

**POLICY & RESOURCES SCRUTINY  
COMMITTEE**

**13<sup>th</sup> FEBRUARY 2014**

**CHIEF EXECUTIVES OFFICE**

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

**K. JONES**

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**PART 1. Doc Code: PRS-130214-REP-CE-KJ**

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## **Part 1, Section C, Item 1**

### **QUARTERLY PERFORMANCE MANAGEMENT DATA -**

#### **Purpose of Report:**

To report quarter 3 performance management data for the period 1<sup>st</sup> April 2013 to 31<sup>st</sup> December 2013 for Chief Executive's and Finance & Corporate Services Directorates and, the performance management data for the same period for services that are within the remit of the other four main Scrutiny Committees (CYPE, SCHH, E&H and ECR). This will 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.

## **Key Points**

In relation to the performance results available at the end of the 3<sup>rd</sup> quarter (2013-2014):-

- Of the Performance Indicators available for comparison in quarter 3, 81 (71%) are improving, being maintained or achieving maximum performance.

In relation to areas highlighted within the Corporate Improvement Plan as corporate improvement priorities:-

- Sickness across the Council continues to fall from an average of 7.12 days per employee in the first nine months of 2012/13 to 6.64 days per employee (indicator 2) in the first nine months of 2013/2014. However this reduction of 6.7% is below the 10% target commitment the Council has made in the Workforce Agreement to reduce sickness absence in all service areas by March 2014. Based on the current trend, we anticipate that the full year 2013/14 sickness average days lost will be 9.00 days per employee, which based on 2012/13 all Wales data would put us in the upper quartile for local authorities with the lowest sickness rates across Wales. Sickness absence management is being maintained across the Council and more detailed analysis of stress related absence is being undertaken at the request of the Policy & Resources Committee.
- Schools in NPT have secured a steady improvement in pupil performance at Key Stage 4. The average external points scored by 16 years old has increased by 10.49% to 537. The percentage of pupils who achieved the level 2 threshold including English/Welsh first language and Mathematics increased and is 4% above the Welsh average. Only 2 pupils left school without a recognised qualification. Attendance at secondary schools continues to increase and the number of days lost to fixed-term exclusions is falling at a steady rate.
- During 2012-2013, Children & Young People Services agreed monthly improvement targets for eight priority measures with the Care and Social Services Inspectorate for Wales (CSSIW). During the first nine months of 2013-2014, the service has achieved the required standard for five of the eight measures (which are listed below).

<b>Children &amp; Young People Services</b>		
<b>8 Priority Measures for 2013-2014</b>	<b>Target for 2013-2014</b>	<b>Quarter 3 performance 2013-2014</b>
The percentage of first placements of looked after children during the year that began with a care plan in place.	90%	100%
The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	90%	86.0%
The percentage of referrals that are re-referrals within 12 months.	29%	23.3%
The percentage of looked after children reviews carried out within statutory timescales during the year.	90%	92.9%
The percentage of initial assessments completed within 7 working days	70%	77.7%
The percentage of required core assessments completed within 35 working days.	70%	69.3%
The percentage of child protection visits undertaken within 6 weeks.	90%	99.6%
The percentage of qualified and unqualified workers that receive supervision within 28 calendar days.	85%	82.9%

In relation to the 3<sup>rd</sup> Quarter performance, comparison to the same position in 2012-2013 continues to highlight improvements in performance across the service. The enhancements made to social work practice and the IT systems clearly demonstrate the positive strides that have been made in service delivery. The aim for the coming year is not only to improve further on performance but also to achieve consistency and quality in the delivery of social work practice.

