

**POLICY & RESOURCES
CABINET BOARD**

1st APRIL 2010

CHIEF EXECUTIVE'S OFFICE

**REPORT OF THE
HEAD OF CHANGE MANAGEMENT & INNOVATION**

K. JONES

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SECURING ARRANGEMENTS TO ACHIEVE CONTINUOUS IMPROVEMENT

1. Purpose of Report

To propose changes to the arrangements the Council has in place to secure continuous improvement in the exercise of its functions.

2. Background

The Council's arrangements for securing continuous improvement in the exercise of its functions have evolved over time. The current arrangements also reflect the requirements placed upon all councils as part of the Wales Programme for Improvement (WPI).

From the 1st April 2010, the WPI arrangements are changing with new duties and responsibilities being introduced under the Local Government (Wales) Measure. The Measure builds upon the thinking behind the 2005 version of the Wales Programme for Improvement, but it introduces a number of new requirements too. Therefore, the Council needs to review and update its arrangements for securing continuous improvement to reflect the new legal duties and responsibilities that have been placed upon it.

In undertaking a review of the existing arrangements, it is also important to take account of the Council's Vision for Transformation which sets the strategic context for the Council's improvement work. In particular, the lessons learned from the systems thinking programme need to be drawn upon to ensure that any revised arrangements for securing continuous improvement are placed on a relevant and robust footing.

This report summarises the current arrangements and makes proposals for change.

3. The Current Framework

As set out above, the Council's current arrangements for securing continuous improvement have evolved over time.

In summary the Council's arrangements comprise:

- a) An annual **Improvement Plan**, approved by full Council, that sets the context within which improvement work is to be undertaken. An **Improvement Programme** is set out in the Plan, as is a review of the previous year's performance. Prior to adoption by full Council, the Plan is presented by Cabinet to the Policy and Resources Scrutiny Committee for review. This document has been published by 31st October each year. The Plan is subject of independent external audit by Wales Audit Office and the conclusions reached are published in the **Annual Letter** presented to Council by Wales Audit Office;
- b) **Business plans** for each service prepared by the 31st March each year which are signed off informally by the relevant Cabinet Member. The business plans include the setting of **performance targets** for the year against **national or local performance indicators**, together with details of any **reviews of services** that are proposed to be done during the year. Once signed off by the relevant Cabinet Member, the business plans are loaded onto the intranet so that they are accessible for all Members. At the beginning of each financial year, scrutiny committees select the business plans that are to be scrutinised during the year. Those business plans are then included in the forward work programme for the scrutiny committees;
- c) The Council is required to collect a range of performance data as part of both the national performance management framework and as part of our local arrangements for securing continuous improvement. The current framework focuses very strongly on setting **targets** as a driver for improvement. Scrutiny committees receive summary reports at the end of each quarter on the results achieved for each indicator, reports highlight where **performance has failed to meet its target by 5% or more** and an explanation is provided by officers of that performance. Additionally, Policy and Resources Scrutiny Committee has an overview role of how these arrangements are working across the Council;
- d) As well as reporting on the extent to which business plans and performance targets are being achieved, scrutiny committees also have a role to play in monitoring the impact of the **Council's policies**. These are also scheduled into the scrutiny committee work programmes. This report does not consider those arrangements or propose any amendment to those arrangements.

4. The Local Government (Wales) Measure

a) **Structure of Measure**

The Measure becomes effective on 1st April 2010 and is split into two parts:

- Part 1 – this deals with business planning and improvement by local authorities and national parks authorities;
- Part 2 – this deals with strategic community planning by local authorities and a range of public-sector partners.

It is expected that there should be a clear link between the Council's own business plan and the Community Plan. Both should inform each other, although, it is accepted that the business plan will focus on the short and medium term, whereas the Community Plan will focus on longer term aspirations for the area.

This report summarises the issues that flow from part 1 of the Measure.

b) **Fundamental Principles**

“Improvement” should be construed to mean anything which enhances sustainable quality of life for local citizens and communities.

The Measure expands the definition of improvement and is no longer limited to economy, efficiency and effectiveness. It embraces:

- Making progress towards the authority's **strategic objectives** (as set out in the Community Plan);
- Improving the **quality and/or availability** of service;
- Improving **fairness** by reducing inequality in accessing or benefiting from services, or improving the social wellbeing of disadvantaged groups;
- Exercising functions in ways which contribute to **sustainable development**;
- Improving the **efficiency** of services and functions;
- **Innovation** and change which contributes to any of the above.

c) **General Duty to Improve**

Under section 2 of the Measure, authorities are under a general duty to “make arrangements to secure the continuous improvement of (their) functions”. This means that authorities should put in place arrangements which allow them effectively to understand local needs and priorities, and to make best use of their capacity to meet them and to evaluate the impact of their actions.

In discharging its duty to improve the authority must have regard to the definition of improvement identified in b) above.

d) **Improvement Objectives**

Authorities must consider the setting of improvement objectives for the coming year and the fitness of the organisation to achieve them. The Authority is required to consult a wide range of stakeholders about the improvement objectives it proposes to set. Evidence of the consultation undertaken will need to be kept to demonstrate that the improvement objectives, and the plans for meeting them, have been properly set.

Objectives should be concerned with the **impact** that is intended, rather than on how much or how well the council intends to perform. It is expected that measures of improvement will be comprised of a mix of qualitative and quantitative information – a **significant shift** from the current narrow focus on performance indicators and targets.

e) **Statutory Performance Indicators**

Welsh Ministers have powers in the Measure to set national strategic measures that will allow authorities to quantify and report their contribution to major all-Wales policy objectives. It is expected that authorities will need to develop their own local measures to demonstrate progress in achieving the improvement objectives that have been set.

While the Assembly intend to focus on a smaller number of measures, WAG are supporting the Welsh Local Government Association to maintain a set of nationally defined measures that will enable authorities to discharge their **duty to compare** performance against others which is contained in the Measure.

f) Collaboration

The Measure confers a general power on authorities allowing them to collaborate in order to secure continuous improvement; meet improvement objectives; and/or meet specified performance standards.

The Measure requires authorities to **consider** whether the exercise of this power will assist them in meeting their duties, and if so, the authority must **seek to exercise** the power.

g) Forward Looking Plan – the Corporate Plan

Towards the beginning of each financial year, authorities must publish the forward looking plan outlining how the general duty will be discharged and detailing the improvement objectives for the next 12 months or longer.

h) Backward Looking Report – the Annual Report

Authorities are required to publish improvement information on or before the 31 October each year. This report will account for the success of the authority in meeting its improvement objectives. Additionally, the report should provide a summary account of the past, present and future collaborative activity

i) Regulation

Wales Audit Office are required to produce an annual **Improvement Report** for each authority. This assessment will comment on whether the authority is likely to comply with the requirements of the Part 1 of the Measure (as summarised above).

