

**POLICY & RESOURCES
CABINET BOARD**

7TH JANUARY 2011

CHIEF EXECUTIVE'S OFFICE

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

K.JONES

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PART 1. Doc Code: PRB-070111-REP-CE-KJ

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Part 1, Section B , Item 1

IMPROVEMENT AGREEMENT

Purpose of Report

To inform Members that the full Improvement Agreement Grant of £1.466 million has been awarded to Neath Port Talbot County Borough Council for 2010-2011 on the basis of achievements made in 2009-2010.

Background

In June 2008, the Welsh Assembly Government wrote to all local authorities in Wales confirming their intention to develop an Improvement Agreement with each council, as a successor to the Policy Agreement.

The agreement should “reflect the main local priorities for service improvement, whether in terms of raising your performance relative to other authorities, meeting citizen needs, delivering strategic change or addressing key risks”.

Local priorities selected for inclusion within the agreement had to connect to the broad framework of “One Wales”. The Council needed to select two outcomes for each of the “One Wales” themes:

- A Healthy, Fair and Just Society – Adults
- A Healthy, Fair and Just Society – Children
- Sustainable Communities
- A Prosperous, Cultural and Diverse Society

The agreement had to also indicate how progress will be monitored and identify the sources of evidence that would be used to demonstrate achievements. Unlike the Policy Agreement, sources of evidence did not need to be purely statistical. Other sources of evidence, such as, satisfaction surveys, audit and inspection findings, external accreditations, completion of projects and programmes or the creation of new services were all able to be included.

The grant is available to the Council in each year of the agreement. Grant payment in 2008-09 was to be made provided the Welsh Assembly Government and the Council signed off the Agreement by the end of December 2008. This was achieved and has previously been reported to Members. In 2009-10, the grant was paid on the basis of achievements made in 2008-09 and in 2010-11, grant will be paid on the basis of achievements in 2009-10.

Outcome of Improvement Agreement for 2009-2010

A covering e-mail from the Welsh Assembly Government states the following:

“The Minister has now made his decision on the award of Improvement Agreement grant to Neath Port Talbot. I can confirm that the full grant of £1,466,000 has been agreed and this payment will be with you before the 12th November”

Attached as Appendix 1 is the letter from the Wales Audit Office. An extract from their statement reads:

“Based on the information and evidence I have reviewed, I am satisfied that Neath Port Talbot CBC has achieved the majority of its planned milestones, and just over half its performance targets as set out in each of the outcomes included in the Improvement Agreements”

They further note:

“Nine of the performance indicator targets have been narrowly missed, highlighting the difficulties of setting absolute values for targets”

It should also be noted that all relevant service areas have worked hard to ensure that overall achievements made in 2009-2010 against the Improvement Agreement enable the council to both improve outcomes in key service areas, but also to draw down the full amount of available grant.

The full grant was received into the accounts of Neath Port Talbot on the 11th November 2010.

Outcome Agreement - 2010-2011 to 2012-13

The Outcome Agreement will succeed the Improvement Agreement. The Outcome Agreement will focus more on collaborative working and will cover ten over-arching strategic themes, drawn from the One Wales agenda and will have a broad list of outcomes aligned to, and supporting, each strategic theme, success of which, will determine the level of Outcome Agreement Grant an authority is entitled to.

Our draft Outcome Agreement is currently with the Welsh Assembly Government and has to be finally approved and signed off by the 31st December 2010.

List of Background Papers

Prospectus Letter from Welsh Assembly Government re: Outcome Agreements

Appendices

Appendix 1 - Letter from the Wales Audit Office in respect of NPT Improvement Agreement progress.

Wards Affected

All

Officer Contact

Karen Jones, Head of Change Management & Innovation. Telephone Number: 01638 763284. E.mail: k.jones3@npt.gov.uk

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Mr Steve Phillips
 Chief Executive
 Neath Port Talbot County Borough Council,
 Civic Centre,
 Port Talbot.
 SA13 1PJ

Date 17 August 2010
Pages 1 of 2

Dear Steve,

Neath Port Talbot County Borough Council: Improvement Agreement

The Welsh Assembly Government's Prospectus issued to Chief Executives in June 2008 set out the arrangements for developing, approving and monitoring Improvement Agreements. Further guidance was issued by the Assembly Government which outlines the monitoring and assessment arrangements for Improvement Agreements for the year ending March 2010.

To confirm the assessment process, the Auditor General is required, via Improvement Assessment Leads, to examine the evidence presented by the Authority to form a view as to whether it is sufficient and accurate in demonstrating progress towards achieving the Agreement.