- There has been a further reduction in delayed transfers of care (indicator 88). There were 38 delayed transfers of care for social care reasons between the 1st April 2013 and 31st December 2013 compared to 68 for the same period last year (a 44% decrease). The service has focused on prompt discharge planning and been diligent in validating DToC reporting. A range of services are being developed to promote independence as long as possible and reduce demand for long term placements.
- The improvement in quarter 3 recycling (performance of 54.21%, which is an improvement on the 49.38% achieved the previous year) is a result of actions being taken under the Council's adopted waste strategy following its review and revision by Cabinet in April 2013. Work to further improve performance continues.
- All three of the Economic Development indicators (Indicators 132 – 134) continued to improve in the 3rd quarter of 2013-2014:
  1. The increase in L(ED)1 (jobs created as a result of financial support by the Local Authority) was due to the “final” call for Local Investment Fund applications (project closed 31st Dec 2013). Also the monthly Enterprise Clubs held at Sandfields Business Centre continue to attract many individuals looking for support and advice on becoming self employed. Referrals made through the local Job Centre Plus have increased significantly during the 2nd and 3rd quarter of 2013/14 because of the changes to the Benefits System.
  2. The increase in the number of people considering self employment as a work option therefore, has had a positive effect on L(ED)2 (number of new business start-ups enquiries assisted through Business Services).
  3. During the last quarter the Business team also dealt with numerous enquiries from companies enquiring about a range of issues including loan/grant funding, property availability, business events and specialist support areas such as marketing, website development, accreditations, etc., which again had a positive effect on L(ED)3 (Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services team).

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

- Our Customer Services team has seen an improvement in their average customer waiting times (face to face contact) from 14.5 minutes to 7.9 minutes. However, the service on average is taking longer to answer telephone calls. Comments why performance has declined in average time taken to answering telephone calls and the increase in abandoned telephone calls can be found on page 14 of this report (indicators 10 & 11).
- The homelessness service is performing well in most of its performance indicators (numbers 98 – 103), in particular in comparison with all Wales. There has however, been an increase in the average number of days that all homeless households spend in other forms of temporary accommodation which reflects the ongoing difficulty to source suitable permanent accommodation for vulnerable households in the county borough for whom the Council has a statutory obligation to house.
- The average time to deliver a Disabled Facilities Grant (DFG) has decreased significantly from 233 days to 197 days (indicator 104). Improvements in the Community Occupational Therapist service along with improvements made as a result of the DFG service 'system thinking' review have contributed towards the continued reduction in the delivery time for a DFG. However the average time is expected to rise during the final quarter of the year when the larger / more complex DFGs are completed.
- 434 (31.56%) of private sector properties that had been vacant for more than 6 months at 1st April (indicator 105) were returned to occupation during the year. The Council and partner agencies are making a concentrated effort to deal with empty homes, engaging with owners of empty properties to increase awareness of the proactive and reactive approaches being taken (including information on available loans and other schemes) to reduce wasted housing resources in Neath Port Talbot. We have also employed an empty property project officer to lead on this work. From April to December 2013, the Houses to Homes interest free loan scheme has provided £268,000 to owners. Also, statutory enforcement action is being used to deal with Environmental Health issues at Empty Properties, which focuses the owner's attention to the options available to bring the property up to a standard for sale or rental.

- Four of the ten Public Protection Indicators (indicators 117 -120) have seen a decline in performance by 5% or more for this period, explanations for the drop in performance can be found below each performance indicator on pages 30 & 31. However, the service is confident that Indicators 118 and 120 will see 100% achievement at year end. They have revised Indicator 117 and their new target of 80% should be achievable by year end. Indicator 119 will achieve a likely compliance rate between 71-75%.
- In the quarter 2 performance report the neighbourhood service commented that they would introduce two new measures in quarter 3, one for fly tipping enforcement and one for dog fouling, to replace those measures discontinued in 2012/13. However, due to resource issues and data capture issues, the service will not be able to provide replacement street scene measures over and above the current national indicators. Officers are currently working with IT to develop a new data system which will utilise map based software where members of the public, call centre and operational employees will access the same system. Data reports will be developed as a part of that process to enable meaningful measures to be produced. However, there will be a priority list which will determine which services are developed first, this will be determined partly on the Council's strategic plans and it is probable that these services (dog fouling and fly tipping enforcement) will not be the first to be developed. Officers will report to members when this data is available.