The WAO assessment will consist of:

- A corporate assessment - a forward looking assessment of an authority's likelihood to comply with its duty to make arrangements to secure continuous improvement;
- A performance assessment – a retrospective assessment of whether an authority has achieved its planned improvements in order to inform a view as to the authority's track record of improvement.

5. The Council's Constitution – Proposals for Change

At the present time, the Constitution makes reference to Wales Programme for Improvement and Best Value arrangements. These arrangements will need to be updated to reflect the new arrangements that will apply under the Local Government (Wales) Measure.

Cabinet Functions

a) Planning and Accounting for Improvement

Broadly, the Constitution recognises the Improvement Plan as part of the overall Policy Framework of the Council. Under current arrangements, the Cabinet is charged with drafting the Improvement Plan, consulting the Policy and Resources Scrutiny Committee on the draft Plan and then recommending the Plan to Council for adoption.

It is proposed that this principle be retained under the new arrangements, with the Cabinet responsible for drafting both the Corporate Plan and the Annual Report, consulting with Policy and Resources Scrutiny Committee on the documents before recommending the documents to Council for adoption. See more detailed proposals below on how the Policy and Resources Committee might scrutinise those arrangements.

b) Reviewing Services and Functions

The current Constitution also provides for the Cabinet to receive and approve the outcome of reviews of services. This reflects the arrangements under Best Value when all functions were required to be reviewed on a five yearly cycle. While some service reviews have been conducted under the Wales Programme for Improvement, review work has not been as systematic. The programme of **system reviews** that are being carried out as part of the Council's Transformation Programme is giving fresh momentum to this aspect of improvement work.

It is proposed that the principle set out in the Constitution in relation to service reviews be retained but brought up to date to reflect current thinking and approaches.

c) Monitoring budgets and performance

The Constitution places responsibility for monitoring budgets and performance indicators on the relevant Cabinet Member.

Again, it is proposed that this principle is retained, but the means of monitoring budgets and performance needs to be changed to reflect new requirements under the Measure as set out earlier in this report and the change in our approach locally to securing continuous improvement. That approach has shifted from seeing the setting of **targets** as the main driver for improvement, to focusing on what matters from the citizen's perspective; developing measures to demonstrate if the council is meeting citizen's needs; and that services are continuously improving.

Scrutiny Functions

a) Policy and Resources Scrutiny Committee – the overview role

Under current arrangements, the Policy and Resources Committee has an overview role which includes: regularly reviewing all performance indicators; comparing performance against other local authorities; comparing performance from year to year; reviewing data systems; budget monitoring.

It will be important that the Policy and Resources Committee retains an overview role under the new arrangements. However, that role now needs to be broadened to reflect the specific duties placed on the Council. Draft statutory guidance suggests that the role might include:

- Scrutiny of the processes that the Council has gone through in the discharge of the general duty to improve – this would mean examining the systems that have been put in place to determine priorities for improvement and for monitoring and accounting for progress in meeting those priorities for improvement;
- Scrutiny of the fitness of the organisation to discharge the duty to improve – this could mean being satisfied that the Council has put in place the capacity and capability to operate its systems for securing continuous improvement;
- Scrutiny of the processes that the Council has gone through in the selection of its improvement objectives, including a review of the level of engagement with stakeholders – this could entail

being satisfied that the Council is selecting the right priorities for improvement;

- Scrutiny of the monitoring of the progress of the delivery of the authority's improvement objectives.

b) **All Scrutiny Committees**

At the present time, all scrutiny committees have a remit to examine performance which has either **exceeded or failed to meet its targets** to a significant degree – and to make recommendations. Scrutiny committees may also conduct **improvement reviews** and monitor the implementation by the Executive of **business plans**, and any **improvement action plans** that might arise from audit/inspection.

It is clear that the current form of reporting **performance indicators and targets** is in need of improvement. Reports often beg more questions than providing a concise account of performance. The new approach to determining what matters from the citizens' perspective, designing measures which more clearly demonstrate what performance is being achieved and using capability charts to demonstrate if continuous improvement is taking place, provides an opportunity to better support scrutiny committees in both monitoring performance and making recommendations to the Executive.

As well as reporting performance measures regularly to Members, better use can be made of the intranet and modern technology to provide Members with a much more up to date picture of how services are performing.

Equally, the programme of systems reviews provides scrutiny Members with an opportunity to become more actively involved in the continuous improvement of services. Members could, for example, receive information at the conclusion of each stage of the review and provide their comments and recommendations on how reviews should progress. Members may, having considered performance data, propose to the Executive services that should be included in the forward review programme. Members also have an important role to play in promoting innovation, challenging the status quo and encouraging different ways of working and options for delivery.

A schematic, showing how the current system operates is attached at Annex 1 to support consideration of the detail contained within this

report. Annex 2 sets out a schematic on possible arrangements the Council could consider making to discharge the new general duty to establish arrangements to secure continuous improvement of our functions.

6. Recommendation

- a) That the Policy and Resources Cabinet Board notes the changes being introduced by the Local Government (Wales) Measure and endorses the proposed revised roles for the Executive and Scrutiny Committees outlined in paragraph five of this report.
- b) That the Policy and Resources Cabinet Board instructs officers to review the arrangements set out in the Council's Constitution for securing continuous improvement and to bring forward for approval proposed amendments to the Council's Constitution to ensure that the changes introduced by the Local Government (Wales) Measure are properly reflected in the Council's policy framework.

7. Reason for Proposed Decision

To implement the changes made by the Local Government (Wales) Measure.