In accordance with the Assembly Government guidelines, I have examined the evidence that Neath Port Talbot County Borough Council has presented to demonstrate progress on their Improvement Agreement within the year ending March 2010. We have examined the evidence presented to form a view as to whether it is sufficient and accurate. This may have included the testing or verification of individual pieces of evidence and commentary on its significance.

In performing my work I have followed Guidance issued by the Auditor General – which is based on the Welsh Assembly Government's Prospectus – and the requirements of the Code of Audit and Inspection Practice. I have not decided on eligibility for payment of the Improvement Agreement Grant, which is a matter for the Welsh Assembly Government.

Statement

Based on the information and evidence I have reviewed, I am satisfied that Neath Port Talbot County Borough Council has achieved the majority of its planned milestones, and just over half of its performance targets as set out in each of the outcomes included in the Improvement Agreements.

Please refer to the accompanying evidence grid where this is set out in more detail.

Following completion of our review of the evidence provided, we would like to make the following points:

- The Council used Ffynnon to evidence the Improvement Agreement. This approach proved successful in providing an evidence trail, enabling easy communication and reducing on site time.
- For some outcomes we requested additional evidence as the information on Ffynnon was not sufficient to assess progress. This additional evidence was readily available and this maintained auditor confidence.
- Evidence included outcome and staging reports, strategies, cabinet reports, action plan progress reports, publications, leaflets and officer updates, which provided a rounded picture of progress.
- Nine of the performance indicator targets have been narrowly missed, highlighting the difficulties of setting absolute values for targets.

We would like to take this opportunity to thank Council staff for the support and co-operation they have provided during this assessment period.

A copy of this letter should be sent to the Welsh Assembly Government when Improvement Agreements are submitted for payment.

Yours sincerely,



Rod Alcott
Improvement Assessment Lead

Part 1, Section C , Item 2

QUARTERLY PERFORMANCE INDICATOR DATA - OVERVIEW

Purpose of Report:

To support Members in their “overview” role, this report advises Members of actual performance achieved during the 2nd quarter 2010-2011 – 1st April 2010 to 30th September 2010.

Background

The role of Scrutiny Committees was amended at the Annual Meeting of the Council in May 2010 to reflect changes introduced by the Local Government (Wales) Measure:-.

1. Scrutinise the service improvement set out in the Corporate Plan which fall within the committee’s purview;
2. Scrutinise the performance of all services within its purview and the extent to which services are continuously improving;
3. Ensure performance measure are in place for each service and that the measures reflect what matters to local citizens;
4. Commission and participate in systems reviews through appropriate mechanisms and report onwards to the Executive;
5. Monitor implementation by the Executive of responses to the conclusions and recommendations of the Council’s external regulators; and
6. Promote innovation by challenging the status quo and encourage different ways of thinking and options for service delivery.

Work has been progressing, through the Council's systems review programme, to strengthen performance management arrangements. Performance dashboards are being developed for services included in the review programme. These dashboards will start to be reported to scrutiny committees from January 2011.

The programme of system reviews has also been integrated with the scrutiny committee work programme, giving scrutiny committees opportunity to participate in the reviews.

In the meantime, current performance indicators are presented for Members' consideration.

List of Background Papers

The Neath Port Talbot Corporate Plan – 2010/2013 “Doing What Matters”;

2009/2010 Full Suite of Performance Indicators available online.

Wards Affected:

All

Officer Contact:


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

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

 Denotes data that is only available on an annual basis or in a different quarter

 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 09/10.

(L) Local Performance Indicator set by the Council.

NA Not applicable (no requirement to collect data).

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Corporate Health - Asset Management</i>						
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 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% 14.8% 62.2% 23%	8.3% 36.1% 46.4% 9.3% 17.3% 62.7% 20%	10.7% 49.1% 28.0% 12.2% 17.6% 48.7% 33.7%		

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
Education						
EDU/002 (NS 10)	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%	0.5% 0%	0.9% 6.4%		
EDU/003	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%	73.6%	77.3%	73.6%	75.7%*
EDU/004	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%	58.9%	61.5%	58.9%	60.5%*
EDU/006	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%	15.5% 9.1%	19.2% 15.9%	15.5% 9.1%	15.3%* 8.7%*
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	0.2 2.1	0.1 0.9		