## **Appendices**

Quarterly Performance Management Data 2013-2014 – Quarter 3 Performance (1<sup>st</sup> April 2013 – 31<sup>st</sup> December 2013) – APPENDIX 1 (PRB-130214-REP-CE-KJ)

## **List of Background Papers:**

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

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

**Wards Affected:**

All

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## **Quarterly Performance Management Data .**

### **2013-2014 – Quarter 3 Performance (1<sup>st</sup> April 2013 – 31<sup>st</sup> December 2013)**

#### **Contents:**

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

**Section 2: Quarterly Performance Management Data** (Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator).

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







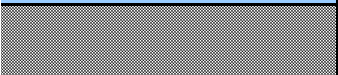


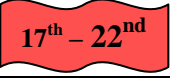
**(NSI) National Strategic Indicators (NSIs)** - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

**(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 2012/2013 i.e. an overall performance indicator value for Wales.

**(L)** Local Performance Indicator set by the Council.

	<b>Performance Key</b>
	Maximum Performance
	Performance has improved
	Performance has been maintained
	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.
	2012/13 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's). <b>10 of 43 comparable measures in upper quartile.</b>
	2012/13 NPT performance in mid quartiles (7 <sup>th</sup> – 16 <sup>th</sup> ) in comparison with All Wales national published measures (NSI & PAM's). <b>15 of 43 comparable measures in mid quartiles.</b>
	2012/13 NPT performance in lower quartile (17 <sup>th</sup> – 22 <sup>nd</sup> ) in comparison with All Wales national published measures (NSI & PAM's). <b>18 of 43 comparable measures in lower quartile.</b>

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

NB – Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.

Service Area	Scrutiny Committee	Improved/ Maintained/ Maximum Performance	Marginally declined - within 5%	Performance declined by 5% or more	No Comparable data	Performance is reported annually or in a different quarter	Number of Performance Indicators
1. Chief Executive and Finance & Corporate Services	P&R	6	2	3	1	1	13
<b>P&amp;R Total</b>		<b>6</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>13</b>
2. Education	CYPE	17	3	2	0	0	22
3. Social Care – Youth Justice	CYPE	4	0	2	0	0	6
4. Social Care – Children’s Services	CYPE	21	1	1	12	10	45
<b>CYPE Total</b>		<b>42</b>	<b>4</b>	<b>5</b>	<b>12</b>	<b>10</b>	<b>73</b>
5. Social Care – Adults Services	SCHH	6	4	1	0	0	11
6. Housing – Homelessness and Housing Advice	SCHH	4	1	1	0	0	6
7. Housing – Private Sector Renewal	SCHH	5	0	0	2	0	7
8. Planning & Regulatory Services – Public Protection	SCHH	5	1	4	0	0	10
<b>SCHH Total</b>		<b>20</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>34</b>
9. Planning & Regulatory Services – Planning	ECR	1	2	1	4	1	9
10. Planning & Regulatory Services – Building Control	ECR	1	1	0	0	0	2
11. Economic Development	ECR	3	0	0	0	0	3
12. Asset Management	ECR	0	0	0	0	7	7
13. Leisure and Libraries	ECR	2	1	0	0	3	6
<b>ECR Total</b>		<b>7</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>11</b>	<b>27</b>

Service Area	Scrutiny Committee	Improved/ Maintained/ Maximum Performance	Marginally declined - within 5%	Performance declined by 5% or more	No Comparable data	Performance is reported annually or in a different quarter	Number of Performance Indicators
14. Environment & Transport – Waste Management	E&H	5	0	1	0	0	6
15. Environment & Transport – Transport and Highways	E&H	1	1	0	0	4	6
16. Environment & Transport – Countryside Management	E&H	0	0	0	1	0	1
17. Environment & Transport – Street Scene	E&H	0	0	0	0	3	3
<b>E&amp;H Total</b>		<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>16</b>
<b>Total Number of Performance Indicators</b>		<b>81</b>	<b>17</b>	<b>16</b>	<b>20</b>	<b>29</b>	<b>163</b>
<b>Overall performance (of 114 comparable measures) – Percentage</b>		<b>71%</b>	<b>15%</b>	<b>14%</b>			




