

**POLICY & RESOURCES
CABINET BOARD**

11th JULY 2013

CHIEF EXECUTIVE'S OFFICE

**REPORT OF THE
HEAD OF CORPORATE STRATEGY &
DEMOCRATIC SERVICES**

K. JONES

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PART 1. Doc. Code: PRB-110713-REP-CE-KJ

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Part 1, Section A, Item 1

Forward Financial Plan – Review of Funding to Third Sector Organisations

Purpose

1. To seek Members' direction as to the terms of reference that should apply to the review of funding to third sector organisations set out in the Forward Financial Plan approved by the Cabinet in May 2013 and as endorsed by Council in June 2013.
2. To seek Members' direction as to the approach that should be taken to the conduct of the review.

Background

The Cabinet has approved a revised Forward Financial Plan covering the period 2013-2017. The revised Forward Financial Plan was subsequently endorsed at Council in June 2013.

The projections of income and expenditure set out in the Plan result in a funding gap of circa £21 million over the next four years. It is anticipated that this funding gap will grow as a consequence of public sector funding policy determined by the UK Government.

A range of measures aimed at reducing the funding gap so that the Council is able to discharge its legal duty to set a balanced budget are set out in the Plan. One of those measures is a review of funding to the third sector which is projected to deliver a contribution of £300,000 in 2014-15. To achieve this saving, a review of funding arrangements needs to be initiated now.

Proposed Terms of Reference

1. To undertake an audit of the Council's revenue, capital and specific grant support for the voluntary and community sector identifying the nature, type and purpose of this support.

The audit will not include “in kind” assistance.

2. To assess the alignment of current funding arrangements against the priorities set out in the Council’s Corporate Improvement Plan and the Single Integrated Plan.
3. To identify options for realising the minimum target savings of £300,000 in 2014-15.
4. To identify other options for achieving savings, or realising improved value for money in subsequent years.
5. To consult the sector and any other key stakeholders throughout the review process.
6. To present information at key milestone stages to the Policy and Resources Scrutiny Committee.

Proposed Approach

It is proposed that a person, independent of the Council and the local third and community sector be identified to chair the review.

It is proposed that a Steering Group be formed to oversee the review process. The membership of that group to comprise of:

- Director CVS or her nominee;
- Other third/community sector representative;
- One representative of each Council directorate;
- Director of Finance and Corporate Services or his nominee
- Head of Corporate Strategy and Democratic Services; and
- Project Officer drawn from the Council’s workforce.

The Chair of the Steering Group would be accountable to the Chief Executive for the review and its recommendations.

The main stages of the review would be as follows:

- 1) Establishing the Governance Arrangements for the Review;
- 2) Completing an audit of current funding arrangements;

- 3) Inviting organisations who receive funding to demonstrate alignment with the Council's Corporate Improvement Objectives and the Single Integrated Plan;
- 4) Identifying options to secure minimum savings of £300,000 in 2014-15;
- 5) Identifying other options to secure savings or improved value for money;
- 6) Final Conclusions and Recommendations;
- 7) Formal consideration of conclusions and recommendations by Policy and Resources Scrutiny Committee and Cabinet Board;
- 8) Approving the Action Plan and Governance Arrangements to implement the Council's decision.

A consultation and engagement plan would be constructed as part of the first milestone.

Recommended

- 1) That Members consider and, if deemed appropriate, approve the proposed terms of reference for the review of funding to third and community sector organisations.
- 2) That Members consider and, if deemed appropriate, approve the proposed approach to the review of funding to third and community sector organisations.

Reason for Proposed Decisions

In order to develop proposals that will deliver the savings target of £300,000 as contained in the Council's Forward Financial Plan in the year 2014/15.

List of Background Papers

Forward Financial Plan – Cabinet Report, June 2013.

Wards Affected

All

Officer Contact

Mrs Karen Jones, Head of Corporate Strategy and Democratic Services.
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COMPLIANCE STATEMENT

Forward Financial Plan – Review of Funding to Third Sector Organisations

(a) Implementation of Decisions

The decisions are proposed for implementation following the three day call in period.

(b) Sustainability Appraisal

Economic Prosperity	-	No Impact
Education & Lifelong Learning	-	No Impact
Better Health & Wellbeing	-	No Impact
Environment & Transport	-	No Impact
Crime & Disorder	-	No Impact

Other Impacts

Welsh Language	-	No Impact
Sustainable Development	-	No Impact
Equalities	-	No Impact
Social Inclusion	-	No Impact

(c) Consultation

This item is not subject to external consultation.

Part 1, Section A, Item 2

Review of the Customer Facing Services at Pontardawe (One Stop Shop and Allied Services)

Purpose of Report

To propose the terms of reference for the review of customer facing services at Pontardawe (One Stop Shop) in order to realise the target financial savings contained in the Council's Forward Financial Plan.

Background

The Council has previously approved a savings target of £40,000 for the financial year 2014-15 linked to changes in the front line services delivered at the building which houses the One Stop Shop in Pontardawe.

There are changes planned to the occupation of the building which could, potentially, have an impact on the profile and volume of customers accessing services at that building. It would be preferable that those changes were implemented prior to a review of the customer facing services being carried out. However, officers are mindful that if there is further delay in taking forward the review, then the target savings for 2014- 15 may not be realised.

This report sets out the terms of reference and general approach that it is proposed be taken to this review.

Proposed Terms of Reference and Approach

a) Terms of Reference

1. To audit/map the current services provided to customers at the One Stop Shop in Pontardawe to understand the volume, frequency and nature of demand.
2. To identify current resources and their usage at Pontardawe.
3. To identify alternative options for delivering the existing services for at least £40,000 less than current cost and the impact on service access, service quality and the workforce.
4. To explore if other services, including those external to the Council, could be integrated into the arrangements with appropriate resource transfer.

5. To identify the key stakeholders affected by this review (to include local elected members) and ensure there is full engagement with those stakeholders over the lifetime of the review.
6. To identify a preferred option for Members' consideration.
7. To present the options appraisal and preferred recommendation to the Policy and Resources Scrutiny Committee prior to consideration by the Policy and Resources Cabinet Board.
8. To prepare an action plan to implement the review findings.

b) Project Board Membership

- Sponsor – Head of Corporate Strategy and Democratic Services
- Head of Financial Services – or nominee
- Head of Partnerships and Community Development – or nominee
- Head of Property and Regeneration - or nominee

c) Review Team Membership

Nominees from:

- Customer Services
- Housing Benefits
- Cashiers
- Library Service
- Facilities Management
- Tawe Terrace Training Centre

Support from Change Management Unit, Finance and Communications Team as necessary.

d) Outline Timescale

Key Milestone	Estimated Date
Project set up	End June 2013
Baseline analysis	End July 2013
Identification and Analysis of Options	End September 2013
Consultation on options	End October 2013
Preferred Option identified and reported	End November 2013
Scrutiny and Decision making	End November 2013
Action Plan constructed	End January 2014
Implementation	Tbc

Note: the consultation plan will be constructed as part of the first milestone.

Recommended

The proposed terms of reference and approach to the review of customer facing arrangements at Pontardawe (One Stop Shop) be approved.

Reason for Proposed Decision

To secure a minimum of £40,000 savings to deliver the target identified in the Council's Forward Financial Plan and to contribute to the Council's wider budget pressures.

List of Background Papers

Forward Financial Plan – Report to Cabinet, June 2013

Appendices

None

Wards Affected

All

Officer Contact

Mrs Karen Jones, Head of Corporate Strategy and Democratic Services.
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COMPLIANCE STATEMENT

Review of the Customer Facing Services at Pontardawe (One Stop Shop and Allied Services)

(a) Implementation of Decisions

The decisions are proposed for implementation following the three day call-in period.

(b) Sustainability Appraisal

Economic Prosperity	-	No Impact
Education & Lifelong Learning	-	No Impact
Better Health & Wellbeing	-	No Impact
Environment & Transport	-	No Impact
Crime & Disorder	-	No Impact

Other Impacts

Welsh Language	-	No Impact
Sustainable Development	-	No Impact
Equalities	-	No Impact
Social Inclusion	-	No Impact

(c) Consultation

This item is not subject to external consultation.

PART 1, SECTION B, ITEM 4

LOCAL GOVERNMENT BOUNDARY COMMISSION FOR WALES - ELECTORAL REVIEWS: COUNCIL SIZE POLICY CONSULTATION PAPER – CORRESPONDENCE UPDATE

1.1. Purpose of Report

To provide Members with an update in relation to correspondence received from the Local Government Boundary Commission for Wales following the submission of NPTCBC's original response.

1.2. Background

- 1.2.1. The Local Government Boundary Commission for Wales is required to carry out periodic reviews of the electoral arrangements of principal area in Wales. The way the Commission conducts an electoral review is defined by legislation and by Directions issued by the Welsh Government.
- 1.2.2 The Commission published its 'Electoral reviews; policy and practice' paper on 12 March 2012. That paper did not include the Commission's approach to council size. Accordingly, in May 2012, The Commission published a consultation paper setting out a preliminary view of how council size may be determined as a precursor to an electoral review
- 1.2.3 At the end of the initial consultation period the Commission received responses from the majority of principal councils, the Welsh Local Government Association (WLGA), political parties and individuals. The general response was in favour of an approach based on the identification of the number of councillors that would be appropriate to ensure the provision of effective and convenient local government for authorities. The specific methodology proposed by the paper was, however, not generally supported. It was clear that there were some concerns about the suggested banding approach. The view was expressed that the methodology used and justification for establishing council sizes should be based upon wider factors than socio-geographical characteristics alone, and may need to include population density factors. There was also the view that the ratios of elector per councillor adopted in the consultation paper needed to be justified.
- 1.2.4 The latest consultation paper dated 27th March 2013 prepared by the Commission was considered by the Policy & Resources Scrutiny Committee and Cabinet Board on the 30th May 2013. The agreed response was subsequently set to the Commission on 31st May 2013. .

1.3. LGBCW Response to NPTCBC

1.3.1 Following submission of the Council's formal consultation response on 31 May, 2013, the Local Government Boundary Commission for Wales have acknowledged the comments raised by the authority which will form part of their deliberations for their final published policy.

1.3.2 The Commission highlighted that it has been working with its partners in the WLGA Data Unit since July 2012 in developing the proposed methodology, but emphasised that they will be keeping a close eye on developments and recommendations which will result from the Commission on Public Service Governance and Delivery (CPSGD) and will respond to developments as they occur, although they believe at this stage it is too early to predict what the CPSGD will recommend.

1.3.3 Going forward, the Commission has also reaffirmed its commitment to dealing with the size of membership and representation of Wales' local authorities on an all-Wales basis and will continue to develop its current model as it may be applicable to any future arrangements for local government in Wales which could be proposed by the CPSGD in due course.

1.3.4. For Members information and reference a copy of the Commission's correspondence has been attached at Appendix 1.

1.4 Appendices

Appendix 1 - Correspondence from LGBCW dated 5 June 2013

1.7. List of Background Papers

Local Government Boundary Commission for Wales – Electoral Reviews: Council Size Policy Consultation

NPTCBC formal response to the Consultation submitted on 31 May 2013.