* These are final figures for the 2009/2010 Academic Year

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Education – continued</i>						
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	34.3 18.7	44.6 27.1		
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%	0.015% 0.147%	0.012% 0.0137%		
EDU/011 (NS 11)	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	362	363.2	378.6		
EDU/012	The percentage of Key Stage 2 primary school classes with more than 30 pupils	0%	0.42%	1.35%		0%*
EDU/015 (NS 12)	The percentage of final statements of special education need issued within 26 weeks – a)including exceptions b)excluding exceptions	N/a 100%	N/a 100%	70.4% 90.8%		
EDU/016	Percentage of pupil attendance in: a) Primary schools b) Secondary schools	92.7% 92.1%	92.5% 91.8%	93.2% 91%	92.5% 91.8%	92.2%(P) * 91.7%*

* These are final figures for the 2009/2010 Academic Year
(P) Provisional data

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
Education - continued						
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%	62% 95% 48%			
L(SEN) 1 (L)	a) No. of children with new statements of special educational needs b) Total number of children with statements of special educational needs (C)	104 716	96# 724#		68# 693#	63# 721#
L(FP) 1+ (L)	No. of full day childcare places provided (C)	1,629	1660		1,675	1,216
L(Yth) 2+ (L)	The percentage of 11 - 19 year olds in contact with the youth service (C)	13.47%	16.43%		9.28%	10.10%

Data relates to the calendar year 2009

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd 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	6.63	6.13	3.77	5.73
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	92.36	86.69	92.99	91.81
	b) Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	25.73	26.24	21.75	26.48	25.97
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%	90.53%	94.16%	89.25%	88.51%
	b) Aged 65+	74.41%	80.86%	83.8%	79.74%	79.75%
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%	73%	71.5%	72.07%	71.63%
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%	80.8%	99.2%	100%
	b) The percentage of carers of adult service users who had an assessment in their own right during the year	23.8%	15.9%	43.8%	16%	7.1%
	c) The percentage of carers of adult service users who were assessed during the year who were provided with a service	44.9%	47.6%	46.6%	44.6%	50%
SCA/019	The percentage of adult protection referrals completed where the risk has been managed	N/a	N/a	N/a	N/a	92.06%

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd 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	168.93		179.64	162.27
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	4.43		4.66	4.22
	(b) Learning disabled	5.38	5.33		5.31	5.12
	(c) With mental health problems	5.08	5.31		5.25	6.10
L 21 (L)	% of Care staff trained/being trained to NVQ level II	78.6%	79.3%		75.7%	85%
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%	69.1%		82.4%	78%

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Social Care - Childrens Services</i>						
SCC/001	a) The percentage of first placements of looked after children during the year that began with a care plan in place 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	82.4% 100%	67.8% 100%	92.3% 91.9%	73.7% 100%	89.9% 84.6%
SCC/002 (NS 3)	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	17.6%	13.2%	13.1%		
SCC/004	The percentage of children looked after on 31 March who have had three or more placements during the year	10%	8.5%	10.2%		
SCC/006	The percentage of referrals during the year on which a decision was made within 1 working day	92.5%	93.6%	95.2%	93.2%	90.9%
SCC/007	The percentage of referrals during the year that: a) Were allocated to a social worker for initial assessment b) Were allocated to someone other than a social worker for initial assessment c) Did not proceed to allocation for initial assessment	67.9% 28.1% 3.9%	54.2% 20.8% 25%	41.7% 11.9% 46.2%	65.3% 26.8% 7.9%	28.8% 14.8% 56.4%

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Social Care - Childrens Services – continued</i>						
SCC/010	The percentage of referrals that are re-referrals within 12 months	17.9%	18.6%	31.7%		
SCC/011	The percentage of initial assessments that were completed during the year where there is evidence that:	92.6%	69.3%	60%	99.3%	74.2%
	a) The child has been seen by the Social Worker	64.3%	50.3%	25.5%	72%	48.3%
	b) The child has been seen alone by the Social Worker					
SCC/013	a) The percentage of open cases of children who have an allocated social worker:					
	i) Children on the child protection register	98.3%	99.4%	99%	100%	98.8%
	ii) Children looked after	95.7%	98.6%	92.3%	96.3%	98.2%
	iii) Children in need	56.2%	58.3%	67.7%	62.2%	51.5%
	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	0%	0.3%	0.7%	0%	0%
	ii) Children looked after	3.7%	2.6%	7.3%	3.4%	0.5%
	iii) Children in need	35%	33.8%	26.4%	35.3%	38.6%