## Section 2 - Quarterly Performance Management Data

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>1. Chief Executive's and Finance &amp; Corporate Services</b>									
1	<b>Benefits M001</b> (Local)	Percentage of new claims correctly assessed.	97.6%	100.0%	100.0%		100%	100%	😊
2	<b>CHR/002</b> (SID)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.59	10.07	9.65	10.6	7.12	6.64	↑
3	<b>CFH/008</b> (SID)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	98.2%	98.4%	97.3%		86.0%	89.3%	↑
4	<b>CS001</b> (Local)	Customer Services - Average customer waiting times (face to face contact)	N/a New	N/a New	N/a New		14.5 minutes	7.9 minutes	↑
5	<b>Benefits M002</b> (Local)	Average days taken for new claims from application to assessment.	16.60	14.32	15.71		16.6	16.03	↑
6	<b>CFH/007</b> (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.2%	97.03%	97.1%		84.9%	84.9%	↔
7	<b>7.7(L)</b> (Local)	Percentage of standard searches carried out in 10 working days.	99.8%	99.8%	99.4%		99.3%	97.9%	▼
8	<b>CFH/006</b> (SID)	The percentage of undisputed invoices which were paid within 30 days.	93.1%	91.9%	92.4%		92.67%	92.49%	▼
9	<b>CHR/001</b> (SID)	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%	11.26%	7.88%	9.2%	6.26%	6.92%	↓
Staff turnover rates have been affected by the Voluntary Redundancy exercise undertaken during 2013/14.									

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>1. Chief Executive's and Finance &amp; Corporate Services –Continued</b>									
10	CS002 (Local)	Customer Services - Average time to answer telephone calls	N/a New	N/a New	28 seconds		25.6 seconds	30.5 seconds	↓
	<p>We have continued to see an increase in service related emails and online contacts from the public from 5,347 this time last year to 7,348 this year. This form of contact although initially better for the customer does create duplication of customer services staff time to interpret and action. We have also seen an increase in calls that are more complex that take longer to handle. Also, the schedule of refuse and recycling calendars and queries regarding Christmas and New Year refuse/recycling collection resulted in increased calls to the contact centre. We have attempted to reduce the impact of anticipated refuse/ recycling queries over the Christmas and New Year period by relaying a telephone message to callers to the contact centre to answer typical refuse and recycling collection questions without the caller having to speak to an officer.</p> <p>In addition, we still receive a large number of calls for NPT homes and particularly their building repairs service although this figure is gradually reducing.</p> <p>Online booking of bulk collections has been introduced in October 2013 which has made a contribution to a reduction in the average time taken to answer telephone calls to 27 seconds for the three month period October 2013 to December 2013. Quarter 2 cumulative answer time was 34 seconds which has reduced to 30.5 seconds for quarter 3 as a result of this improved performance.</p> <p>An improved online ordering facility has been introduced from the end of January 2014 i.e. for ordering recycling bins and bags, and we anticipate that this will see a reduction in the number of email requests and telephone calls received at the contact centre, This faster process will also be used by customer services staff to place orders for this equipment which should contribute to a reduction in average time taken to answer the telephone calls.</p>								
11	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	N/a New	N/a New	10.5%		9.31%	12.89%	↓
	As above explanation for CS002.								
12	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	N/a New	N/a New	N/a New		N/a New	0.14%	—
								<b>76 of 56,175 customers</b>	
13	L(P) 13 (L) (Local)	Annual Savings (£)	£494,401	£1,468,074	£1,462,117		<b>Reported Annually</b>		



No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>2. Education</b>									
14	EDU/002ii (NSI) Joint 1 <sup>st</sup>	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%	0%	0%	5.7%	0%	0%	😊
15	EDU/015b (NSI) Joint 1 <sup>st</sup>	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%	75%	100%	95.9%	100% #	100% #	😊
16	EDU/002i (NSI/PAM) 8 <sup>th</sup>	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%	0.4%	0.2%	0.4%	0.2%	0.1%	↑
17	EDU/017 (NSI) 9 <sup>th</sup>	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	51.6%	54.1%	50.7%	54.1%	56%	↑
18	EDU/011 (NSI/PAM) 10 <sup>th</sup>	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	387	443	486	468	486	537	↑

NB –With the exception of indicator 15, the quarter 3 data for 2013/14 on this page is full year performance for the 2012/13 Academic Year  
# - 12 months calendar year data (January – December)