1.8 **Wards Affected**

All

1.9 **Officer Contacts**

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**TRANSCRIPT OF LETTER FROM LOCAL
GOVERNMENT BOUNDARY COMMISSION FOR
WALES**

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

Dear Steve,

LGBCW Council Size Consultation

Thank you for your letter of 31 May 2013, concerning our Council Size Policy consultation. Your comments on the consultation have been noted and will be included in our deliberations of our final published policy. However, I feel it is necessary to directly address a key point made in your response.

In response to questions 1 – 3, 6 and in your additional comments you make reference to the newly formed Commission on Public Service Governance and Delivery (CPSGD). The CPSGD was officially announced on 30 April 2013 which was approximately one month after the publication of the Council Size Policy consultation document. The LGBCW has been working with its partners in the WLGA Data Unit since July 2012 developing the proposed methodology. Whilst the LGBCW remains focussed on the current political climate it had no fore knowledge of the CPSGD and therefore the LGBCW published it's methodology and is continuing with it's consultation. The LGBCW will keep a close eye on developments and recommendations which result from the CPSGD and will respond to developments as they occur. At this stage it is too early to predict what the CPSGD will recommend.

The LGBCW has taken the view that, in light of the new legislative arrangements soon to be enacted, it will deal with the size of membership and representation of Wales' local authorities

on an all Wales basis. We believe this will provide for a fair and open approach to local government democracy across Wales. This policy will continue and the basis of the model the LGBCW has developed may be applicable to any future arrangements for local government in Wales. The Commission has a statutory remit to fulfil. Whatever the outcome of the CPSGD deliberation and the timescale within which it may be enacted, the LGBCW has an on-going duty to ensure effective and convenient local government under legislation.

Yours sincerely,

*Ian Williams
Chief Executive, Local Government Boundary Commission for
Wales*

PART 1, SECTION C, ITEM 5

QUARTERLY PERFORMANCE MANAGEMENT DATA -

Purpose of Report:

To report quarter 4 performance management data for the period 1st April 2012 to 31st March 2013 for Chief Executive's and Finance & Corporate Services Directorates and, the performance management data for the same period that is reported to the other four main Scrutiny Committees (CYPE, SCHH, E&H and ECR) to enable the Policy & Resources Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Background

The role of scrutiny committees was amended at the Annual Meeting of Council in May 2010 to reflect the changes introduced by the Local Government (Wales) Measure 2009:

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 measures 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.

The reporting style and presentation of this quarterly performance management data report has been changed to address some of the recommendations made by the Policy & Resources Task and Finish group that reviewed the arrangements the Council has in place to secure continuous improvement of its functions.

Key Points

In relation to the performance results available at the end of the 4th quarter (2012/2013 full year performance):-

- Overall Performance has improved or was maintained in 60% (92) of our indicators, this is slightly lower than 2011/2012 where 63% of our indicators improved or maintained.
- Performance declined by less than 5% in 16% of our performance indicators. In comparison 13% indicators declined by less than 5% in 2011/2012.
- Performance declined by 5% or more in 24% of our performance indicators which are the same as in 2011/2012. Comments where performance has declined by 5% or more are reported in the appendix section 3.

In relation to areas highlighted within the corporate plan as corporate improvement priorities:-

- Sickness has shown a reduction compared with the same period last year, reducing from an average of 10.07 days employee in 2011/12 to 9.68 days in 2012/13 (indicator 1). Emphasis continues to be placed on robust sickness absence management across the Council. A target of reducing absence in each service by 10% has been set for the financial year 2013/14 and an in-depth examination of long-term absence is also underway.
- Performance in the timeliness of assessments and visits across a range of indicators in children's social services is improving. However, performance remains below the standards required. There is intensive monitoring of the strategic improvement programme that has been put in place by elected Members, Officers and Partners to ensure progress continues and is placed on a sustainable footing. In addition to the internal monitoring arrangements that have been established, CSSIW are carrying out quarterly monitoring visits under their serious concerns protocol. The third monitoring visit commenced 2nd July 2013 and a full inspection is expected in November 2013.
- The performance achieved in relation to recycling (indicator 151), which, whilst showing an improvement on last year from 41.8% to 48.3% respectively, is below the standard required by Welsh Government. In April 2013, Cabinet approved a revised Council Waste Strategy which will change our operations that collect waste in order to maximise recycling/composting.

- The majority of our Education indicators continue to improve (indicators 11 – 33)

Other areas that are drawn to committee’s attention include:

- For the second year the Authority has achieved Procurement efficiency savings of £1.46 million (indicator 9). 2012/13 savings has been achieved across a number of areas of contracting. The largest proportion of the savings £885,000, was achieved through the tendering of home to school transport. These costs were based upon cashable savings against existing route prices that had not been subject to any form of tendering activity previously. In addition, there were areas of spend that had not been subject to contract before or were new projects where savings were made against a budgeted figure.
- The increase in the number of children with new statements of SEN (indicator 31).
- The rate of delayed transfers of care for social reasons per 1,00 population aged 75 or over has improved significantly from 9.81(2011/12) to 5.97(2012/13) (indicator 86). The following explanation for improved performance was provided by the Principal Officer Adult Care (Older & Disabled People): “timely discharge planning and service availability continues to be a priority for hospital and community teams. We have improved our working together to ensure robust delayed transfers of care audit accuracy”.
- The improvements from the system thinking review carried out in 2010 are now taking full effect in the reduction of time in completing a Disabled Facilities Grant. A reduction from 531 days to 244 days respectively (indicator 103).
- A number of Public Protection indicators have declined by 5% over the previous year (Indicator 115-120). A review of the Environmental Health Service has been completed and a revised structure established to ensure resilience moving forward.

Appendices

Quarterly Performance Management Data 2012/2013 – Quarter 4 Performance (1st April 2012 – 31st March 2013) – APPENDIX 1 (PRB-110713-REP-CE-KJ-APP1)

List of Background Papers:

The Neath Port Talbot Corporate Plan - 2013/2016 “Rising to the Challenge”;

Policy & Resources Committee report date 30th July 2010 – Securing continuous improvement and scrutiny work programme.

Wards Affected:

All

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Quarterly Performance Management Data .

2012/2013 – Quarter 4 Performance (1st April 2012 – 31st March 2013)

Contents:

Section 1: Summary of Quarterly Performance by Committee/Service Area.

Section 2: Quarterly Performance Management Data.

Section 3: Comments for performance indicators where performance has declined by 5% or more.

Note: The following references are included in the table. Explanations for these are as follows:





(NSI & PfG) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures which are audited annually by the Wales Audit Office. With effect from 1st April 2012 some additional statutory indicators i.e. **Programme for Government Indicators (PfG)** are being introduced to align the NSI set with the Welsh Government's Programme for Government.

(PAM) Public Accountability Measures - consist of a small set of "outcome focussed" indicators, selected initially from within the existing Performance Measurement Framework. They will reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. For example, recycling, educational attainment, sustainable development, etc. This information is required and reported nationally, validated, and published annually.

(SID) Service Improvement Data - can be used by local authority services and their regulators as they plan, deliver and improve services. The make-up of this data set will be defined by local authorities according to need and value, collated centrally and shared within the local government community to support service improvement. The Data Unit will maintain centrally defined data definitions and associated guidance.

All Wales The data shown in this column is the figure calculated using the base data supplied by all authorities for 2011/2012 i.e. an overall performance indicator value for Wales.

(L) Local Performance Indicator set by the Council.

Performance Key	
	Performance has improved
	Performance has been maintained
v	Performance is within 5% of previous years performance
	Performance has declined by 5% or more on previous years performance
—	No comparable data (data not suitable for comparison/ no data available for comparison)
	No All Wales data available for comparison
	Neath Port Talbot performance for our Statutory (NSI & PfG's) and Public Accountability Measures (PAM's) which are in the bottom quartile (within bottom 6 placing) for 2011/2012 in comparison with the rest of Wales. (NPT ranking shown below flag). These National measures are published annually by the Welsh Government and Local Government Data Unit to compare authority performance across Wales.

Section 1 - Summary of Quarterly Performance by Committee/Service Area




NB – Comments for all performance indicators that have declined by 5% or more in the period are reported in Section 3 of this report.



Service Area	Scrutiny Committee	Improved/ Maintained	Marginally declined - within 5%	Performance declined by 5% or more	No Comparable data	Number of Performance Indicators
1 Chief Executive and Finance & Corporate Services	P&R	6	3	1	0	10
P&R Total		6	3	1	0	10
2. Education	CYPE	19	0	4	0	23
3. Social Care – Youth Justice	CYPE	3	0	3	0	6
4. Social Care – Children’s Services	CYPE	21	7	10	8	46
CYPE Total		43	7	17	8	75
5. Social Care – Adults Services	SCHH	7	4	0	0	11
6. Housing – Homelessness and Housing Advice	SCHH	4	1	1	0	6
7. Housing – Private Sector Renewal	SCHH	4	0	1	2	7
8. Planning & Regulatory Services – Public Protection	SCHH	3	2	6	0	11
SCHH Total		18	7	8	2	35
9. Planning & Regulatory Services – Planning	ECR	5	1	3	0	9
10. Planning & Regulatory Services – Building Control	ECR	1	1	0	0	2
11. Economic Development	ECR	3	0	0	0	3
12. Asset Management	ECR	2	1	4	0	7
13. Leisure and Culture	ECR	3	2	1	0	6
ECR Total		14	5	8	0	27

Service Area	Scrutiny Committee	Improved/Maintained	Marginally declined - within 5%	Performance declined by 5% or more	No Comparable data	Number of Performance Indicators
14. Environment & Transport – Waste Management	E&H	4	2	1	0	7
15. Environment & Transport – Transport and Highways	E&H	5	0	1	0	6
16. Environment & Transport – Countryside Management	E&H	1	0	0	0	1
17. Environment & Transport – Street Scene	E&H	1	1	1	0	3
E&H Total		11	3	3	0	17
Total Number of Performance Indicators		92	25	37	10	164
Overall performance – Percentage (%)		60%	16%	24%		