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Social Care - Childrens Services – 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%	75.9%	79.3%	82.7%	52.7%
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%	94.5%	82.4%	97%	79%
SCC/016	The percentage of reviews of child plans for children in need carried out in accordance with the statutory timetable	No data	No data	56.1%	System under development.	
SCC/020	The percentage of looked after children who have had their teeth checked by a dentist during the year	No data	No data	84%	System under development.	
SCC/021	The percentage of looked after children reviews carried out within statutory timescales during the year	91.7%	81.4%	90.9%	88.3%	68.7%
SCC/022	a)The percentage attendance of looked after pupils whilst in care in primary schools	94%	95.3%	93.3%		
	b)The percentage attendance of looked after pupils whilst in care in secondary schools	92.2%	92.4%	88.7%		
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%	47.3%	61.4%	42.8%	26.3%

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Social Care - Childrens Services – continued</i>						
SCC/025	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	73.2%	72.4%	82.2%	77.2%	53.1%
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	No data	16.9%	System under development.	
SCC/030	a) The percentage of young carers known to Social Services who were assessed	No data	100%	85%	100%	100%
	b) The percentage of young carers known to Social Services who were provided with a service	No data	76.9%	84.9%	66.7%	25%
SCC/033 (NS 5)	a) The percentage of young people formerly looked after with whom the authority is in contact at the age of 19	84.6%	83.3%	95.1%		
	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%	92.7%		
	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%	65%	49.2%		
SCC/034	The percentage of child protection reviews carried out within statutory timescales during the year	98.8%	95.9%	96.1%	97.6%	94.5%
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%	45.8%	44.19%		
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%	38.9%	25%		

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Social Care - Childrens Services – continued</i>						
SCC/037 (NS 4)	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting	187.4	156.4	152		
SCC/039	The percentage of health assessments for looked after children due in the year that have been undertaken	No data	No data	82%	System under development.	
SCC/40	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	No data	80.8%	System under development.	
SCC/041	The percentage of eligible, relevant and former relevant children that:	87.1%	59.3%	89.1%	85.7%	40%
	a) have pathway plans as required, and b) have been allocated a personal advisor	74.2%	88.9%	92.8%	71.4%	46.7%
SCC/042	a) The percentage of initial assessments completed within 7 working days	NA	79.4%	65.5%	71.4%	61.6%
	b) The average time taken to complete initial assessments that took longer than 7 working days to complete	NA	22.2	25	15.4	19.9
SCC/043	a) The percentage of required core assessments completed within 35 working days	NA	77.4%	63.4%	85.2%	81%
	b) The average time taken to complete those required core assessments that took longer than 35 days	NA	63.5	79	60.9	111
SCC/044	a) The percentage of children looked after who were permanently excluded from school during the previous academic year	N/a	N/a	N/a	0%	0%
	b) The average number of days spent out of school on fixed-term exclusions for children looked after who were excluded during the previous academic year	N/a	N/a	N/a	5.1	5.3

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Housing - Homelessness and Housing Advice</i>						
HHA/002	The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless	73.44	85.6	121	75.6	68.8
HHA/008	The percentage of homeless presentations decided within 33 working days	90.3%	87.7%	90.2%	94.9%	70.97%
HHA/013 (NS 6)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	92.06%	94.6%	59.6%	94.23%	95.5%
HHA/016	The average number of days all homeless families with children spent in bed and breakfast accommodation.	N/a	N/a	N/a	0	3
HHA/017	The average number of days that all homeless households spent in:					
	a) Bed and Breakfast accommodation	N/a	N/a	N/a	N/a	44.86
	b) Other forms of temporary accommodation	N/a	N/a	N/a	N/a	92.3

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Housing - Private Sector Renewal</i>						
PSR/002	The average number of calendar days taken to deliver a Disabled Facilities Grant	675	692	349	752	706
PSR/004 (NS 9)	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%	6.38%	3.14%	0%	0%
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	13	57	14	* see note
PSR/007	Of the Houses in Multiple Occupation known to the local authority, the percentage that: a) Have a full licence b) Have been issued with a conditional licence c) Are subject to enforcement activity	1.73% 0.69% 1.73%	2.1% 0.7% 2.1%	19.6% 9.8% 1.6%	2.2% 0.69% 2.2%	2.1% 0% 0.7%
PSR/008	The percentage of high risk private sector dwellings improved to an acceptable level	N/a	N/a	N/a	N/a	0.3%
PSR/009	The average number of calendar days taken to deliver a Disabled Facilities Grant for: a) Children and Young People b) Adults	N/a N/a	N/a N/a	N/a N/a	N/a N/a	671 708

* No grants of this type have been progressed during the first half of the financial year as all applications have been progressed via the Disabled Facilities route.