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>2. Education</b>									
19	<b>EDU/016b</b> (PAM) 	The percentage of pupil attendance in Secondary Schools.	91.7%	91.9%	92.3%	92.1%	92.3%	92.6%	↑
20	<b>EDU/004</b> (PAM) 	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%	64%	68.8%	72.7%	68.8%	73.1%	↑
21	<b>EDU/003</b> (NSI/PAM) 	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%	77.4%	80.6%	82.8%	80.6%	82.0%	↑
22	<b>EDU/010b</b> (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.13%	0.101%	0.111%	0.122%	0.111%	0.107%	↑
23	<b>EDU/008b</b> (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.3	1	1.26	0.6	1.26	1.0	↑
							<b>1,658 days</b>	<b>1,568 days</b>	
							<b>10 pupils</b>	<b>8 pupils</b>	


The quarter 3 data for 2013/14 on this page is full year performance for the 2012/13 Academic Year



No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>2. Education – Continued</b>									
24	L(FP) 1+ (Local)	Number of full day childcare places provided.	1,236	1,233	1,707		1,692	1,776	↑
25	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service.	15.34%	24.06%	27.48%		21.14%	23.83%	↑
26	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	81	94	112		112#	103#	↑
27	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.02%	0.024%	0.012%	0.011%	0.012% <b>191 days</b>	0.011% <b>174 days</b>	↑
28	EDU/015a (NSI) 	The percentage of final statements of special education need issued within 26 weeks including exceptions	55.6%	15.9%	27.7%	71.3%	27.7%#	35.9%#	↑
29	EDU/006ii (NSI) 	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%	9.6%	10.3%	16.8%	10.3%	10.3%*	↔
30	EDU/008a (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0.5	0.6	0.1	0.1	0.1 <b>1 pupil</b>	0.1* <b>1 pupil</b>	↔

# - 12 months Calendar year data (January – December)










\* – Full year performance figures for 2012/13 academic year.

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>2. Education – Continued</b>									
31	EDU/006i (SID)	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%	15.6%	16.5%	20.3%	16.5%	16.4%*	v
32	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	731	730	774		774#	788#	v
33	EDU/016a (PAM) 	Percentage of pupil attendance in Primary Schools.	92.2%	92.5%	93.1%	93.9%	93.1%	93.0%	v
34	EDU/009a (SID)	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	58.5	50.4	19.5	50.4	82.2*	↓
	<p>EDU009 guidelines states that the definition for Part Time provision is at least 10 hours per week. Neath Port Talbot Home Tuition policy states that pupils up to year 9 should receive 1 hour a day tuition, year 10 pupils 1.5 hours a day and year 11 pupils 2 hours a day. All the Neath Port Talbot Home Tuition statutory requirement have been met but they are in conflict with EDU009 performance indication guidelines.</p> <p>There has also been difficulty accommodating SEN pupils due to their complex needs. Also, three of the excluded pupils are Year 11 who finish education on the last Friday in June of the school year and are very difficult to place.</p>								
35	EDU/009b (SID)	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	16.3	16.1	4.4	16.1	38.5*	↓
	As above explanation for EDU009a.								



\* – Full year performance figures for 2012/13 academic year.


No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>3. Social Care - Youth Justice</b>									
36	SCY/003b (SID)	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%	100%	100%	92.9%	100%	100%(p)	😊
37	SCY/001a (SID)	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%	46.7%	0%	5.2%	0%	39.5%(p)	↑
38	SCY/003a (SID)	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%	82.6%	92.7%	87.5%	82.6%	98%(p)	↑
39	SCY/002b (SID)	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%	25.0%	-20%	13.1%	0%	0%(p)	↔
40	SCY/002a (SID)	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%	1.2%	4.1%	-1.2%	2.9%	-9.38(p)	↓
	3 young people had a chaotic lifestyle and had ended their order living in unsuitable bed and breakfast accommodation or were at exposure of risk of harm. They had been in what is deemed suitable accommodation by the YJB indicators at the start of their intervention; all 3 were involved with Children Services, due to the chaotic nature of their lives Children Services were unable to find alternative accommodation. Whilst in unsuitable accommodation the young people received a high level of support from services to minimize risks identified.								
41	SCY/001b (SID)	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%	58.7%	-9.7%	9.5%	-6.4%	-8.6%(p)	↓
	There have been several young people who had completed courses during the intervention with YOT but were not actually in receipt of ETE at the end of the order. They were waiting to start courses in the future. 1 had dropped out of a training course another had experienced personal difficulties on the placement whilst a further young person had come out of custody, whilst in custody he received 25 hours per week but upon release despite best efforts, disengaged from full time support from the Youth Offending Team.								