8. List of Background Papers

None

9. Wards Affected

All

10. Contact Officer

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COMPLIANCE STATEMENT FOR EXECUTIVE REPORTS

SECURING ARRANGEMENTS TO ACHIEVE CONTINUOUS IMPROVEMENT

(a) Implementation of Decision

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

(b) Sustainability Appraisal

Community Plan Impacts

Economic Prosperity	..	Positive
Education & Lifelong Learning	..	Positive
Better Health & Wellbeing	..	Positive
Environment & Transport	..	Positive
Crime & Disorder	..	Positive

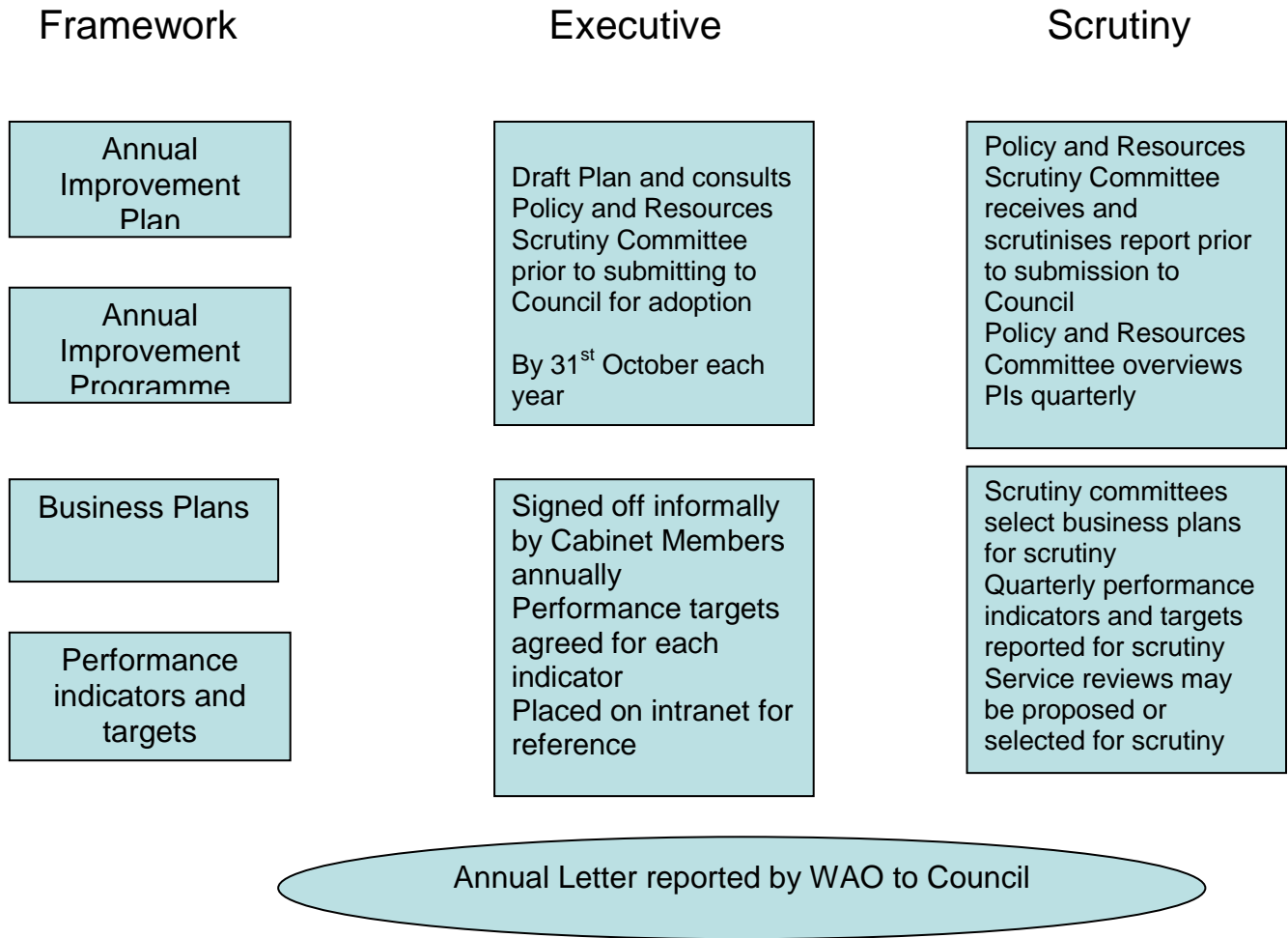
Other Impacts

Welsh Language	..	No Impact
Sustainable Development	..	Positive
Equalities	..	Positive
Social Inclusion	..	Positive

(c) Consultation

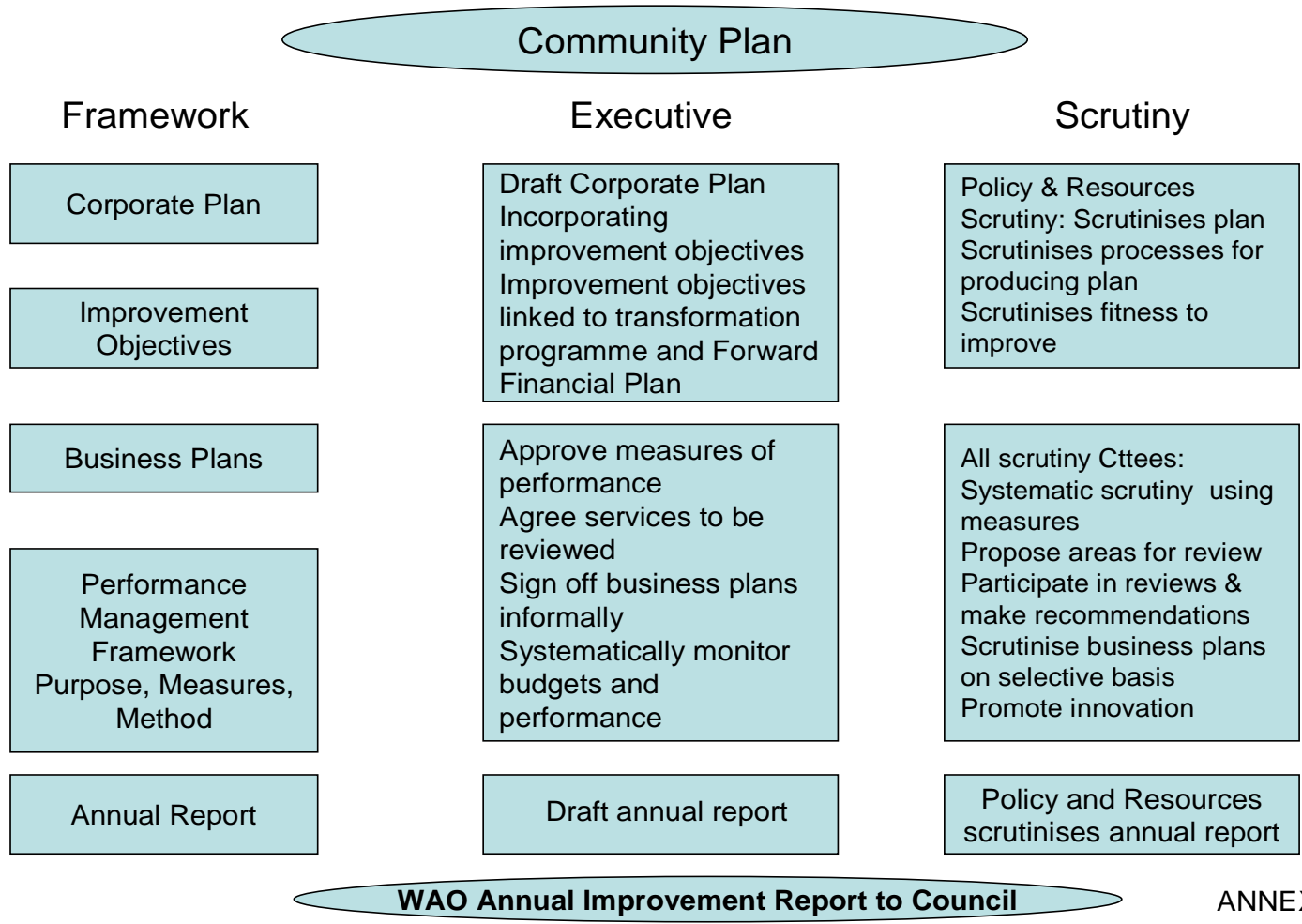
There has been no requirement under the Constitution for external consultation on this item.