Section 2 - Quarterly Performance Management Data


No	Indicator	Reference	Service Area	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
1. Chief Executive's and Finance & Corporate Services									
1	SID	CHR/002	Human Resources	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.59	10.40	10.07	9.65	↑
2	SID	CFH/006	Financial Health	The percentage of undisputed invoices which were paid within 30 days.	93.1%	90.3%	91.9%	92.4%	↑
3	SID	CFH/007	Financial Health	The percentage of council tax due for the financial year which was received by the authority.	97.2%	96.73%	97.03%	97.1%	↑
4	Local	L(3)	Corporate	Response times to telephone calls (in 10 seconds).	75.4%		71.2%	71.25%	↑
5	SID	CHR/001	Human Resources	The percentage of employees (including teachers and school based staff) who leave the employment of the local authority, whether on a voluntary or involuntary basis.	6.47%	10.7%	11.26%	7.88%	↑
6	Local	Benefits M001	Housing Benefit	Percentage of new claims correctly assessed.	97.6%		100.0%	100.0%	↔
7	SID	CFH/008	Financial Health	The percentage of non-domestic rates due for the financial year which were received by the local authority.	98.2%	95.03%	98.4%	97.3%	▼
8	Local	7.7(L)	Legal & Democratic Services	Percentage of standard searches carried out in 10 working days.	99.8%		99.8%	99.4%	▼
9	Local	L(P) 13 (L)	Procurement	Annual Savings (£)	£494,401		£1,468,074	£1,462,117	▼
10	Local	Benefits M002	Housing Benefit	Average days taken for new claims from application to assessment.	16.60		14.32	15.71	↓


No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
2. Education								
11	NSI/PAM	EDU/002i	The percentage of all pupils (including those 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 and approved external qualification.	0.42%	0.54%	0.4%	0.2%	↑
12	PfG/PAM  18 th of 18	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.	75.7%	80.3%	77.4%	80.6%	↑
13	PAM  18 th	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.	60.5%	68.1%	64%	68.8%	↑
14	SID	EDU/006i	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of: Key Stage 2	15.3%	19.6%	15.6%	16.5%	↑
15	PfG	EDU/006ii	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of: Key Stage 3.	8.7%	17.2%	9.6%	10.3%	↑
16	PAM  20 th	EDU/016a	Percentage of pupil attendance in Primary Schools.	92.2%	93.3%	92.5%	93.1%	↑
17	PAM	EDU/016b	The percentage of pupil attendance in Secondary Schools.	91.7%	91.4%	91.9%	92.3%	↑
18	PfG	EDU/017	The percentage of pupils aged 15 at the preceding 31 August in schools maintained by the local authority who achieved the level 2 threshold including a GCSE grade A-C in English or Welsh first language and Mathematics.	N/a New	N/a New	51.6%	54.1%	↑

No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
2. Education – Continued								
19	SID	EDU/008a	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0.5	1	0.6	0.1	↑
20	SID	EDU/009a	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.	37.6	37.0	58.5	50.4	↑
21	SID	EDU/009b	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.	20	12	16.3	16.1	↑
22	SID	EDU/010a	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.02%	0.013%	0.024%	0.012%	↑
23	NSI/PAM	EDU/011	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	387.4	424	443.4	485.7	↑
24	Local	L(Yth)2+	The percentage of 11 - 19 year olds in contact with the youth service.	15.34%		24.06%	27.48%	↑
25	Local	L(FP) 1+	Number of full day childcare places provided.	1,236		1,233	1,707	↑
26	NSI  22nd	EDU/015a	The percentage of final statements of special education need issued within 26 weeks including exceptions	55.6%	73.3%	15.9%	27.7%	↑
27	NSI  21st	EDU/015b	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%	94.4%	75%	96.9%	↑



No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
2. Education – Continued								
28	NSI	EDU/002ii	The percentage of 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 and approved external qualification.	0%	3.48%	0%	0%	↔
29	SID	EDU/012	The percentage of Key Stage 2 primary school classes with more than 30 pupils.	0%	2.2%	1.87%	1.87%	↔
30	Local	L(SEN) 1a	Number of children with new statements of special educational needs.	81		94	112	↓
31	Local	L(SEN) 1b	Total number of children with statements of special educational needs.	731		730	774	↓
32	SID	EDU/008b	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.3	0.9	1	1.26	↓
33	SID	EDU/010b	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.13%	0.131%	0.101%	0.111%	↓

No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12		2011/12 Actual	2012/13 Actual	Trend
3. Social Care - Youth Justice									
34	SID	SCY/002a	The percentage change in the proportion of children and young people in the youth justice system with suitable accommodation at the end of their court order compared with before the start of their court order.	0.8%	0.7%		1.2%	4.1%	↑
35	SID	SCY/003a	The percentage 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.	79.7%	87%		82.6%	92.7%	↑
36	SID	SCY/003b	The percentage 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.	100%	94%		100%	100%	↔
37	SID	SCY/001a	The percentage change in the average number of hours of suitable Education, Training or Employment (ETE) children and young people receive while within the youth justice system by: Children and young people of statutory school age.	12.1%	8.5%		46.7%	0%	↓
38	SID	SCY/001b	The percentage change in the average number of hours of suitable Education, Training or Employment (ETE) children and young people receive while within the youth justice system by: Young people above statutory school age.	3.6%	10.2%		58.7%	-9.7%	↓
39	SID	SCY/002b	The percentage change in the proportion of children and young people in the youth justice system with suitable accommodation upon their release from custody compared with before the start of their custodial sentence.	28.6%	16.8%		25.0%	-20%	↓



No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
4. Social Care – Children’s Services								
40	PAM  22 nd	SCC/001a	The percentage of first placements of looked after children during the year that began with a care plan in place.	74.7%	88.9%	57.8%	58.4%	↑
41	SID	SCC/006	The percentage of referrals during the year on which a decision was made within 1 working day.	89.8%	96.4%	89%	93.1%	↑
42	SID	SCC/007b	The percentage of referrals during the year that were allocated to someone other than a social worker for initial assessment.	12.4%	10.3%	14.7%	6.3%	↑
43	PAM	SCC/011a	The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen by the Social Worker.	73.8%	67.9%	67.4%	75.3%	↑
44	SID	SCC/013ai	The percentage of open cases of children who have an allocated social worker - Children on the child protection register.	99.6%	99.7%	99.5%	100%	↑
45	SID	SCC/013aiii	The percentage of open cases of children who have an allocated social worker - Children in need.	53.7%	71.7%	58.2%	71.4%	↑
46	SID	SCC/013bi	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 - Children on the child protection register.	0.0%	0.2%	0.2%	0%	↑
47	SID	SCC/013bii	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 - Children looked after.	1.4%	40.7%	1.4%	0.8%	↑
48	SID	SCC/013biii	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 - Children in need.	38.6%	22.9%	35.4%	27.1%	↑


No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
4. Social Care – Children’s Services - Continued								
49	SID	SCC/014	The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion.	63.3%	80.0%	60.4%	67.8%	↑
50	SID	SCC/021	The percentage of looked after children reviews carried out within statutory timescales during the year.	70.7%	91.8%	62.5%	69.2%	↑
51	SID	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.	33.3%	63.5%	42.3%	63.6%	↑
52	 PAM 22 nd	SCC/025	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	59.1%	82.5%	52.7%	68.3%	↑
53	NSI	SCC/033e	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.	90.5%	90.88%	90.5%	100%	↑
54	SID	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.	18.8%	30.73%	10.0%	33.3%	↑
55	SID	SCC/041b	The percentage of eligible, relevant and former relevant children that have been allocated a personal advisor.	52.0%	95.5%	77.8%	96.0%	↑
56	SID	SCC/042b	The average time taken to complete initial assessments that took longer than 7 working days to complete.	22.4	23	33	30	↑
57	SID	SCC/042a	The percentage of initial assessments completed within 7 working days.	54.6%	69.2%	40.4%	41.2%	↑
58	SID	SCC/044b	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.	5	6.6	4.7	3.8	↑


No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
4. Social Care – Children’s Services - Continued								
59	PAM	SCC/030a	The percentage of young carers known to Social Services who were assessed.	100.0%	90.6%	100.0%	100%	↔
60	SID	SCC/044a	The percentage of children looked after who were permanently excluded from school during the previous academic year	0%	0%	0%	0%	↔
61	SID	SCC/007a	The percentage of referrals during the year that were allocated to a social worker for initial assessment.	33.6%	52.3%	49.0%	48.5%	v
62	PfG	SCC/011b	The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen alone by the Social Worker.	42.1%	33.0%	42.1%	41.2%	v
63	SID	SCC/013aai	The percentage of open cases of children who have an allocated social worker - Children looked after.	97.7%	94.9%	97.7%	96.5%	v
64	SID	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.	94.5%	88.5%	84.6%	82.3%	v
65	SID	SCC/022a	The percentage attendance of looked after pupils whilst in care in primary schools.	94.7%	94.3%	94%	90.1%	v
66	SID	SCC/030b	The percentage of young carers known to Social Services who were provided with a service.	77.8%	88.6%	84.8%	84.2%	v
67	SID	SCC/034	The percentage of child protection reviews carried out within statutory timescales during the year.	93.2%	96.6%	90.7%	87.2%	v
68	SID	SCC/001b	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.	99.2%	92.0%	87.7%	69.5%	↓
69	NSI	SCC/002	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.	17.19%	12.19%	10.4%	15.8%	↓

No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
4. Social Care – Children’s Services - Continued								
70	PfG/PAM	SCC/004	The percentage of children looked after on 31 March who have had three or more placements during the year.	8.5%	9.2%	6.4%	8.8%	↓
71	SID	SCC/010	The percentage of referrals that are re-referrals within 12 months.	24.8%	29.7%	27.5%	35.9%	↓
72	SID	SCC/022b	The percentage attendance of looked after pupils whilst in care in secondary schools.	91.1%	90.1%	90.3%	83.8%	↓
73	NSI  22 nd	SCC/033d	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	84.0%	92.58%	77.8%	72.2%	↓
74	NSI	SCC/033f	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.	57.1%	52.2%	57.1%	38.5%	↓
75	SID	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.	42.9%	53.68%	68.75%	52.9%	↓
76	NSI	SCC/037	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	197	197	250	91	↓
77	PfG  21 st of 21	SCC/041a	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	52.0%	91.1%	44.4%	20.0%	↓
78	SID	SCC/007c	The percentage of referrals during the year that did not proceed to allocation for initial assessment.	53.9%	53.9%	36.2%	45.2%	-

No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
4. Social Care – Children’s Services - Continued								
79	SID	SCC/020	The percentage of looked after children who have had their teeth checked by a dentist during the year.	No data	63.6%	System under development		-
80	SID	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	18.3%	System under development		-
81	SID	SCC/039	The percentage of health assessments for looked after children due in the year that have been undertaken.	No data	81.1%	System under development		-
82	SID	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	91.1%	System under development		-
83	SID	SCC/043a	The percentage of required core assessments completed within 35 working days.	No data	73.2%	No data	48.7%	-
84	SID	SCC/43b	The average time taken to complete those required core assessments that took longer than 35 days.	No data	71	No data	68	-
85	PAM	SCC/045	The percentage of reviews of looked after children, children on the child protection register and children in need carried out in line with the statutory timetable.	No data	83.1%	System under development		-