(p) – provisional data

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>4. Social Care – Children’s Services</b>									
42	SCC/001a (PAM) 	<b>Priority Measure:</b> The percentage of first placements of looked after children during the year that began with a care plan in place.	74.7%	57.8%	58.4%	89.1%	57.4%	100%	
43	SCC/013ai (SID)	The percentage of open cases of children who have an allocated social worker - Children on the child protection register.	99.6%	99.5%	99.8%	99.7%	No data reported	100%	
44	SCC/013bi (SID)	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%	0.2%	No data reported	0%	
45	SCC/030a (PAM) 	The percentage of young carers known to Social Services who were assessed.	100.0%	100.0%	100%	92.3%	No data reported	100%	
46	SCC/041b (SID)	The percentage of eligible, relevant and former relevant children that have been allocated a personal advisor.	52.0%	77.8%	96.0%	96.3%	No data reported	100%	
47	SCC/044a (SID)	The percentage of children looked after who were permanently excluded from school during the previous academic year	0%	0%	0%	0%	No data reported	0%	
48	SCC/010 (SID)	<b>Priority Measure:</b> The percentage of referrals that are re-referrals within 12 months.	24.8%	27.5%	35.9%	27.0%	36.9%	23.3%	





No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>4. Social Care – Children’s Services - Continued</b>									
49	SCC/021 (SID)	<b>Priority Measure:</b> The percentage of looked after children reviews carried out within statutory timescales during the year.	70.7%	62.5%	69.2%	91.9%	58.4%	92.9%	↑
50	SCC/025 (PAM) 21 <sup>st</sup>	<b>Priority Measure:</b> The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	59.1%	52.7%	68.3%	83.0%	61.0%	86.0%	↑
51	SCC/042a (SID)	<b>Priority Measure:</b> The percentage of initial assessments completed within 7 working days.	54.6%	40.4%	38.1%	73.1%	33.4%	77.7%	↑
52	SCC/043a (SID)	<b>Priority Measure:</b> The percentage of required core assessments completed within 35 working days.	No data	No data	48.7%	76.6%	39.0%	69.3%	↑
53	SCC/001b (SID)	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%	87.7%	69.5%	91.7%	90.1%	93.7%	↑
54	SCC/006 (SID)	The percentage of referrals during the year on which a decision was made within 1 working day.	89.8%	89%	93.1%	97.2%	91.6%	96.9%	↑
55	SCC/007a (SID)	The percentage of referrals during the year that were allocated to a social worker for initial assessment.	33.6%	49.0%	48.5%	63.8%	48.6%	91.8%	↑
56	SCC/007b (SID)	The percentage of referrals during the year that were allocated to someone other than a social worker for initial assessment.	12.4%	14.7%	6.3%	8.3%	7.1%	6.2%	↑
57	SCC/014 (SID)	The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion.	63.3%	60.4%	67.8%	87.4%	66.2%	95.3%	↑
58	SCC/015 (SID)	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%	84.6%	82.3%	88.4%	86.8%	88.7%	↑