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Energy Efficiency</i>						
EEF/002	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%	No data 1.4% 1%	2.19% No data No data		
<i>Environment & Transport - Waste Management</i>						
WMT/004 (NS 14)	The percentage of municipal waste sent to landfill.	42.18%	34.64%	55.75%	35%	22.1%
WMT/005	The percentage of municipal waste used to recover heat and power.	16.51%	22.13%	2.66%	19.5%	26%
WMT/007	The percentage of municipal waste received at a household waste amenity site that is reused, recycled or composted.	62.08%	78.48%	60.02%	75%	78.03%
WMT/008	The percentage of local authority collected municipal waste: i) Prepared for reuse ii) Recycled; and iii) Collected as source segregated biowastes and composted or treated biologically in another way	N/a N/a N/a	N/a N/a N/a	N/a N/a N/a	N/a N/a N/a	0.42% 30.47% 13.09%
WMT/009 (NS 13)	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way.	N/a	N/a	N/a	N/a	43.98%

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Environment & Transport - Street Scene</i>						
STS/005	a) The Cleanliness Index	66.53%	68.9%	70.7%		
	b) The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	95.28%	95.3%	94.9%	96%	*
STS/006 (NS 15)	The percentage of reported fly tipping incidents cleared within 5 working days	96.57%	94.25%	94.33%	93%	*
STS/007	The percentage of reported fly tipping incidents which lead to enforcement activity	6.18%	6.63%	18.44%	5.1%	3.11%
L 6 (L)	The percentage of dog fouling which was cleared by the end of the next working day	88.18%	94.62%		96%	*

* Not reported by specific terms due to alternative work priorities over the quarter 2 period.

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd 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	1.99	3.69	3.8	1.7
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%	No data 4.9%	5.0% 10.1%		
THS/007 (NS 16)	The percentage of adults aged 60 or over who hold a concessionary bus pass	91.9%	85.2%	82.8%	83.9%	85.7%
L 3 (L)	The percentage of emergency repairs to roads and footpaths carried out within 24 hours	93.75%	88.03%		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%	65%	55%	65.89%	65.55%

Surveys undertaken twice a year.

* Not reported by specific terms due to alternative work priorities over the quarter 2 period.

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd 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%	65.5%	67.3%	62.5%	72.72%
PLA/004	a) The percentage of major planning applications determined during the year within 13 weeks	61.29%	57.9%	33.9%	57.14%	40%
	b) The percentage of minor planning applications determined during the year within 8 weeks	38.85%	58.9%	57.6%	58.02%	79.48%
	c) The percentage of householder planning applications determined during the year within 8 weeks	67.76%	95%	83.3%	95.26%	96.1%
	d) The percentage of all other planning applications determined during the year within 8 weeks	40%	72.3%	66.1%	65%	80.65%
	e) The percentage of all applications subject to Environmental Impact Assessment (EIA) determined within 16 weeks	0%	0%	9.4%	0%	0%
PLA/005	The percentage of enforcement cases resolved during the year within 12 weeks of receipt	67.93%	51.3%	62.9%	45.88%	51.72%
PLA/006 (NS 8)	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year	27%	38%	23%	N/a	
<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%	99%	84.7%	98%	97.77%

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Planning & Regulatory Services - Public Protection</i>						
PPN/001	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%	98%	50%	27%
		100%	100%	96%	Not available	38.3%
		100%	100%	99%	33%	66%
		100%	100%	97%	Not available	18.75%
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%	62.5%	78.3%	65%	82%
		100%	72.4%	81.5%	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%	60%	52%	43%	63%
		100%	96%	78%	Not available	61%
		100%	100%	69%	100%	100%
		97%	83%	44%	Not available	41.2%
PPN/009	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	N/a	N/a	N/a	N/a	80.19%

PI No.	Performance Indicator	Actual 2008/2009	Actual 2009/2010	All Wales 2009/2010	Actual 2009/2010 2 nd Quarter	Actual 2010/2011 2 nd Quarter
<i>Leisure & Culture - Libraries</i>						
LCS/002 (NS 17)	The number of visits to local authority sport and leisure centres during the year per 1,000 population where the visitor will be participating in physical activity (C)	N/a	4729	8626	N/a	2165
LCL/001 (NS 18)	The number of people using Public Libraries during the year per 1,000 population (C)	5,939	7311	5,906	3,686	3,446
LCL/002	a) The number of publicly accessible computers per 10,000 population b) The percentage of available computer hours in use	7.35 53%	7.48 49%	10 42%		
LCL/003	The percentage of library material requests supplied within 7 calendar days	66%	91%	69%		
LCL/004	The number of library materials issued, during the year, per 1,000 population (C)	4,924	4,614.1	5,305	2,422	2,078