No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
5. Social Care - Adults Services								
86	NSI  21 st	SCA/001	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	14.83	5.03	9.81	5.97	↑
87	NSI	SCA/002a	The rate of older people (aged 65 or over): Supported in the community per 1,000 population aged 65 or over at 31 March.	90.5	78.60	95.07	99.98	↑
88	NSI  21 st	SCA/002b	The rate of older people (aged 65 or over): Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March.	25.38	21.35	25.7	23.36	↑
89	SID	SCA/018b	The percentage of carers of adult service users who had an assessment in their own right during the year.	10.6%	41.5%	16.2%	23.9%	↑
90	SID	SCA/018c	The percentage of carers of adult service users who were assessed during the year who were provided with a service.	24.5%	61.6%	42.5%	44.6%	↑
91	PfG/PAM	SCA/019	The percentage of adult protection referrals completed where the risk has been managed.	92.7%	88.0%	92.7%	100.0%	↑


No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
5. Social Care – Adult Services – Continued								
92	PAM	SCA/018a	The percentage of carers of adult service users who were offered an assessment or review of their needs in their own right during the year.	100.0%	76.1%	100.0%	100.0%	↔
93	SID	SCA/003a	The percentage of clients who are supported in the community during the year, in the age groups: Aged 18-64.	88.4%	94.04%	91.72%	91.17%	▼
94	SID	SCA/003b	The percentage of clients who are supported in the community during the year, in the age groups: Aged 65+	77.9%	–	81.5%	79.4%	▼
95	PAM	SCA/007	The percentage of clients with a care plan at 31 st March whose care plans should have been reviewed that were reviewed during the year.	68.9%	78.3%	79.1%	76.1%	▼
96	 PAM 17 th	SCA/020	The percentage of adult clients who are supported in the community during the year.	N/a	86.6%	84.5%	82.5%	▼
6. Housing – Homelessness and Housing Advice								
97	SID	HHA/002	The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless.	66	128	87.2	71	↑
98	SID	HHA/008	The percentage of homeless presentations decided within 33 working days.	63.2%	87.9%	79.3%	96.6%	↑
99	SID	HHA/017a	The average number of days that all homeless households spent in: Bed and Breakfast accommodation	16.6	36.02	21.9	16.03	↑
100	SID	HHA/016	The average number of days all homeless families with children spent in bed and breakfast accommodation.	3.0	18.79	0	0	↔
101	NSI/PAM	HHA/013	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	97.0%	60.5%	97.5%	97.1%	▼
102	SID	HHA/017b	The average number of days that all homeless households spent in: Other forms of temporary accommodation.	72.0	140.34	99.8	111.97	↓


No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
7. Housing - Private Sector Renewal								
103	NSI/PAM  21 st	PSR/002	The average number of calendar days taken to deliver a Disabled Facilities Grant.	680	325	531	244	↑
104	SID	PSR/009a	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	656	378	622	386	↑
105	SID	PSR/009b	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	681	322	525	233	↑
106	SID	PSR/007a	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	2.5%	29.4%	1.7%	1.7%	↔
107	NSI	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.	1.45%	4.62%	18.10%	5.28%	↓
108	SID	PSR/007b	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have been issued with a conditional license.	0%	12.5%	0%	0%	-
109	SID	PSR/007c	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Are subject to enforcement activity.	4.3%	2.0%	0%	0%	-

No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
8. Planning and Regulatory Services - Public Protection								
110	SID	PPN/001i	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	98%	100%	100%	↔
111	SID	PPN/001iii	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%	98%	100%	100%	↔
112	SID	PPN/001iv	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Health and Safety	100%	95%	100%	100%	↔
113	SID	PPN/001ii	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	100%	99%	100%	99%	v
114	SID	PPN/007i	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	79.8%	80.2%	73.3%	70.4%	v
115	SID	PPN/007ii	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	76.9%	90.4%	100%	90%	↓
116	SID	PPN/008i	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Trading Standards	57%	67%	70%	60%	↓
117	SID	PPN/008ii	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Food Hygiene	89%	85%	93%	56%	↓
118	SID	PPN/008iii	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Animal Health.	100%	82%	100%	44%	↓


No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
8. Planning and Regulatory Services – Public Protection - Continued								
119	SID	PPN/008iv	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Health & Safety	97%	57%	69%	39%	↓
120	PAM	PPN/009	The percentage of food establishments which are ‘broadly’ compliant with food hygiene standards	78.2%	83.2%	87.03%	83.02%	↓
9. Planning and Regulatory Services – Planning								
121	SID	PLA/002	The percentage of applications for development determined during the year that were approved.	96.7%	90.3%	95%	96.6%	↑
122	SID	PLA/003	The percentage of appeals determined that upheld the authority’s decisions, in relation to: planning application decisions and enforcement notices.	73.9%	65.9%	41.7%	61.5%	↑
123	SID	PLA/004c	The percentage of householder planning applications determined during the year within 8 weeks.	95.1%	84.3%	95.3%	98.0%	↑
124	SID	PLA/004d	The percentage of all other planning applications determined during the year within 8 weeks.	74.6%	71.6%	82.9%	83.5%	↑
125	SID	PLA/004e	The percentage of all applications subject to Environmental Impact Assessment (EIA) determined within 16 weeks.	25.0%	21.9%	0%	0%	↔
126	SID	PLA/004b	The percentage of minor planning applications determined during the year within 8 weeks.	72.7%	61.9%	77.9%	75.5%	v
127	SID	PLA/004a	The percentage of major planning applications determined during the year within 13 weeks.	32.3%	34.0%	41.7%	34.8%	↓

No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
9. Planning and Regulatory Services – Planning – Continued								
128	SID	PLA/005	The percentage of enforcement cases resolved during the year within 12 weeks of receipt.	52.3%	66.1%	68.8%	59.0%	↓
129	NSI/PAM  Joint 18 th	PLA/006(b)	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	N/a	45%	34%	27%	↓
10. Planning and Regulatory Services – Building Control								
130	SID	BCT/007	The percentage of ‘full plan’ applications approved first time.	98.4%	95%	95.5%	97.2%	↑
131	SID	BCT/004	Percentage of Building Control ‘full plan’ applications checked within 15 working days during the year.	98.4%	93.9%	98.2%	96.1%	v
11. Economic Development								
132	Local	L(ED) 1	Number of jobs created as a result of financial support by the Local Authority.	N/a		120	137	↑
133	Local	L(ED) 2	Number of new business start-up enquiries assisted through Business Services	N/a		100	349	↑
134	Local	L(ED) 3	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	N/a		300	651	↑

No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
12. Corporate Health – Asset Management								
135	SID	CAM//001bi	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 – Urgent work	21.5%	8.2%	21.1%	19.4%	↑
136	SID	CAM/001biii	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 – Desirable work	21.5%	39.7%	21.7%	20.7%	↑
137	SID	CAM/001bii	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 2 – Essential work	57.1%	52.1%	57.1%	59.9%	▼
138	SID	CAM/001ai	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	8.4%	14.6%	8.4%	7.1%	↓
139	SID	CAM/001aii	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	36.9%	56.5%	39.8%	35.0%	↓
140	SID	CAM/001aiii	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	44.20%	26.1%	41.04%	46.21%	↓
141	SID	CAM/001aiv	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	10.5%	2.8%	10.8%	11.7%	↓
13. Leisure and Culture								
142	NSI  22nd	LCS/002(b)	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.	4,831	8,761	5,589	5,839	↑
143	SID	LCL/002a	The number of publicly accessible computers per 10,000 population.	8	9	7.71	7.72	↑

No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
13. Leisure and Culture – Continued								
144	SID	LCL/003	The percentage of library material requests supplied within 7 calendar days.	68%	69%	69%	77.7%	↑
145	NSI	LCL/001(b)	The number of people using Public Libraries during the year, per 1,000 population.	6,754	6,048	6,926	6,831	▼
146	SID	LCL/004	The number of library materials issued, during the year, per 1,000 population.	4,207	5,109	4,318	4,146	▼
147	SID	LCL/002b	The percentage of available computer hours, in use.	48%	41%	49%	46%	↓
14. Environment & Transport – Waste Management								
148	NSI/PAM	WMT/004b	The percentage of municipal waste collected by local authorities sent to landfill.	25.77%	44.73%	28.3%	20.2%	↑
149	SID	WMT/012	The percentage of local authority collected municipal waste used to recover heat and power.	26.03%	4.05%	22.2%	35.2%	↑
150	SID	WMT/010v	The percentage of local authority municipal waste: Recycled.	26.9%	29.03%	28.19%	34.92%	↑
151	NSI/PAM  22nd	WMT/009b	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.	41.28%	48.53%	41.83%	48.33%	↑
152	SID	WMT/010vi	The percentage of local authority municipal waste: Collected as source segregated biowastes and composted or treated biologically in another way.	13.9%	18.92%	13.46%	13.27%	▼

No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
14. Environment & Transport – Waste Management con't								
153	SID	WMT/011	The percentage of local authority municipal waste received at all local authority household waste amenity sites that is prepared for re-use, recycled or source segregated bio-waste that is composted or treated biologically in another way.	73.6%	65.52%	72.95%	72.75%	v
154	SID	WMT/010iv	The percentage of local authority municipal waste: Prepared for re-use.	0.45%	0.49%	0.18%	0.15%	↓
15. Environment & Transport – Transport and Highways								
155	NSI	THS/007	The percentage of adults aged 60 or over who hold a concessionary bus pass.	86.8%	82.63%	89.1%	91.8%	↑
156	SID	THS/009	The average number of calendar days taken to repair street lamp failures during the year.	1.90	3.80	2.34	1.94	↑
157	SID	THS/011a	The percentage of: Principal (A) roads in overall poor condition.	8.5%	9%	8.8%	7.9%	↑
158	SID	THS/011b	The percentage of: Non-principal/classified (B) roads in overall poor condition.	6.3%	7.8%	7.3%	6.7%	↑
159	PAM	THS/012	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	N/a	13.5%	8.26%	8.1%	↑
160	SID	THS/011c	The percentage of: Non-principal /classified C roads in overall poor condition.	7.1%	19.2%	8.1%	10.0%	↓

No	Indicator	Reference	PI Description	2010/11 Actual	All Wales 2011/12	2011/12 Actual	2012/13 Actual	Trend
16. Environment & Transport - Countryside Management								
161	SID	CMT/001	The percentage of total length of 'Rights of Way' which are easy to use by members of the public.	59.9%	52%	60%	68%	↑
17. Environment & Transport - Street Scene								
162	SID	STS/005a	The cleanliness Index.	68.2	72.9	69	70	↑
163	NSI	STS/006	The percentage of reported fly tipping incidents cleared within 5 working days.	84.17%	91.36%	96.57%	92.25%	v
164	PAM  19 th	STS/005b	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	92%	95.4%	90%	83%	↓

Section 3 – Comments for performance indicators where performance has declined by 5% or more.