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>4. Social Care – Children’s Services - Continued</b>									
59	SCC/024 (SID)	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%	42.3%	63.6%	65.0%	50.5%	87.0%	↑
60	SCC/034 (SID)	The percentage of child protection reviews carried out within statutory timescales during the year.	93.2%	90.7%	87.2%	96.1%	88.4%	99.4%	↑
61	SCC/042b (SID)	The average time taken to complete initial assessments that took longer than 7 working days to complete.	22.4	33	30	20	30	18.3	↑
62	SCC/43b (SID)	The average time taken to complete those required core assessments that took longer than 35 days.	No data	No data	68	65	77.2	48.7	↑
63	SCC/011a (PAM) 	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%	67.4%	79.2%	75.4%	72.5%	70.9%	▼
	SCC/011b (NSI) 	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%	42.1%	43.1%	37.5%	42.0%	39.2%	↓
64	<p>An audit of all initial assessments completed between 1st October – 31st December is being undertaken to consider the reasons as to why performance in this area has decreased. The initial findings indicate that the reduction in the number of children seen alone relates predominantly to the implementation in the use of ‘desk top’ initial assessments.</p> <p>A “desk top” Initial Assessment is a brief assessment that is undertaken as a mechanism for initiating Child Protection Procedures. This process is in line with the All Wales Child Protection Procedures and has been established as part of the recent review and changes to the child protection procedures within the service. Although the introduction of the “desk top” Initial Assessment does not require the child to be seen, it is expected that the child is seen / seen alone as part of the resulting Child Protection process. As this is a recent change in practice it would not have been in place when last year’s performance was reported.</p> <p>In terms of our performance, if these “desk top” assessments were to be excluded from the calculation of this PI, then performance in this area would show an overall improvement when compared to the same period last year.</p>								



No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>4. Social Care – Children’s Services - Continued</b>									
65	Local	<b>Priority Measure:</b> The percentage of child protection visits undertaken within 6 weeks. .	N/a New	N/a New	N/a New		N/a New	99.6%	—
66	Local	<b>Priority Measure:</b> The percentage of qualified and unqualified workers that receive supervision within 28 calendar days.	N/a New	N/a New	N/a New		N/a New	82.9%	—
67	SCC/007c (SID)	The percentage of referrals during the year that did not proceed to allocation for initial assessment.	53.9%	36.2%	45.2%	28.0%	44.3%	1.9%	—
68	SCC/013aii (SID)	The percentage of open cases of children who have an allocated social worker - Children looked after.	97.7%	97.7%	95.2%	94.9%	No data reported	99.1%	—
69	SCC/013aiii (SID)	The percentage of open cases of children who have an allocated social worker - Children in need.	53.7%	58.2%	66.3%	74.5%	No data reported	65.4%	—
70	SCC/013bii (SID)	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%	1.4%	0.6%	4.4%	No data reported	0.9%	—
71	SCC/013biii (SID)	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%	35.4%	29.4%	21.0%	No data reported	31.1%	—
72	SCC/030b (SID)	The percentage of young carers known to Social Services who were provided with a service.	77.8%	84.8%	84.2%	89.4%	No data reported	65.2%	—
73	SCC/041a (NSI) 	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	52.0%	44.4%	20.0%	89.5%	No data reported	40.0%	—

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>4. Social Care – Children’s Services – Continued</b>									
74	SCC/044b (SID)	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	4.7	3.8	6.3	No data reported	4.0	—
75	SCC/40 (SID)	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	System under development		90.1%	No data reported	92.1%	—
76	SCC/045 (PAM)	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	System under development		86.4%	System under development		—
77	SCC/002 (NSI) 	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%	10.4%	15.8%	13.7%	<b>Reported Annually</b>		
78	SCC/004 (NSI/PAM) 	The percentage of children looked after on 31 March who have had three or more placements during the year.	8.5%	6.4%	8.7%	9.4%	<b>Reported Annually</b>		
79	SCC/022a (SID)	The percentage attendance of looked after pupils whilst in care in primary schools.	94.7%	94%	90.1%	94.4%	<b>Reported Annually</b>		
80	SCC/022b (SID)	The percentage attendance of looked after pupils whilst in care in secondary schools.	91.1%	90.3%	83.8%	90.6%	<b>Reported Annually</b>		



No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>4. Social Care – Children’s Services - Continued</b>									
81	SCC/033d (NSI) 	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	84.0%	77.8%	72.2%	93.4%			<b>Reported Annually</b>
82	SCC/033e (NSI) 	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%	90.5%	92.3%	93.2%			<b>Reported Annually</b>
83	SCC/033f (NSI) 	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%	57.1%	46.2%	56.4%			<b>Reported Annually</b>
84	SCC/035 (SID)	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%	68.75%	52.9%	46.1%			<b>Reported Annually</b>
85	SCC/036 (SID)	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%	10.0%	33.3%	30.4%			<b>Reported Annually</b>
86	SCC/037 (NSI) 	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	197	250	162	221			<b>Reported Annually</b>

