – December 2023).
- c. **Appendix 3** – Housing & Community Safety 3rd Quarter Performance Measures (April 2023 – December 2023).
- d. **Appendix 4** – Social Services, Housing & Community Safety 3rd Quarter Compliment & Complaints (April 2023 – December 2023).

- e. **Appendix 5** – Children & Young People Services and Adult Services High Level Measures Report
- f. **Appendix 6** – Children & Young People Services Quality Assurance Overview Report

List of Background Papers:

20. None.

Officer Contacts:

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