Current arrangements to secure continuous improvement of the Council's Functions



ANNEX 1

Proposed arrangements for securing continuous improvement of functions



ANNEX 2

QUARTERLY PERFORMANCE INDICATOR DATA - OVERVIEW

Purpose of Report:

To report the Performance Indicator results for the third quarter period 1st April 2009 to 31st December 2009, with explanatory remarks, where performance has missed targets by more than 5%.

Background

Policy & Resources Scrutiny Committee is responsible for monitoring performance for a wide range of activities throughout the Authority. To support Members in this “overview” role, this report advises Members of actual performance achieved against pre-determined targets in the Authority’s Corporate Plan 2009/2012 “Doing What Matters”.

PI's currently not achieving pre-determined targets - with explanations:

Social Care – Adults’ Services
SCA/002 The rate of older people (aged 65 or over):
a) Supported in the community per 1,000 population aged 65 or over at 31 March

Target 102 Actual 91.54

A reduction in the number of domiciliary and home care packages has been as a result of the success of HEAT (Homecare and Enabling Assessment Team) reducing the need for long-term packages of care.

SCA/016 a) The number of adult protection referrals received during the year per 1,000 population aged 18+ :
i) That led to an adult protection investigation

Target 70% Actual 76.8%

This indicator reflects activity rather than performance. It is difficult to determine effectiveness of performance in relation to this Performance Indicator. Action is being taken to ensure all closed cases are recorded on the system.

SCA/017 The rate per 10,000 adult clients (aged 18+) supported in the Community who receive a direct payment.

Target 390 Actual 322.66

The drop in rate is attributed to the higher proportion of all adults (aged 18+) receiving a service in the community

SCA/018 b) The percentage of carers of adult service users who had an assessment in their own right during the year

Target 30% Actual 16.4%

c) The percentage of carers of adult service users who were assessed during the year who were provided with a service

Target 55% Actual 45%

d) The percentage of carers of adult service users who are awaiting an assessment in their own right during the year

Target 5% Actual 6.3%

Officers within the service have advised that actual performance is better than what data suggests, the system has now been improved and made more robust, together with staff training this issue should now be resolved.

3.7 (L) The number of people aged 65 and over whom the Council helps to live at home per 1000 adults 65 and over (including Community Alarm (Lifeline) users)

Target 190 Actual 174.72

Performance has shown a decrease and is below the challenging target. Officers are currently reviewing the 'Local' indicators.

3.14a **The number of adults aged 65 and under whom the authority helps to live at home per 1,000 adults aged under 65 in each of the following client groups separately:**
a) physical or sensory disabled

Target 5.2 Actual 4.4

A reduction in the number of domiciliary and home care packages has been as a result of the success of HEAT (Homecare and Enabling Assessment Team) reducing the need for long-term packages of care.

It should be noted overall performance for all categories, Under 65, are within the 5% performance threshold.

L (DA)2 **Percentage of disablement assessments carried out relating to high priority (Priority 1 and 2) referrals within designated response time**

Target 90% Actual 79.6 %

Performance has seen a decrease due to staffing pressures within the Occupational Therapy Team. Performance will continue to be monitored closely.

Social Care - Children's Services

SCC/001a) **a) The percentage of first placements of looked after children during the year that began with a care plan in place (National Strategic Indicator)**

Target 95% Actual 69.9%

This indicator has shown a decrease in performance due to a significant rise in the numbers of looked after children which has impacted on the service's ability to maintain previous standards on some performance indicators.

SCC/007 a) The percentage of referrals during the year that were allocated to a social worker for initial assessment

Target 65% Actual 56.5 %

This indicator has shown a decrease in performance this quarter due to changes in processes; however, these now more accurately reflect current working practices.

**SCC/013 a) The percentage of open cases of children who have an allocated social worker:
iii) Children in need**

Target 60% Actual 55.6%

**SCC/013 b) The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan:
ii) Children looked after**

Target 2% Actual 3.7 %

Parts (a) & (b) should be read in conjunction with each other. The PI monitors the distribution of caseloads between Social Workers and 'other' workers, e.g. Practice Support Worker. Due to the sheer numbers of children, the caseloads are distributed appropriately, with a very high % of Child Protection & Looked After being allocated to Social Workers (complex, intense cases needing higher level of experience), while Child in Need category does not necessarily require a Social Worker allocation, due to the circumstances of the case; however, it should be noted that each case is taken on its own individual merit and an appropriate judgment made. The distribution of allocated caseloads is appropriate.

SCC/014 **The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion percentage**

Target 85% Actual 80.5%

Although performance is outside the challenging target set, performance remains above the Welsh average.

SCC/021 **The percentage of looked after children reviews carried out within statutory timescales during the year**

Target 100% Actual 84.6 %

This is due to the significant rise in the number of looked after children in the last 6 months together with the difficulty in filling vacancies and covering sickness absences in the team. This service is currently undertaking a systems thinking review.

SCC/024 **The percentage of children looked after during the year with a Personal Education Plan within 20 school days of entering care or joining a new school in the year ending 31 March**

Target 75% Actual 42.4 %

This a challenging target. Revised strategies are in place to improve performance in this area.

SCC/025 **The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations**

Target 95% Actual 76.2 %

This continues to be a challenging area; however, performance (76.2%) continues on an upward path (2008/09 – 73.2%).