Indicator No.	Reference	Service Area	Scrutiny Committee	PI Description	Comment
10	Benefits M002	Housing Benefit	P&R	Average days taken for new claims from application to assessment.	Two staff vacancies and additional work to prepare for the welfare reform changes has contributed to the increase in time taken to deal with new claims. The significant changes relating to Welfare reform are likely to have a substantial effect on workload within the Benefits section.
30	L(SEN)1a	Education	CYPE	Number of children with new statements of special educational needs.	There has been an increase in the number of pupils diagnosed with Autistic Spectrum Disorder resulting in more assessments and statements.
31	L(SEN)1b	Education	CYPE	Total number of children with statements of special educational needs.	There has been an increase in the number of pupils diagnosed with Autistic Spectrum Disorder resulting in more assessments and statements and more pupils left compulsory education the previous year than this year therefore the overall number with statements at the end of this year was higher.
32	EDU/008b	Education	CYPE	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	Secondary School Permanent Exclusions have shown a continuous downward trend since 2006-07, from 24 to 8 permanent exclusions. The authority recognises the increase in this area during the academic year 2011-12 and is continually working with schools to reduce exclusion levels.
33	EDU/010b	Education	CYPE	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	Secondary School Fixed Term Exclusions have shown a continuous downward trend since 2006-07, from 2663 to 1533 days lost through fixed term exclusions. The authority recognises the increase in this area during the academic year 2011-12 and is continually working with schools to reduce exclusion levels.

Indicator No.	Reference	Service Area	Scrutiny Committee	PI Description	Comment
37	SCY/001a	Social Care – Youth Justice	CYPE	The percentage change in the average number of hours of suitable Education, Training or Employment (ETE) children and young people receive while within the youth justice system by: Children and young people of a statutory school age	During 2012/13 each young person completing an order who was of statutory school age was in receipt of 25+ hours of Education, Training or Employment (ETE)at the start of their intervention which is the maximum amount that can be recorded each week, therefore as this figure cannot be increased it is impossible to achieve a positive percentage change in this instance. During 2011/12 the number of hours of ETE received at the start of the interventions were lower than the maximum of 25+ hours, these hours increased by the end of the period which allowed for a percentage increase. It should be noted that although the starting position was better in 2012/13. The end position for both years was that each young person was in receipt of there maximum ETE at the end of the period.
38	SCY/001b	Social Care – Youth Justice	CYPE	The percentage change in the average number of hours of suitable Education, Training or Employment (ETE) children and young people receive while within the youth justice system by: Young people above statutory school age.	In 2012/13 there were fewer young people receiving YOT interventions than in the previous year and were in receipt of a higher average number of ETE hours than 2011/2012. However during 2012/13 there appear to be a group of young people who have been disengaged or lacked motivation with education. Their lifestyles have been chaotic and a number have been in-between ETE programmes at the time of the submission. This can have an impact on the performance figures as the counting rules report on the ETE hours during the week before the order was given and the last week of the intervention. It does not take into consideration what has taken place during the time spent on the intervention.
39	SCY/002b	Social Care – Youth Justice	CYPE	The percentage change in the proportion of children and young people in the youth justice system with suitable accommodation upon their release from custody compared with before the start of their custodial sentence.	During 2012/13 all 5 of the young people were in suitable accommodation at the start of their intervention. However, at the end of the order 1 young person was not in suitable accommodation resulting in a negative 20% change for this measure. In 2011/12 not all young people were in suitable accommodation at the start of intervention but were in suitable accommodation at the end which resulted in a positive percentage change of 25%. The numbers being so small have a disproportionate impact on percentage figures.

Indicator No.	Reference	Service Area	Scrutiny Committee	PI Description	Comment
68	SCC/001b	Social Care – Children’s Services	CYPE	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.	This reflects a reduction in performance when compared to the previous year. The new Corporate Parenting Panel will scrutinise performance in respect of looked after children & care leavers as part of its work programmes.
69	SCC/002	Social Care – Children’s Services	CYPE	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 last 12 months to 31 March	Further work required to better understand the fluctuation in performance
70	SCC/004	Social Care – Children’s Services	CYPE	The percentage of children looked after on 31 March who have had three or more placements during the year	Further work required to better understand the fluctuation in performance
71	SCC/010	Social Care – Children’s Services	CYPE	The percentage of referrals that are re-referrals within 12 months	This figure represents a process for handling contacts/referrals during 2012/13, which resulted in this increase. Subsequent changes to the Intake process have now been established (from 1st Apr 2013), which in turn should ensure a reduction in the current year (2013/14).

Indicator No.	Reference	Service Area	Scrutiny Committee	PI Description	Comment
72	SCC/022b	Social Care – Children’s Services	CYPE	The percentage attendance of looked after pupils whilst in care in secondary schools	Please note that children in Out of County Schools have not been included in the data sets.
73	SCC/033d	Social Care – Children’s Services	CYPE	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19	Given the very small cohort this indicator is susceptible to significant fluctuations year on year.
74	SCC/033f	Social Care – Children’s Services	CYPE	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	Given the very small cohort this indicator is susceptible to significant fluctuations year on year.
75	SCC/035	Social Care – Children’s Services	CYPE	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	Due to the small cohort, fluctuation against this PI are common place and to be expected.
76	SCC/037	Social Care – Children’s Services	CYPE	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting	Due to the number and make-up of children in the cohort, this indicator is subject to year on year fluctuations.
77	SCC/041a	Social Care – Children’s Services	CYPE	The percentage of eligible, relevant and former relevant children that have pathway plans as required	It is recognised that this is an area of the service that will need to be improved upon during 2013-14.

Indicator No.	Reference	Service Area	Scrutiny Committee	PI Description	Comment
102	HHA/017b	Housing – Homelessness and Housing Advice	SCHH	The average number of days that all homeless households spent in: Other forms of temporary accommodation	This indicator reflects the ongoing difficulty to source suitable permanent accommodation for vulnerable households who may be ineligible with the housing providers in the Borough
107	PSR/004	Housing - Private Sector Renewal	SCHH	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	The relatively low number of properties returned to use last year reflects that the housing market is at a low point in its cycle with a rate of recovery which would seem to remain uncertain. Council tax records report that there were 739 long term vacant properties at 1st April 2012. This figure has increased to over 1200 at 1st April 2013 indicating the impact of the current economic climate. The Authority has therefore engaged the services of an empty property project officer in an attempt to halt or slow down this trend.
115	PPN/007ii	Planning and Regulatory Services – Public Protection	SCHH	The percentage of significant breaches that were rectified by intervention during the year for Animal Health	This is marginally down on last year, due to the number of investigations that the department has ongoing
116	PPN/008i	Planning and Regulatory Services – Public Protection	SCHH	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Trading Standards	Businesses are now sent a self assessment questionnaire as they are identified. At the end of every quarter reports are run from the database to detect businesses that have been identified by other departments, and they are then contacted in the same manner. Priorities and available resources can dictate if a business is to be visited, for example a hairdresser, low TS risk business, may not be visited immediately (if at all) over a higher risk business that needs to be inspected. Food businesses have to be inspected to be risk rated as per the code of practice.
117	PPN/008ii	Planning and Regulatory Services – Public Protection	SCHH	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self assessment questionnaire during the year: Food hygiene	A new approach is being trialled following a System Review, which involves offering more support and advice in the pre-start up stage for new businesses. We are currently refining our response to service demand.

Indicator No.	Reference	Service Area	Scrutiny Committee	PI Description	Comment
118	PPN/008iii	Planning and Regulatory Services – Public Protection	SCHH	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment visit or returned a self-assessment questionnaire during the year: Animal Health	More small holdings are being identified during routine enquiries, these are deemed to be lower risk premises and will be added to the inspection programme; however it does mean that at least initially, contact with them is a lower priority when compared with complaints (the department receiving a steady stream of stray farm animal complaints) and investigations.
119	PPN/008iv	Planning and Regulatory Services – Public Protection	SCHH	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Health & Safety	A new approach is being trialled following a System Review, which involves offering more support and advice in the pre-start up stage for new businesses. Interventions need to be based on hazard and risk-with the least hazardous premises not requiring an intervention.
120	PPN/009	Planning and Regulatory Services – Public Protection	SCHH	The percentage of food establishments which are ‘broadly’ compliant with food hygiene standards	The actual figure for the number of broadly compliant premises, like many performance indicators fluctuates throughout the year, and is largely not within our control. There are a number of factors that affect this figure which can include the rising and falling of standards in premises, which can occur when premises change ownership, or when owners become complacent or seek to cut corners. Factors within our control include applying a consistent approach to inspections and taking appropriate enforcement action when we identify breaches of legislation. We remain above the Welsh average for this performance indicator.
127	PLA/004a	Planning and Regulatory Services - Planning	ECR	The percentage of major planning applications determined during the year within 13 weeks	As was the case over previous quarters, the primary reason for the decrease in performance was due to a series of controversial major planning application currently being processed. These major applications include open cast mining, which requires additional consideration into the impact the application will have on communities. As a result, major planning applications have slowed down while these important projects are considered.

Indicator No.	Reference	Service Area	Scrutiny Committee	PI Description	Comment
128	PLA/005	Planning and Regulatory Services – Planning	ECR	The percentage of enforcement cases resolved during the year within 12 weeks of receipt	This is mainly due to staffing issues. The section has two enforcement officers one of which has had sick leave during this quarter. The one remaining enforcement officer cannot reasonably cover the whole of the County Borough in addition to maintaining previous performance or indeed improving upon that performance.
129	PLA/006(b)	Planning and Regulatory Services – Planning	ECR	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year	Affordable housing units provided decreased from the previous year's data outturn from 34% for 2011/12 to 27% in 2012/13. This is as a consequence of a reduction in social housing grant together with the wider economy which has resulted in many house builders submitting viability assessments to demonstrate that sites are no longer economically viable if they have also provided affordable housing.
138	CAM/001ai	Corporate Health – Asset Management	ECR	The percentage of the gross internal area of the local authority's buildings in good condition: A – Good	Local authority buildings in a good condition (CAM/001a(i)), buildings in a satisfactory condition (CAM/001a(ii)), buildings in a poor condition (CAM/001a(iii)) and buildings in a bad condition (CAM/001a(iv)) all deteriorated in performance from the previous year's end of year figure. However, the figures that we are reporting this year are a reflection of a more robust data collection process and the ongoing refinement of the classification of buildings. They are an accurate position statement of the current state of the Council's building stock.
139	CAM/001aii	Corporate Health – Asset Management	ECR	The percentage of the gross internal area of the local authority's buildings in condition categories: B - Satisfactory	
140	CAM/001aii i	Corporate Health – Asset Management	ECR	The percentage of the gross internal area of the local authority's buildings in condition categories: C - Poor	
141	CAM/001ai v	Corporate Health – Asset Management	ECR	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	

Indicator No.	Reference	Service Area	Scrutiny Committee	PI Description	Comment
147	LCL/002b	Leisure and Culture	ECR	The percentage of available computer hours, in use	There is a fall in the usage at libraries as other establishments are offering a similar function in the area. There is also an increase in WIFI facilities at Libraries therefore enabling customers to use their own devices (i.e. Mobile Phones etc) - 6 libraries (2011/12) to 10 libraries (2012/13). Internet access is becoming more common and cheaper in homes.
154	WMT/010iv	Environment and Transport – Waste Management	E&H	The percentage of local authority municipal waste: Prepared for re-use	Historically local authorities have not had the resources to undertake the reuse of waste, which has been undertaken by the voluntary sector. Therefore, moving aside the fact that performance is outside of the authority's control, organisations are susceptible to individual decisions about whether to access reusable items or to discard them.
160	THS/011c	Environment and Transport – Transport and Highways	E&H	The percentage of: Non-principal/classified C roads in overall poor condition	Despite the percentage of C roads in poor condition (THS/11c) increasing, when combining all road types (THS/012) in overall poor condition, the figures show that there less roads in total in an overall poor condition.
164	STS/005b	Environment and Transport – Street Scene	E&H	The percentage of highways and relevant land inspected of high or acceptable standard of cleanliness.	Investigations are ongoing to highlight reasons for the deterioration for this indicator.

