



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

22nd March 2023

Matter for Monitoring

Wards Affected: All Wards

Report Title: Performance Measures 2023/2024 – Quarter 3
(1st April 2023 – 31st December 2023)

Purpose of the Report:

To report Quarter 3 Performance Management Data (Appendix 1) – 1st April 2023 – 31st December 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.

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 3 target, and 3 years of Quarter 3 data for comparison.

There are 22 measures reported in the period. Previous Quarters 23/24 have included Workways + data but this has now been removed. A corporate decision was taken to consolidate the Councils Employment Support provision under the Education Directorate. Therefore from 1st January 2024 Workways+ information will no longer be included in Cabinet Reports for Environment.

14 measures are improving or on target, 7 measures are not suitable for comparison, and 1 measure is 5% or more below target.

The measures improving or on target include:

- Two building control measures, both achieving 99%;
- 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 clear fly tipping incidents is well within target;
- Number of fly tipping reports shows a further reduction on last quarter, and continues an encouraging trend.
- Business enquiries assisted has substantially increased.
- On average, it took just 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. 2 are pending data capture from a new system (explanation is provided with the data.)

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 3 Performance (1st April 2023 – 31st December 2023)

Appendix 2 – Compliments and Complaints information – Quarter 3 2023/2024 (1st April 2023 – 31st December 2023)

Officer Contact:

Tom McConvey, Business Support Manager - E-Mail:
t.mcconvey@npt.gov.uk