SCC/033a **a) The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.**

Target 95% Actual 84.2%

This reflects the cohort of young people that the directorate is currently working with at this present time. There are young people the authority is in contact with, however, not within the prescribed timescales.

In part this PI represents a cohort of Young People that will not engage with us and in part the cohort represents young people that we are in contact with but not within the prescribed timescales.

SCC/041 **The percentage of eligible, relevant and former relevant children that:**

a) have pathway plans as required,

Target 100% Actual 65 %

b) have been allocated a personal advisor

Target 85% Actual 75%

Pressures are currently being experienced by the team. Members should note that although all young people have a social worker, not all have a Young People Advisor and social workers are carrying out these duties.

SCC/042 **b) The average time taken to complete initial assessments that took longer than 7 working days to complete**

Target 10 Actual 18.4

A reduction in staffing resources during the period has resulted in an increase in the average time taken to complete Initial Assessments.

SCC/043 b) The average time taken to complete those required core assessments that took longer than 35 days

Target 45 Actual 58.8

This indicator shows some improvement on quarter two data. There are several timeline requirements for the completion of core assessments and the system has yet to be developed to report all three timeline criteria. There is evidence that performance is generally improving. It is anticipated the system will continue to be developed, as the year progresses.

HHA/002 *Housing - Homelessness and Housing Advice*

The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless.

Target 72 Actual 80.06

It is difficult for the Housing Options Service to discharge the authority's statutory function to those individuals who present with a range of complex needs, and this is reflected in the performance against this indicator. Four households who had the duty discharged to them this quarter had been accommodated under temporary license for 24 months, 13 months, 16 months and 13 months; this has had an impact on overall performance.

WMT/001 *Environment & Transport - Waste Management*
ii)Composted or treated biologically in another way.

Target 15% Actual 10.09 %

This indicator relates to the collection of garden waste which is done through kerbside collection and the public's use of Civic Amenity sites.

Ultimately the Authority can only collect what the public present for collection. This issue will be most obvious in the autumn/winter period as tonnages always drop significantly due to seasonal issues, therefore it is unlikely that the target will be achieved this year. This issue is likely to be the same for the other Local Authorities. It is possible that the 15% target for this indicator (which is set by the Welsh Assembly Government) is simply too high.

PLA/004 **e) The percentage of all applications subject to Environmental Impact Assessment (EIA) determined within 16 weeks**

Target 20% Actual 0%

There were no determined applications which were subject to EIA.

PLA/005 **The percentage of enforcement cases resolved during the year within 12 weeks of receipt**

Target 60% Actual 49.02 %

The target for the above indicator was not achieved due to a reduction in staffing within the enforcement section.

List of Background Papers:

The Neath Port Talbot Corporate Plan - 2009/2012 “Doing What Matters” 2008/2009 Full Suite of Performance Indicators available @ www.npt.gov.uk/wpi20082009data

Wards Affected:

All

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Appendices

Quarterly Performance Management Data Overview Report –
1st April 2009 – 31st December 2009 – *Appendix 1*

Policy and Resources Scrutiny Committee
Quarterly Performance Management Data – Overview Report

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
Corporate Health - Asset Management							
CAM/001	a) The percentage of the gross internal area of the local authority's buildings in condition categories: (i) A - Good (ii) B - Satisfactory (iii) C - Poor (iv) D – Bad Note: 3.5% of Gross Internal Area not surveyed for 2008/2009. b) The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: (i) 1 - Urgent work (ii) 2 - Essential work (iii) 3 - Desirable work	7.7% 36.4% 43.0% 9.4%	None set None set None set None set	10.4% 56.7% 29.1% 3.9%			

(C) Cumulative data that will be expected to increase each quarter

 Denotes data that is only available on an annual basis.

 Denotes that no Wales Average data is available.

(NS) Identifies a National Strategic (statutory) performance indicator

All Wales The data shown in this column is the figure calculated from all available data from all of Welsh Authorities' performance for 08/09.

(L) Local Performance Indicator set by the Council.

Data All the data presented in these tables is cumulative (i.e., 3rd quarter data includes data shown for the 1st and 2nd Quarter).

NA Not applicable (no requirement to collect data).

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
Education							
EDU/002 (NS 9)	The percentage of: i) All pupils (including those in local authority care), and ii) Pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding August, who leave compulsory education, training or work based learning without an approved external qualification.	2.0% 13.6%	1.6% 20%	1.5% 12.1%			
EDU/003 (NS 10)	The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	72.8%	74%	75.7%	73.6%*		
EDU/004 (NS 11)	The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	59.6%	60%	59.7%	58.9%*		
EDU/006 (NS 13)	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language): i) At the end of Key Stage 2 ii) At the end of Key Stage 3	15.1% 10.6%	15.4% 9.0%	19.6% 16%	15.5%* 9.1%*		
EDU/008	The number of permanent exclusions during the academic year per 1,000 pupils from: a) Primary schools b) Secondary schools	0.16 2.6	0.33 2.51	0.08 1.03		0.2* 2.2*	

* Information included in this section of the data tables for Education relates to the 2008/09 Academic year unless otherwise stated

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
Education - continued							
EDU/009	a) The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the academic year b) The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the academic year	48.9 27.6	32.9 24.0	46.8 25.7			
EDU/010	The percentage of school days lost due to fixed-term exclusions during the academic year, in: a) Primary schools b) Secondary schools	0.022% 0.161%	0.018% 0.133%	0.013% 0.149%			0.016% *
EDU/011 (NS 12)	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	362	360	355			363
EDU/012	The percentage of Key Stage 2 primary school classes with more than 30 pupils	0%	0%	1.36%			
EDU/015	b) The percentage of final statements of special education need issued within 26 weeks - excluding exceptions	100%	100%	90.8%			
EDU/016 (NS 8)	Percentage of pupil attendance in: a) Primary schools b) Secondary schools	92.7% 92.1%	92.5% 91.5%	93.3% 90.9%		92.5%	
L(Edu) 1 (L)	Proportion of 15/16 year olds achieving: a) 5 or more GCSE's at grades A*-C or the vocational equivalent b) 1 or more GCSE's at grade G or above or vocational equivalent c) The core subject indicator	61.6% 96.2% 48.9%	64% 97% 50%				62% 48%

* Data will be reported in the 4th Qtr as one school has been asked to check the accuracy of their data.

