

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

## **CABINET**

**17<sup>th</sup> APRIL 2024**

### **Report of the Director of Strategy & Corporate Services**

**Noelwyn Daniel**

#### **Matter for Decision**

**Wards Affected:** All Wards

#### **Audit Wales – Use of performance information: Service user perspective and outcomes – Neath Port Talbot Council**

#### **Purpose of Report**

1. To present Members with the council's proposed response to the above examination undertaken by Audit Wales during 2023.

#### **Executive Summary**

2. The Well-being of Future Generations (Wales) Act 2015 places a “well-being duty” on 48 public bodies. The duty requires those bodies to set and publish “well-being objectives” that are designed to maximise their contribution to achieving each of the Act's seven national well-being goals.
3. Section 15(1) (a) of the above Act requires the Auditor General to carry out examinations to assess the extent to which public bodies have acted in accordance with the sustainable development principle when setting their well-being objectives.
4. The aim of the examination was to determine:

*‘Does the Council's performance data enable senior leaders to understand the service user perspective and the outcomes of its activities to effectively manage its performance?’*

## Summary of Findings

5. The examination found:

*'The performance information provided by the Council to senior leaders to enable them to understand the service user perspective and the outcomes of the Council's activities is limited'*

A copy of the Audit Wales report is attached at Appendix 1

6. The examination concluded with the following three recommendations:

### **Information on the perspective of the service user**

**R1** - The Council should ensure that the information provided to its senior leaders enable them to understand the service user perspective on a broader range of services and policies. The Council should ensure this information is drawn from the diversity of service users.

### **Outcomes information**

**R2** - The Council should strengthen the information provided to senior leaders to help them evaluate whether the Council is delivering its objectives and intended outcomes

### **Quality and accuracy of data**

**R3** - The Council needs to assure itself that it has robust arrangements to check the quality and accuracy of the information it provides to senior leaders relating to service user perspective and outcomes.

7. Whilst we do not wholly accept the above recommendations, we acknowledge that there is further work to be done to ensure that we bring together corporately the service user feedback we already have processes in place to collect across a number of service areas. This will further strengthen decision making and service delivery. The council's response to the above recommendation is attached at Appendix 2.

## Financial Appraisal

8. The programme of audit work undertaken by Audit Wales has been delivered within the budget allocated for audit and inspection work.

## **Integrated Impact Assessment**

9. There is no requirement to undertake an Integrated Impact Assessment.

## **Valleys Communities Impact**

10. No impacts.

## **Workforce Impact**

11. There are no workforce impacts.

## **Legal Impact**

12. Section 15(1) (a) of the Well-being of Future Generations (Wales) Act 2015 requires the Auditor General to carry out examinations to assess the extent to which public bodies have acted in accordance with the sustainable development principle when setting their well-being objectives.

## **Risk Management**

13. The findings of Audit Wales examinations are a key input into the council's corporate governance and self-assessment arrangements.

## **Consultation**

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

## **Recommendation**

15. For Cabinet to approve the council response attached at Appendix 2.

## **Reason for Proposed Decision**

16. To enable the council to put in place the necessary arrangements to support the effective delivery of and accountability for its Well-being objectives.

## **Implementation of Decision**

17. The decision is proposed for implementation after the three day call in period.

## **Appendices**

18. Appendix 1 – Audit Wales Report – Service user perspective and outcomes - Neath Port Talbot Council  
Appendix 2 – Council Response Form

## **List of Background Papers**

19. None

## **Officer Contact**

Noelwyn Daniel, Director of Strategy & Corporate Services

Email: [n.daniel@npt.gov.uk](mailto:n.daniel@npt.gov.uk)

Caryn Furlow-Harris – Strategic Manager – Policy & Executive Support

Email: [c.furlow@npt.gov.uk](mailto:c.furlow@npt.gov.uk)

Louise McAndrew – Corporate Strategic Planning & Governance Officer

Email: [l.mcandrew@npt.gov.uk](mailto:l.mcandrew@npt.gov.uk)