Indicator No.	Reference	Service Area	Scrutiny Committee	PI Description	Comment
Deleted	STS/007	Environment and Transport	E&H	The percentage of fly tipping incidents which lead to enforcement activity	As part of its 2013 Business Plan, Neighbourhood Services removed three Performance Indicators; percentage of emergency repairs to roads and footways carried out within 24 hours (L3), the percentage of dog fouling reported which was cleared by end of next working day (L6) and the percentage of reported fly tipping incidents which lead to enforcement action (STS/007.) The reason for the removal of these indicators was that they were not deemed to be meaningful or useful. Replacement measures are being discussed for these services to be ready for the quarter 1 reporting period of 2013/14.
Deleted	L6 (L)	Environment and Transport	E&H	The percentage of dog fouling which was cleared by the end of the next working day	
Deleted	L3 (L)	Environment and Transport	E&H	The percentage of emergency repairs to roads and footpaths carried out within 24 hours	

PART 1, SECTION C, ITEM 6

WELSH LANGUAGE SCHEME: ANNUAL MONITORING REPORT 2012/2013 AND CORPORATE ACTION PLAN 2013/2016

Purpose of Report

To provide Members with the Welsh Language Scheme Annual Monitoring Report for 2012/2013 and the updated Corporate Action Plan 2013/2016.

Background

The revised Welsh Language Scheme was approved by the Welsh Language Board on 27th July 2007, which amends and replaces the original scheme which has been in place since March 1997.

With agreement with the Welsh Language Commission, the full revision of the Council's Welsh Language Scheme has been postponed, pending the introduction of the new Welsh Language Standards (now anticipated for 2015).

Overview of Progress

This report concentrates on the Welsh Language Board indicators and other relevant information. Following consideration by Members the monitoring report will be submitted to the Welsh Language Commission. The Council will receive feedback from the Welsh Language Commission in due course.

The Action Plan has been produced as an agreed way forward in liaison with the Welsh Language Commission.

Appendices

Appendix 1 - Welsh Language Scheme Annual Monitoring Report 2012/2013

Appendix 2 - Corporate Action Plan 2013/2016

List of Background Papers

None

Wards Affected

All

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**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
CYNGOR BWRDEISTREF SIROL CASTELL NEDD PORT TALBOT**

WELSH LANGUAGE SCHEME

ANNUAL MONITORING REPORT

2012/2013

Annual Monitoring Report 2012/13

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1. Scheme Management and Administration

This report has been prepared by Karen Jackson, Corporate Strategy, Performance & Communications Manager, in the Chief Executive's Office, the officer responsible for the implementation and monitoring of the Council's Welsh Language Scheme (the Scheme).

Neath Port Talbot County Borough Council provides a wide range of services to the public. The Council consists of five main directorates:

Chief Executive's;
Education, Leisure and Lifelong Learning;
Environment;
Finance and Corporate Services;and
Social Services, Health and Housing.

Each directorate provides assistance in monitoring the Scheme. This information in turn informs and supports the Council's Corporate Improvement Plan and the Neath Port Talbot partnership Single Integrated Plan, as well as strengthening our underlying principles.

The Scheme, its Action Plan and the Annual Monitoring Report are all subject to the Council's established executive reporting mechanism which includes scrutiny at senior officer and elected member level, i.e. Corporate Management Group and Policy and Resources Cabinet Board/Scrutiny and Council.

2. Service Planning and Provision

The expected introduction of the new Welsh Language Standards resulted in the revision of the Council's Scheme being interrupted during 2012/2013. In addition the Council entered a period of change with internal restructuring and the work to address the various challenges faced by the Council during this time.

However the Council has continued to honour its commitments under the existing Scheme while considering a more measured approach to its revision.

Following the announcement of a revision of the new Standards, and the timescales involved, it was considered more appropriate to revise the action plan which would help address any issues that were outstanding and reinforce those that had been completed. It would also ensure a constructive link between the ongoing corporate improvement work, the Welsh language and the equality agenda in general.

The main focus of this monitoring report will be the Welsh Language Commission indicators and other relevant information.

Plans and Strategies

- **Neath Port Talbot Working in Partnership 2013-2023**

In developing the first Single Integrated Plan (SIP), which replaces the Community Plan, Health, Social Care and Wellbeing Strategy, Community Safety Plan and Children and Young People's Plan, the Council and its partners have been clear in their vision of 'creating a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer and more prosperous.'

The Plan sets out the vision for Neath Port Talbot and the steps partners will take together to protect and improve local services and support local communities. Through concentrating collective efforts partners will be able to prioritise actions to address the challenges faced by people in our communities.

The outcomes, and associated actions, embrace principles that include community cohesion, sustainable development and equalities. More specifically, the importance of our cultural and historic heritage and the protection of the Welsh language in those communities where the Welsh language is important has been identified as an action within the Plan.

- **Corporate Plan 2012-2015**

This Plan set out the Council's priorities helping inform the allocation of resources. It explains how the Council works in partnership with other organisations in the public, private and voluntary sector to improve the quality of life for everyone in our communities.

The principles of equalities, the Welsh language and sustainability underpin the corporate plan as well permeating everything we do.

- **Strategic Equality Plan**

Throughout its work, both as an organisation in its own right and in partnership with others, the Council has endeavoured to adhere to the principles of sustainable development, social inclusion and fairness. This commitment to providing fair and equitable services and employment permeates not only its own policies and plans but also the partnership strategies and plans its supports.

The Welsh language is, and will continue to be, considered alongside those protected groups as part of the Equality Impact Assessment process.

- **Community Cohesion**

The Council, along with other local authorities, is no longer responsible for the administration of the Welsh Government's Community Cohesion Fund. A reduced fund is now the responsibility of the Regional Community Cohesion Coordinator.

As part of the regional approach to community cohesion a regional event was held to identify 'how through joint working, we can tackle the Community Cohesion agenda regionally and together make a difference to the people in our communities.' ('Bringing Communities Together' Western Bay Regional Community Cohesion Programme).

Many key areas were discussed and one of the recurring themes was community sustainability and empowerment; something that has been acknowledged in the SIP. The community cohesion programmes that are to follow will by their very nature impact on communities, individuals, schools, employment, language and culture.

Equality Impact Assessments

Equality impact assessments have continued to be a significant feature of our work during the year. The Welsh language continues to be included in the assessment process being similarly considered to the protected characteristics identified under the Equality Act 2010.

Work has begun to revise and refine the assessment process to ensure that it remains fit for purpose and the Welsh language will remain one of the assessment criteria.

3. Dealing with Other Organisations and Procurement

The procurement service works to ensure a consistent approach to procurement across a wide range of supplies, services and works.

The service is mindful of its legal obligations not only with regard to the spending of public money but also to the legal requirements in respect of the Welsh language. The procurement team works with service managers during the entire process to ensure that the Welsh language and equalities generally are considered at every stage.

WLB/WLI 1 Number and percentage of the sample of third parties monitored that conform to the requirements of the Welsh Language Scheme:

(i) Care Services

Background

In order to examine, assess and monitor services provided on behalf of the Council, and in particular Social Services, Health and Housing, by contractors, consultants, agents and third parties, a survey was undertaken of a sample of providers of social care.

Using the “Contracting Out Public Service Contracts and the Welsh Language” document, a telephone questionnaire was undertaken with a snapshot of 10 providers of residential care (see Appendix 1).

Survey Results

Once again, as the previous year, there were some significant variances between providers, with some answering positively and offering services and information bilingually, while identifying others that have no current provision;

60% of the providers had Welsh speaking staff, who converse directly with Welsh speaking residents; providers recognised the importance of this.

Other areas require significant work, including production of bilingual information, only 20% responded to have these in place, whilst more positively 40% had bilingual placing signs.

Next Steps

Again, as in the previous year, officers within Social Services, Health and & Housing will work closely with providers and target areas for improvement based on the survey results; over time these areas will be reviewed.

It is recognised that generally, further work is required to educate, support and advise providers in relation to the responsibilities and expectations placed on them with regard to the Welsh language. Officers will need to be sensitive to market needs and provide guidance on how best to approach this, including the sharing of best practice.

Officers within the directorate are currently working towards the strategic framework for Welsh Language in Health, Social Services and Social Care, ‘More Than Just Words’, and the six key objectives contained within the document. A draft action plan has been formulated to meet these objectives

which will allow officers to focus on Welsh speakers receiving services that meet their needs as a natural part of their care.

(ii) Youth and Leisure Services

Information on third parties is included in the Youth Services and Children and Young People's Partnership Section.

(iii) Pre-school Provision

The Children and Young People's Partnership does not commission pre-school provision. Therefore, it is not possible to provide information on this aspect.

Grants and Funding

We are committed to applying our equality policies which includes that of the Welsh language, to applications received for funding. This is taken into consideration in all our grant schemes and by Council officers responsible for administering those schemes.

However, in the current challenging economic climate it is recognised that it is increasingly necessary to explore our processes and procedures in light of the growing importance of the allocation of grants and funding.

4. Welsh Language Frontline Services and Linguistic Skills

Staff Awareness

Employees are regularly reminded of the requirements in respect of the Welsh language and the Employee Guidance which is available on the intranet. The guidance is scheduled to be updated specifically in light of personnel changes.

Members of the Welsh Language Interest Group were asked to volunteer help with events or teach skills through the medium of Welsh as part of Menter Iaith CNPT's Aman Tawe Pilot Scheme, which aims to promote and facilitate the use of the Welsh language.

Frontline Services

Guidance for the designation of posts is available on the intranet, to assist in the process of designating posts as 'Welsh essential' or 'Welsh desirable' in accordance with the Scheme. Due to the financial challenges faced by the

Council there are a limited number of posts advertised and the majority are only being advertised internally.

The following information was gathered in relation to the amount of frontline services posts that have been denoted as ‘Welsh essential’ and have been filled by bilingual staff.

WLI 2: Number and Percentage of main reception, call centres or one stop shop posts that have been denoted as ‘Welsh essential’ and have been filled by staff who are bilingual

Department	No. of Staff	No. of Welsh Speaking Staff	%	No. of Posts Designated Welsh - No Requirement/Desirable/Essential
Customer Services				
Call Centre	8.7 FTE	2	23	1 Essential 8.1 Desirable
One Stop Shop				
Customer Service Officers	10 FTE	3	30	1 Essential 9 Desirable

The number of Welsh speakers at both sites is the same as the previous year. However, there has been a reduction in the number of full time equivalent staff due to staff leaving the service/requesting to work alternative hours in accordance with the reduced hours working scheme.