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Education - continued</i>							
L(SEN) 1 (L)	a) No. of children with new statements of special educational needs	104	98		46	68#	96#
	b) Total number of children with statements of special educational needs (C)	716	726		680	693#	724#
L(FP) 1+ (L)	No. of full day childcare places provided (C)	1,629	1,670		1650	1675	1688
L(Yth) 2+ (L)	The percentage of 11 - 19 year olds in contact with the service (C)	13.47%	15%		5.14%	9.28%	14.52%

Data relates to the calendar year 2009

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Adults Services</i>							
SCA/001 (NS 1)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	6.22	6	6.21	2.29	3.77	4.91
SCA/002 (NS 2)	The rate of older people (aged 65 or over):						
	a) Supported in the community per 1,000 population aged 65 or over at 31 March	93.84	102	88.62	94.76	92.99	91.54
	b) Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	25.73	25.5	22.83	25.73	26.48	26.36
SCA/003	The percentage of clients who are supported in the community during the year, in the age groups:						
	a) Aged 18-64	87.76%	90%	93.62%	89.78%	89.25%	89.87%
	b) Aged 65+	74.41%	75%	82.6%	79.39%	79.74%	82.19%
SCA/007	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	71.3%	75%	68.1%	66.74%	72.07%	73.18%
SCA/010	The rate per 1,000 adult clients assessed during the year who are provided with electronic assistive technology as part of a package of care	127	110	110.81	143.43	151.67	143.92

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Adults Services - continued</i>							
SCA/014	a) The percentage of clients aged 65+ who started to receive home care or day services during the year in less than 29 calendar days from completion of the care plan or a review	No data	To be set	91.1%	No Data	No Data	No Data
	b) For those services not started in less than 29 days, the average number of calendar days from completion of the care plan or review to starting to provide home care or day services for clients aged 65+	No data	To be set	67	No Data	No Data	No Data
SCA/015	The average number of working days taken from completion of the care plan to provision and/or installation of aids/equipment	15	12	7	14	8	9
SCA/016	a) The number of adult protection referrals received during the year per 1,000 population aged 18+ (C)	2.03	2	2.52	0.64	1.24	1.97
	b) Of the adult protection referrals completed during the year, the percentage:						
	i) That led to an adult protection investigation	82.79%	70%	83.1%	100%	100%	76.8%
	ii) That were admitted or proved	18.03%	15%	24.9%	22.86%	30.4%	23.2%
	iii) Where the risk has been removed or reduced	57.38%	To be set	55.6%	45.71%	50.7%	48.4%
SCA/017	The rate per 10,000 adult clients (aged 18+) supported in the community who receive a direct payment	386.23	390	295.26	387.71	367	322.66
SCA/018	a) The percentage of carers of adult service users who were offered an assessment in their own right during the year	100%	100%	68.3%	100%	99.2%	99.6%
	b) The percentage of carers of adult service users who had an assessment in their own right during the year	23.8%	30%	60.9%	15.1%	16%	16.4%
	c) The percentage of carers of adult service users who were assessed during the year who were provided with a service	44.9%	55%	46.3%	40.9%	44.6%	45%
	d) The percentage of carers of adult service users who are awaiting an assessment in their own right during the year	6.6%	5%	5.9%	4.8%	6.8%	6.3%

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Adults Services - continued</i>							
3.7 (L)	The number of people aged 65 and over whom the Council helps to live at home per 1000 adults 65 and over (including Community Alarm (Lifeline) users)	190.94	190		191.34	179.64	174.72
3.11 (L)	The number of nights of respite care provided or funded by the Council per 1000 adults (C)	139.01	140		34.21	70.63	103.67
3.14 (L)	The number of adults aged under 65 whom the Council helps to live at home per 1000 adults aged under 65 in each of the following client groups separately;						
	(a) Physical or sensory disabled	5.10	5.2		5.13	4.66	4.4
	(b) Learning disabled	5.38	5.4		5.14	5.31	5.36
	(c) With mental health problems	5.08	5.1		5.08	5.25	5.45
L 21 (L)	% of Care staff trained/being trained to NVQ level II	78.6%	80%		78.6%	75.7%	81.3%
Disablement Assessment Service							
L(DA) 2 (L)	Percentage of disablement assessments carried out relating to high priority (Priority 1 and 2) referrals within designated response time	85.4%	90%		89%	82.4%	79.6%

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Children's Services</i>							
SCC/001 (NS 3)	a) The percentage of first placements of looked after children during the year that began with a care plan in place	82.4%	95%	91.8%	82.3%	73.7%	69.9%
	b) For those children looked after whose second review (due at 4 months) was due in the year, the percentage with a plan for permanence at the due date	100%	100%	93.5%	100%	100%	100%
SCC/002 (NS 4)	The percentage of children looked after at 31 March who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March (C)	17.6%	18%	13.5%	2.9%	7.2%	12.4%
SCC/004	The percentage of children looked after on 31 March who have had three or more placements during the year (C)	10%	6%	9.7%	1.6%	5%	6.1%
SCC/006	The percentage of referrals during the year on which a decision was made within 1 working day.	92.5%	90%	95.2%	92.8%	93.2%	92.2%
SCC/007	The percentage of referrals during the year that:						
	a) were allocated to a social worker for initial assessment	67.9%	65%	43.8%	63.3%	65.3%	56.5%
	b) were allocated to someone other than a social worker for initial assessment	28.1%	30%	13.7%	30.3%	26.8%	23.5%
	c) did not proceed to allocation for initial assessment	3.9%	5%	42.5%	6.4%	7.9%	20%

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Children's Service - continued</i>							
SCC/010	a) The percentage of referrals that are re-referrals within 12 months	17.9%	17%	27.2%	5.4%	8.9%	15%
SCC/011	The percentage of initial assessments that took place during the year where there is evidence that: (a) The child has been seen by the Social Worker (b) The child has been seen alone by the Social Worker.	92.6% 64.3%	90% 68%	59.9% 25.7%	99.3% 71.4%	99.3% 72%	99.1% 72.9%
SCC/013	a) The percentage of open cases of children who have an allocated social worker: i) Children on the child protection register ii) Children looked after iii) Children in need b) The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan: i) Children on the child protection register ii) Children looked after iii) Children in need	98.3% 95.7% 56.2%	100% 98% 60%	99.2% 90.5% 68.4%	98.9% 96.9% 61.4%	100% 96.3% 62.2%	98.8% 95.1% 55.6%
		0% 3.7% 35%	0% 2% 40%	0.5% 8.8% 25.7%	1.1% 2.5% 30.4%	0% 3.4% 35.3%	0% 3.7% 32%

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Children's Service - continued</i>							
SCC/014	The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion	83.5%	85%	79.5%	79.7%	82.7%	80.5%
SCC/015	The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference	93.5%	90%	79.7%	93.3%	97%	96.1%
SCC/016	The percentage of reviews of child in need plans carried out in accordance with the statutory timetable.	No data	50%	56.9%	<i>Work is ongoing to set up systems to collect this data.</i>		
SCC/020	The percentage of looked after children who have had their teeth checked by a dentist during the year.	No data	70%	80.9%			
SCC/021	The percentage of looked after children reviews carried out within statutory timescales during the year	91.7%	100%	91.4%	91.2%	88.3%	84.6%
SCC/022	a) The percentage attendance of looked after pupils whilst in care in primary schools;	94%	To be set	93.7%			
	b) The percentage attendance of looked after pupils whilst in care in secondary schools	92.2%	To be set	89.6%			
SCC/023	a) The percentage of children looked after who were permanently excluded from school in the year 1 April - 31 March	0.6%	0%	0.2%	0%	0%	0%
	b) The average number of days spent out of school on fixed-term exclusions for children looked after who were excluded in the year 1 April - 31 March	10.1	5	6.6%	3.7	5.1	4.5
SCC/024	The percentage of children looked after during the year with a Personal Education Plan within 20 school days of entering care or joining a new school in the year ending 31 March	47.4%	75%	65.5%	53.3%	42.8%	42.4%
SCC/025	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	73.2%	95%	84.0%	77.9%	77.2%	76.2%

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Children's Service - continued</i>							
SCC/028	The percentage of children looked after who had a fully completed and updated Assessment and Progress Record at their third review.	No data	To be set	21.3%	<i>Work is ongoing to set up systems to collect this data.</i>		
SCC/030	a) The percentage of young carers known to Social Services who were assessed	No data	100%	74.7%	No data available	100%	100%
	b) The percentage of young carers known to Social Services who were provided with a service	No data	50%	75.9%		66.7%	91.7%
SCC/033	a) The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	84.6%	95%	91.8%	75%	82.1%	84.2%
	b) The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19.	90.9%	100%	89.5%	100%	100%	100%
	c) The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19.	31.8%	60%	48.8%	38.1%	56.5%	68.7%
SCC/034	The percentage of child protection reviews carried out within statutory timescales during the year	98.8%	100%	96.8%	96.6%	97.6%	97.3%
SCC/035	The percentage of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment	33.3%	50%	40.21%			
SCC/036	The percentage of looked after children eligible for assessment at the end of Key Stage 3 achieving the Core Subject Indicator, as determined by Teacher Assessment	5.3%	50%	20.81%			
SCC/037	The average external qualification point score for 16 year old looked after children, in any local authority maintained learning setting	187.4	To be set	146			

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Children's Service - continued</i>							
SCC/039	The percentage of health assessments for looked after children due in the year that have been undertaken	No data	To be set	80.8%	<i>Work is ongoing to set up systems to collect this data.</i>		
SCC/040	The percentage of placements started during the year where the child is registered with a provider of general medical services within 10 working days of the start of the placement	No data	To be set	82.3%	<i>Work is ongoing to set up systems to collect this data.</i>		
SCC/041	The percentage of eligible, relevant and former relevant children that: a) have pathway plans as required, and b) have been allocated a personal advisor	87.1% 74.2%	100% 85%	80.4% 91.9%	80% 50%	85.7% 71.4%	65% 75%
SCC/ 042	a) The percentage of initial assessments completed within 7 working days	N/a	80%		74.5%	71.4%	80.3%
	b) The average time taken to complete initial assessments that took longer than 7 working days to complete	N/a	10		13	15.4	18.4
SCC/043	a) The percentage of required core assessments completed within 35 working days	N/a	80%		87.7%	85.2%	83.4%
	b) The average time taken to complete those required core assessments that took longer than 35 days	N/a	45		57.6	60.9	58.8

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
Social Care – Youth Justice							
SCY/001	The percentage change in the average number of hours of suitable education, training or employment children and young people receive while within the youth justice system by: a) Children and young people of statutory school age b) Young people above statutory school age.	N/a N/a	None set None set		-13% 17.5%	-11.9% 1.6%	2.3% 25.3%
SCY/002	The percentage change in the proportion of children and young people in the youth justice system with suitable accommodation: a) at the end of their court order compared with before the start of their court order b) upon their release from custody compared with before the start of their custodial sentence	N/a N/a	None set None set		0% 0%	2.4% 0%	1.4% 0%
SCY/003	The percentage: a) of children and young people in the youth justice system identified via screening as requiring a substance misuse assessment that commence the assessment within five working days of referral; and b) of those children and young people with an identified need for treatment or other intervention, who receive that within ten working days of the assessment.	86.8% 100%	95% 95%		95% 100%	95.5% 100%	90.9% 100%

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Housing - Homelessness and Housing Advice</i>							
HHA/002 (NS 6)	The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless	73.44	72	131	87.9	75.6	80.06
HHA/008	The percentage of homeless presentations decided within 33 working days	90.3%	88%	87.1%	95.92%	94.9%	90.54%
HHA/013	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	92.06%	92%	55.1%	95.93%	94.23%	94.85%
HHA/014 (NS 5)	a) The number of homeless families with children who have used bed and breakfast accommodation during the year, except in emergencies; (C)	3	4	342	0	0	0
	b) The average number of days all homeless families with children spent in Bed and Breakfast accommodation	0.37	7	6	0	0	0
HHA/015	The average number of days that all homeless households spent in:						
	a) Bed and Breakfast accommodation	9.03	10	17	0.23	1.86	1.9
	b) Other forms of temporary accommodation	70.36	70	129	63.89	66.21	72.92

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Housing - Private Sector Renewal</i>							
PSR/002	The average number of calendar days taken to deliver a Disabled Facilities Grant	675	To be set	375	To follow	To follow	To follow
PSR/004	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority	0%	0%	2.61%			
PSR/006	The average number of calendar days taken to deliver low cost adaptation works in private dwellings where the Disabled Facilities Grant process is not used	No data	To be set	69	To follow	To follow	To follow
PSR/007	Of the Houses in Multiple Occupation known to the local authority, the percentage that:						
	a) Have a full licence	1.73%	2.4%	12.3%			
	b) Have been issued with a conditional licence	0.69%	0.7%	10.1%			
	c) Are subject to enforcement activity	1.73%	2.4%	0.2%			