Across Customer Services there are 3 staff members for which Welsh is their first language and 2 other staff who can converse competently in Welsh. Any other training needs and requirements around Welsh language would be fully supported by the line managers for this service.

There is a dedicated Welsh language line for the Council’s Customer Call Centre and it is published along side the English line on general Council correspondence and on the Council’s website.

Welsh Language Training

The Council runs four levels of Welsh language courses for its employees, which provides them with open college network accreditation. The table that

follows includes Welsh language courses that commenced in September 2012 and the number of employees that are committed to attend.

WLI 4 (a): The number and percentage of staff who have received training in Welsh to a specific qualification level.

Service	No. Employees					Total
	Year 1	Year 2	Year 3	Year 4	Year 5/6	
CEX	0	0	1	1	0	2
EDLL	0	0	0	0	1	1
ENV	0	0	0	1	1	2
F&CS	0	0	0	0	0	0
SSH&H	0	0	0	2	0	2
Total	0	0	1	4	2	7

As previously mentioned we will continue with the Dosbarth Nos training until all of the current participants have concluded their 5th/6th year.

All future participants who have identified a need for Welsh language training will be assessed on the needs of the service, and the type of training which would be most suited to the service requirements e.g. if a more intense training is required, then the preferred option may be to consider undertaking an intensive Wlpan course.

Language Awareness Training

The Council runs a Customer Care and Telephone Skills Course, which is a one day training course that is open to all employees. The course defines customer care, looks at the consequences of good and poor service and helps participants to develop communication skills. Part of the course also raises awareness about the requirements of the Scheme. Set out below are the number of employees who participated in the Customer Care and Telephone Skills, for the financial year 2012/13.

WLI 4 (b): The number of staff who have received language awareness training (Customer Care and Telephone Skills)

Service	2011/2012 No. Employees
Chief Executive's	3
Education, Leisure & Lifelong Learning	6
Environment	1
Finance & Corporate Services	4
Social Services, Health & Housing	8
Total	22

Advice and support is also given to individuals and teams as and when needed. The Council will continue to provide language awareness opportunities as and when required.

Linguistic Skills

Applicants are asked to complete an equalities questionnaire as part of the recruitment process and the information is recorded on Vision, the Council's personnel and payroll system, on appointment.

The following information has been collated for all services using the Vision System. The tables below summarise the percentage and number of staff who are Welsh speakers and learners split via service division and post grade.

WLI 5: The number and percentage of staff within the Council’s services who are able to speak Welsh (excluding school teachers and school based staff)

% of staff within the Council’s Service who are Welsh speakers according to service division and grades of post

Division	SCP 4-11		SCP 12-22		SCP 23-33		SCP 34-44		SCP 45+	
	%	No.	%	No.	%	No.	%	No.	%	No.
Business Strategy & Public Protection	25	2	14	3	13	3	8	2	0	0
Change Management and Innovation	0	0	0	0	6	1	17	2	0	0
Children and Young People’s Services	15	2	5	1	14	14	12	10	0	0
Community Care & Housing Services	13	4	12	35	12	12	9	9	0	0
Corporate Strategy	0	0	0	0	0	0	0	0	0	0
Economic Development & Valleys Programme	0	0	0	0	0	0	50	1	0	0
Engineering and Transport	10	7	5	1	9	2	6	16	17	1
Financial Services	0	0	8	1	3	2	5	1	0	0
Human Resources	0	0	0	0	0	0	10	1	0	0
ICT	0	0	0	0	6	1	10	2	0	0
Legal & Democratic Services & Monitoring Officer	0	0	20	1	0	0	4	1	9	1
Partnership and Community Development	13	6	9	11	7	6	5	1	28	2
Planning	0	0	0	0	27	4	20	3	0	0
Property and Regeneration	9	9	0	0	19	8	9	2	17	1
Schools Inclusion & Lifelong Learning Dev. Service	0	0	12	2	8	3	0	0	0	0
South Wales Trunk Road Agency	0	0	10	1	7	3	7	1	0	0
Streetcare Services	9	6	8	6	14	11	7	1	17	1
Support Services & Commissioning Development	9	54	6	4	13	12	17	5	0	0
Total	10	90	10	66	11	82	10	43	17	6

% of staff within the Council's Service who are Welsh learners according to service division and grades of posts

Division	SCP 4-11		SCP 12-22		SCP 23-33		SCP 34-44		SCP 45+	
	%	No.	%	No.	%	No.	%	No.	%	No.
Business Strategy & Public Protection	0	0	14	3	16	6	13	3	0	0
Change Management and Innovation	0	0	100	1	19	3	17	2	50	1
Children and Young People's Services	0	0	10	2	15	15	6	5	38	3
Community Care & Housing Services	0	0	7	20	13	13	18	17	43	3
Corporate Strategy	0	0	0	0	0	0	0	0	0	0
Economic Development & Valleys Programme	0	0	0	0	33	1	0	0	0	0
Engineering and Transport	3	2	5	1	13	3	0	0	17	1
Financial Services	0	0	17	2	7	4	5	1	0	0
Human Resources	0	0	0	0	14	2	10	1	33	1
ICT	0	0	33	1	6	1	15	3	0	0
Legal & Democratic Services & Monitoring Officer	15	2	20	1	0	0	16	4	18	2
Partnership and Community Development	4	2	10	12	23	21	10	2	29	2
Planning	0	0	14	1	20	7	1	2	0	0
Property and Regeneration	1	1	13	1	14	6	18	4	33	2
Schools Inclusion & Lifelong Learning Dev. Service	0	0	23	4	19	7	50	5	0	0
South Wales Trunk Road Agency	0	0	0	0	14	6	0	0	33	1
Streetcare Services	1	1	7	5	14	11	7	1	50	3
Support Services & Commissioning Development	5	27	3	2	1	1	10	3	50	1
Total	4	35	9	56	13	103	13	53	33	20

NB: Figures do not include Heads of Service or Corporate Directors.

Youth Services and Children and Young People's Partnership

These services have continued to be areas of success and improvement.

- **Provision**

During 2012/13 the Youth Service has continued to provide a lunch time club at YGG Ystalyfera. Twenty nine sessions have been provided with an average attendance of 36 young people each session reaching an additional 89 young people that have not accessed youth service provision previously.

Welsh medium childcare services are available across the county borough; 9 Cylchoedd Meithrin and 16 Cylchoedd Ti a Fi,

Targets are set annually for the childcare umbrella organisations which include the development of Welsh medium childcare facilities and last year 2 new after school clubs opened in Ysgol Gymraeg Pontardawe and Ysgol Gymraeg Trebannws.

- **Participation/awards**

There have been a number of opportunities during 2012/2013 for young people to improve their language skills while enjoying a range of life experiences and gaining a variety of awards and certificates.

- Twelve young people attended a Welsh Language Residential at the Urdd in Cardiff. All of the attendees achieved an OCN in Welsh Culture: Wales and the Welsh Level 1 through the medium of Welsh. Additionally 2 young people received an in house certificate for Citizenship to recognise their volunteering.
- Eleven young people attended the Welsh Festival in Disneyland Paris. All of the young people achieved an OCN in Participating in a Residential. Additionally 1 young person achieved a Millennium Volunteer Award for 200 hours. All of the young people said that the trip increased their sense of pride in being Welsh and that their confidence in speaking Welsh had increased.
- Seventeen non Welsh speaking young people attended a residential course at Llangrannog. All of the attendees said that their Welsh language skills had improved as a result of the visit.

- Eight young people from YGG Ystalyfera participated in a Young Leaders Award in preparation for volunteering at Glanllyn. Unfortunately the trip was cancelled due to illness. However 80% of the young people achieved the YMCA Junior Leadership Award through the medium of Welsh.

As a result of attending these events all participants felt that their confidence, sense of pride, and language skills had all been enhanced.

• **Funding**

The youth service continues to part fund a Menter Iaith Youth Officer to promote the Welsh language and to enable young people to access fun and learning opportunities through the medium of Welsh. 61 young people have benefitted from the work of this officer enjoying badminton sessions, a guitar workshop, a visit to the 'Jonathan' show and Welsh language awareness sessions.

Grant funding through the Early Years and Childcare Unit has enabled Menter Iaith CNPT to offer a Welsh medium holiday club in the areas of Neath and Port Talbot during the summer school holidays.

During 2012/13 the Early Years and Childcare Unit has worked in partnership with Mudiad Meithrin to increase the demand for Welsh medium childcare. The Early Years and Childcare Unit, through the Children and Young People Partnership, fund a development worker from Mudiad Meithrin to support existing, and develop new, Welsh medium childcare settings throughout the county borough.

• **Training**

The CYPP in partnership with the Youth Service jointly funded training for youth support service organisations to develop their awareness of bilingualism and Welsh culture.

The Welsh centre for language planning provided sessions to a mixture of youth workers and youth support service workers on the creation of a bilingual service. Nineteen workers attended representing 10 organisations; NPT College, Children's Rights Unit, Early Years, Youth Service, 3 Secondary Schools, Youth Offending Service, NPT Prevention Team and NPT Playworks. The evaluation showed that 100% of delegates felt that the workshop 'fully' succeeded in its objectives and was relevant, useful and effective.

The Early Years and Childcare Unit delivered training to childcare settings on being a bilingual setting. The training offered information and a hands on approach to facilitating a circle time session within the day which promotes the Welsh language. The settings also had the opportunity to create resources to use on a day to day basis with the children at their setting.

5. Standard of Welsh Language Services

Comments, Compliments and Complaints

WLI 6 Number of complaints received in relation to the operation of the Language Scheme and the percentage dealt with in accordance with the Council's corporate standards

During 2012/13, 4 complaints were received in connection with the Welsh language.

Three complaints referred to signs and were raised directly with the Council – parking, highway and Christmas lights.

The remaining complaint referred to a Penalty Charge Notice which was raised initially with the Council and followed up with a complaint to the Welsh Language Commission.

The details of the complaints are outlined below.

Complaints Received:

- Signage –
 - The first complaint referred to the incorrect Welsh spelling on a parking sign, which was corrected following the issues being drawn to the Council's attention;
 - The second one was in respect of temporary road layout signage being in English only. This was rectified by the developer erecting Welsh signage in the same location.
 - The third complaint was in respect of the lack of completely bilingual signs used as part of a Christmas light display. The matter would be considered as part of a review of Christmas lighting provision to be undertaken during 2013.

- Penalty Charge Notice (PCN) – the complaint referred to the issue of an English only PCN. The complainant was unhappy with the Council’s response and contacted the Welsh Language Commission.

While the issue of monolingual PCNs had been raised previously with the Welsh Language Board there was an expectation that it would be addressed in the Council’s revised Welsh Language Scheme. However, with the delays experienced over the revision of the Scheme this matter had not been addressed satisfactorily.