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Housing - Supporting People</i>							
SPP/001 (NS 8)	The average number of units of housing related support, per 1,000 head of population, for each of the following types of housing related support service:						
	i) Floating support	1.4	1.4	3.2			
	ii) Direct access	0.2	0.2	0.3			
	iii) Temporary accommodation	1.2	1.2	0.6			
	iv) Permanent accommodation	0.04	0.04	0.9			
	v) Sheltered accommodation for older people	5.3	5.3	8.4			
	vi) Community alarm services.	1.6	1.6	8.7			

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Energy Efficiency</i>							
EEF/002 (NS 18)	a) Percentage reduction in carbon dioxide emissions in the non domestic public building stock bi) Percentage reduction in energy use in the housing stock bii) Percentage reduction in carbon dioxide emissions in the housing stock	No data 1.14% 0.73%	None set 0.5% 1.0%	7.2% No data No data			
<i>Environment & Transport - Waste Management</i>							
WMT/001 (NS 14)	The percentage of municipal waste: i) Reused and/or recycled; and ii) Composted or treated biologically in another way.	24.94% 7.59%	25%* 15%*	23.12% 12.76%	23.27% 11.93%	24.43% 11.91%	24.42% 10.09%
WMT/002 (NS 15)	The percentage of bio-degradable municipal waste sent to landfill	43.44%	<43%	57.02%	36.74%	34.86%	35.13%
WMT/004	The percentage of municipal waste sent to landfill.	42.18%	<42%	59.98%	36.20%	35.02%	34.98%
WMT/005	The percentage of municipal waste used to recover heat and power.	16.51%	>16.5%	1.79%	18.2%	19.5%	21.35%
WMT/007	The percentage of municipal waste received at a household waste amenity site that is reused, recycled or composted.	62.08%	>62%	55.93%	73.89%	75.06%	74.34%

* WAG strategy targets (non statutory) are likely to change to a minimum of 40% to include both recycling and composting. The 15% composting element is unlikely to be achieved.

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Environment & Transport - Street Scene</i>							
STS/005	a) The Cleanliness Index b) The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	66.53%	68%	70%			
		95.28%	95%	95.2%	96%	96%	95.6%
STS/006	The percentage of reported fly tipping incidents cleared within 5 working days	96.57%	>90%	93.65%	94%	93%	94%
STS/007	The percentage of reported fly tipping incidents which lead to enforcement activity	6.18%	1.97%	8.07%	3.79%	5.1%	4.55%
L 6 (L)	The percentage of dog fouling which was cleared by the end of the next working day	88.18%	>85%		97%	96%	95.3%
L 8 (L)	The percentage of gullies cleaned twice per year	65.8%	70%		66.19%	69.75%	71.3%

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Environment & Transport - Transport and Highways</i>							
THS/009	The average number of calendar days taken to repair street lamp failures during the year	1.86	5	4.68	3.8	3.08	3.19
THS/010 (NS 17)	The percentage of: a) Principal (A) roads; and b) Non-principal/classified road; in overall poor condition	3.6% 4.9%	3.6% 4.9%	4.4% 8.3%			
L 3 (L)	The percentage of emergency repairs to roads and footpaths carried out within 24 hours	93.75%	>90%		90%	89%	89%
<i>Environment & Transport - Countryside Management</i>							
CMT/001	The percentage of total length of Rights of Way which are easy to use by members of the public	68.65%	67%	49%	N/a #	65.89%	N/a #

Surveys undertaken twice a year.

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Planning & Regulatory Services - Planning</i>							
PLA/003	The percentage of appeals determined that upheld the authority's decision, in relation to: planning application decisions and enforcement notices	57.69% 0%	66%	64.8% 61.4%	55.55% N/a	62.5% N/a	63.63% N/a
PLA/004	a) The percentage of major planning applications determined during the year within 13 weeks	61.29%	30%	33.1%	0%	57.14%	60%
	b) The percentage of minor planning applications determined during the year within 8 weeks	38.85%	50%	52.1%	60.6%	58.02%	58.2%
	c) The percentage of householder planning applications determined during the year within 8 weeks	67.76%	75%	78.8%	93.4%	95.26%	96.03%
	d) The percentage of all other planning applications determined during the year within 8 weeks	40%	70%	62.7%	71.88%	65%	70.78%
	e) The percentage of all applications subject to Environmental Impact Assessment (EIA) determined within 16 weeks	0%	20%	23.1%	0%	0%	0%
PLA/005	The percentage of enforcement cases resolved during the year within 12 weeks of receipt	67.93%	60%	63%	45%	45.88%	49.02%
<i>Planning & Regulatory Services - Building Control</i>							
BCT/004	Percentage of Building control 'full plan' applications checked within 15 working days during the year	99.35%	98%	83.7%	98.18%	98%	99.33%

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Planning & Regulatory Services - Public Protection</i>							
PPN/001 (NS 18)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for: i) Trading Standards (C) ii) Food Hygiene (C) iii) Animal Health (C) iv) Health and Safety (C)	100%	100%	99%	20%	50%	77%
		100%	100%	99%	No data	To follow	67.1%
		100%	100%	99%	0%	33%	33%
		100%	100%	97%	No data	To follow	56.3%
PPN/004	The percentage of all eligible food premises with a valid food hygiene award.	28.65%	22%	14.63%	To follow	To follow	26.02%
PPN/007	The percentage of significant breaches that were rectified by intervention during the year for: i) Trading Standard (C) ii) Animal Health (C)	73%	80%	79.9%	57%	65%	42%
		100%	80%	77.5%	100%	100%	100%
PPN/008	a) The percentage of new businesses identified which were subject to a risk assessment visit by each of the following service areas during the year: i) Trading Standards (C) ii) Food Hygiene (C) iii) Animal Health (C) iv) Health & Safety (C)	34%	70%	40%	31%	43%	57%
		100%	80%	81%	To follow	To follow	53%
		0%	100%	55%	100%	100%	100%
		97%	80%	28%	To follow	To follow	50.4%

PI No.	Performance Indicator	Actual 2008/2009	Target 2009/2010	All Wales 2008/2009	Actual Performance 2009/2010		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Leisure & Culture - Libraries</i>							
LCL/001	The number of people using Public Libraries during the year per 1,000 population (C)	5,939	6,047	5,913	1786	3686	5493
LCL/002	a) The number of publicly accessible computers per 10,000 population	7.35	7.79	9			
	b) The percentage of available computer hours in use	53%	54%	44%			
LCL/003	The percentage of library material requests supplied within 7 calendar days	66%	67%	72%			
LCL/004	The number of library materials issued, during the year, per 1,000 population (C)	4,924	4,775	5328.1	1176	2422	3519