Recently it has been agreed that bilingual PCNs are adopted and the Council is currently holding detailed discussions with the software supplier.

All complaints were dealt with in accordance with the Corporate Comments, Compliments and Complaints Policy which includes being dealt with within the agreed timescales and where this is not possible, informing complainants of the reasons why and indicating when a full response will be provided by.

6. Analysing Performance and Publishing Information

Implementation of Action Plans and Timetable

The Annual Monitoring Report and Corporate Action Plan will continue to be scrutinised. The attached Corporate Action Plan (Appendix 2) summarises progress on last year’s action plan and highlights priorities for action.

Annual Monitoring Reports are published on the Council’s website.
<http://www.npt.gov.uk/default.aspx?page=3300>

As requested by the Welsh Language Board (WLB), below is a summary of successes and areas of improvement identified during 2012/13.

Summary of successes

- Continued effective mainstreaming of the Welsh language into key strategies, plans and policies;

- Youth Service and CYPP service provision and bilingual opportunities for individual advancement;
- All complaints received during 2012/13 were dealt with in accordance with the Corporate Comments, Compliments and Complaints Policy, which includes being dealt with within the agreed timescales.

Summary of areas for improvement

- Consider the introduction of simultaneous translation at full Council meetings;
- Continue to develop further opportunities for language awareness;
- Improve monitoring and compliance of the Council's website, which remains a priority action in the 2013/2016 action plan; and
- Consider linguistic skills as part of the 'More Than Just Words' Strategy/ Action Plan.

Future work

While provision of simultaneous translation at Council meetings had always been a feature of the Council's Welsh Language Scheme no request to utilise it had been received. However, following a query received by an elected member in April 2013, and ensuing discussions with the Leaders of the three political groups the introduction of simultaneous translation at scheduled meetings of the Council has been agreed.

Due to changes in youth service funding some exciting opportunities will not be repeated. However, the service will focus on increasing opportunities to explore the Welsh culture and language as part of the youth work curriculum.

While currently meeting the demand for Welsh medium childcare, there is potential for this to increase thereby increasing the number of childcare settings that offer a bilingual service.

It is anticipated that the education service will survey parents of preschool age children in the autumn as part of the ongoing work to determine the potential demand for Welsh Medium primary school provision.

**Neath Port Talbot Social Services, Health & Housing
Welsh Language Scheme
Monitoring Questionnaire – Scheme Compliance**

Provider: _____

Service Area: _____

Description of service / work: _____

Relevant services to the service user / carer / member of the public:

Correspondence – receiving and replying:

Tick if relevant

Tick if currently bilingual

Comments:

Telephone – receiving and answering calls:

Tick if relevant

Tick if currently bilingual

Public Meetings:

Tick if relevant

Tick if currently bilingual

Group meetings - consultation:

Tick if relevant

Tick if currently bilingual

Individual meetings – face to face:

Tick if relevant

Tick if currently bilingual

Comments:

Placing signs on – outside buildings:

Tick if relevant

Tick if currently bilingual

Placing signs on – inside buildings:

Tick if relevant

Tick if currently bilingual

Placing signs on – vehicles:

Tick if relevant

Tick if currently bilingual

Producing information – writing paper/letterheads:

Tick if relevant

Tick if currently bilingual

Producing information – orders and invoices:

Tick if relevant

Tick if currently bilingual

Producing information – business cards:

Tick if relevant

Tick if currently bilingual

Producing information – booklets/leaflets:

Comments:

Tick if relevant

Tick if currently bilingual

Producing information – forms:

Tick if relevant

Tick if currently bilingual

Publicity– press releases / advertisements:

Tick if relevant

Tick if currently bilingual

Other publicity:

Tick if relevant

Tick if currently bilingual

General Comments:

Thank you for taking the time to complete this questionnaire.
Please forward the complete questionnaire in the envelope provided.

If you wish to discuss any matter further please contact:

The Policy & Special Projects Team,
Port Talbot Civic Centre,
Port Talbot,
SA13 1PJ,
tel: 01639 763394,
email: l.jones@npt.gov.uk

Gwasanaethau Cymdeithasol, Iechyd a Thai Castell-nedd Port Talbot

**Cynllun Iaith Gymraeg
Holiadur Monitro - Cydymffurfio â'r Cynllun**

Darparwr: _____

Maes gwasanaeth: _____

Disgrifiad o'r gwasanaeth/gwaith: _____

Gwasanaeth sy'n berthnasol i ddefnyddwyr gwasanaeth/gofalwyr/aelodau'r cyhoedd:

Gohebiaeth – derbyn ac ateb:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Ffôn - derbyn ac ateb galwadau:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Cyfarfodydd Cyhoeddus:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Cyfarfodydd grŵp - ymgynghoriad:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Cyfarfodydd unigol - wyneb yn wyneb:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Sylwadau:

Gosod arwyddion - y tu allan i adeiladau

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Gosod arwyddion – y tu mewn i adeiladau:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Gosod arwyddion – ar gerbydau:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Darparu gwybodaeth – papur ysgrifennu/penawdau llythyrau:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Darparu gwybodaeth – archebion ac anfonebau:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Darparu gwybodaeth – cardiau busnes:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Darparu gwybodaeth – llyfrynnau/taflenni:

Sylwadau:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Darparu gwybodaeth – ffurflenni:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Cyhoedduswydd– datganiadau i'r wasg/hysbysebion:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Cyhoedduswydd arall:

Ticiwch os yw'n berthnasol

Ticiwch os yw'n ddwyieithog ar hyn o bryd

Sylwadau Cyffredinol:

Diolch am gymryd yr amser i gwblhau'r holiadur hwn.
Anfonwch yr holiadur wedi'i gwblhau yn yr amlen a ddarperir.

Os hoffech drafod unrhyw fater ymhellach, cysylltwch â'r:

Tîm Polisiâu a Phrosiectau Arbennig,

Canolfan Ddinesig Port Talbot,

Port Talbot

SA13 1PJ

ffôn: 01639 763394

e-bost: l.jones@npt.gov.uk

Draft Welsh Language Scheme Corporate Action Plan

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
MAINSTREAMING						
1	Revision of the EIA which will continue to include Welsh language.	2013/14			✓	To further consider the revised EIA, which has been revised in line with the Equality Act 2010 and which also includes a Welsh language category.
1a	Produce a How To ... guide on EIAs which will continue to include Welsh Language	2013/14			✓	
1b	Produce a How To ... guide on Accessible Communications to include Welsh Language	2013/14			✓	
1c	Circulate information on the service provided by the Welsh Language Translation Unit	2013/14		✓		
1d	Impact Assessments - Lessons Learnt training/advice/support to include Welsh Language	2013/15			✓	
1e	Consider the development of an EIA template/guidance for collaborative projects in South and South West Wales Region	2013/15			✓	

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
DEALING WITH OTHER ORGANISATIONS AND PROCUREMENT						
2	Social Services, Health and Housing to undertake exercises to meet the Welsh Language Commission's best practice guidance as detailed in "Contracting out Public Service Contracts and the Welsh Language".	2013/14			✓	The Social Care Health and Housing Department has undertaken a survey with a sample of external providers on their Welsh language provision. This survey will continue each year on a sample of different providers until all have been surveyed.
2a	Ensure that reference to and inclusion of equalities and the Welsh language is taken into account when procuring services, including the work on the Programme for Improving Corporate Systems (PICS)	2013/14			✓	
FRONTLINE SERVICES AND LINGUISTIC SKILLS						
3	To consider the Welsh Language Commission's guidance on the "Assessment of Linguistic Skills" as part of the Council's recruitment process.	2013/14			✓	The Chief Executive's Office (HR and Policy sections) will consider this guidance.
3a	Update 'A Guide to the Designation of Posts' in light of the advice document 'Recruitment: Welsh Language Considerations'	2013/14		✓		
3b	Social Services to consider language and recruitment as part of the 'More than Just Words' Strategy and Action Plan	2013/15		✓		

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
4	Develop language awareness opportunities.	2013/14		✓		Consider further opportunities following the two taster sessions which were held as part of the essential skills road shows.
4a	Include Welsh language as an item in the Equalities Conference	2013/14		✓		
4b	Identify further relevant training opportunities to incorporate language awareness	2013/15		✓		
5	Welsh language to be considered at a future Children and Young People's Partnership Management Group meeting	2013/14		✓		This will be followed up during the forthcoming year. The relevant officer will attend a Management Group Meeting to provide an overview of issues around the Welsh language scheme and present a revised Welsh language scheme.

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
STANDARDS OF WELSH LANGUAGE SERVICES						
6	Monitor and improve website compliance with the Scheme.	2013/14			✓	Further work is to be undertaken by the Chief Executive's Office and relevant service areas. This work will focus upon the most frequently visited sections of the website and will ensure that relevant pages, including on-line forms, which are up to 2 clicks from the home page are available in English and Welsh.
6a	Update, revise and translate home page	2013/14		✓		
6b	Identify most accessed areas	2013/14		✓		
6c	Revise and translate most accessed areas	2013/14		✓		
6d	Update the website with new bilingual 'self service' applications: Bulk Collections Pest Control Pot Holes Refuse and Recycling Equipment Street Lighting	2013/14			✓	
6e	Develop an Online Strategy ensuring that new and current content is bilingual with a target of a fully bilingual website	2014/16		✓		

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
7	Review Fixed Penalty Charge Notices (PCN) (Parking)	2013/14			✓	Review the software requirements and associated costs of producing English and Welsh fixed penalty charge notices for parking enforcement.
7a	Bilingual PCNs to be introduced	2013/14			✓	
7b	Meeting with software supplier	2013/14			✓	
7c	Identify costs and implementation date	2013/14			✓	
PUTTING THE SCHEME INTO PRACTICE AND MONITORING PROGRESS						
8	Continue to promote and develop the network of employees who are Welsh speakers and learners.	2013/14	✓			To be undertaken by the Chief Executive's Office and the Welsh Language Officers Group. The Network receives regular updates on Welsh language events and initiatives.
8a	Review the Network in light of recent personnel changes	2013/14		✓		
8b	Utilise the internal communication mechanisms to promote equalities, Welsh language and the network e.g. In the Loop,	2013/14			✓	
8c	Reinforce the requirement for bilingual communications in the Council's Communication Strategy	2013/14			✓	
8d	Develop an editorial policy, to clarify certain issues, to be read in conjunction with the current Welsh Language Scheme.	2013/14		✓		

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
8e	Identify opportunities to promote and develop the network, e.g. equalities conference	2013/14		✓		
8f	Review the WLS Employee Guidance	2013/14		✓		
8g	Revise the Welsh Language Employee Guidance in line with New Standards	2015/16		✓		
IMPLEMENTATION ACTION PLANS AND TIMETABLE						
9	Implement the Welsh Language Commission's final version of the Standards, once published.	2014/15		✓		Await the Standards and produce appropriate documentation.
9a	Review Single Integrated Plan following publication of the Standards	2014/15		✓		Await the Standards and produce appropriate documentation.