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>5. Social Care - Adults Services</b>									
87	SCA/018a (PAM) Joint 1 <sup>st</sup>	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%	100.0%	100.0%	86.8%	100%	100%	😊
88	SCA/001 (NSI) 17 <sup>h</sup>	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	14.83	9.81	5.97	4.57	5.56	3.08	↑
89	SCA/002b (NSI) 19 <sup>h</sup>	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	25.7	23.36	20.63	23.93	23.01	↑
90	SCA/003a (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 18-64.	88.4%	91.72%	91.17%	93.87%	91.12%	92.75%	↑
91	SCA/007 (NSI) 19 <sup>h</sup>	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	68.9%	79.1%	76.1%	80.9%	72.6%	74.8%	↑
92	SCA/019 (NSI/PAM) Joint 1 <sup>st</sup>	The percentage of adult protection referrals completed where the risk has been managed.	92.7%	92.7%	100.0%	91.84%	94.8%	99.0%	↑

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>5. Social Care – Adult Services – Continued</b>									
93	SCA/002a (NSI)  6 <sup>th</sup>	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	95.07	99.98	77.53	104.79	101.53	<b>v</b>
94	SCA/003b (SID)	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%	83.5%	85.56%	85.07%	<b>v</b>
95	SCA/018c (SID)	The percentage of carers of adult service users who were assessed during the year who were provided with a service.	24.5%	42.5%	44.6%	62.8%	47.5%	46.3%	<b>v</b>
96	SCA/020 (PAM)  19 <sup>th</sup>	The percentage of adult clients who are supported in the community during the year.	N/a	84.5%	82.6%	86.2%	87.36%	87.2%	<b>v</b>
97	SCA/018b (SID)	The percentage of carers of adult service users who had an assessment in their own right during the year.	10.6%	16.2%	23.9%	38.7%	20.2%	17.82%	<b>↓</b>
	Of the 303 carers who were offered an assessment or review during the 1st April 2013 to 31st December 2013, 54 had an actual assessment or review. This compares with 292 carers who were offered an assessment or review during the same period last year where 59 had an actual assessment or review. It is worth noting that only a small number of carers actually accept the offer of an assessment. We have increased staff capacity in the Carer's Service which should result in a rise in the number of assessments completed.								

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>6. Housing – Homelessness and Housing Advice</b>									
98	HHA/016 (SID)	The average number of days all homeless families with children spent in bed and breakfast accommodation.	3.0	0	0	22.25	0	0	😊
99	HHA/002 (SID)	The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless.	66	87.2	71	130	72	66.5	↑
100	HHA/008 (SID)	The percentage of homeless presentations decided within 33 working days.	63.2%	79.3%	96.6%	88.7%	96.3%	98.0%	↑
101	HHA/017a (SID)	The average number of days that all homeless households spent in bed and breakfast accommodation	16.6	21.9	16.03	39.49	13.06	11.43	↑
102	HHA/013 (NSI/PAM) 2 <sup>nd</sup>	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	97.0%	97.5%	97.1%	62.6%	97.6%	95.0%	▼
103	HHA/017b SID	The average number of days that all homeless households spent in other forms of temporary accommodation.	72.0	99.8	111.97	125.99	88.52	100.36	↓
72 homelessness households spent time in other forms of temporary accommodation equating to a total of 7226 days, an average of 100.36. This performance reflects the ongoing difficulty to source suitable permanent accommodation for vulnerable households in the county borough for whom the Council has a statutory obligation to house.									


No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>7. Housing - Private Sector Renewal</b>									
104	PSR/002 (NSI/PAM) 8 <sup>th</sup>	The average number of calendar days taken to deliver a Disabled Facilities Grant.	680	531	244	271	233	197	↑
105	PSR/004 (NSI) 7 <sup>th</sup>	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%	18.10%	5.28%	5.11%	1.22%	31.56%	↑
106	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	681	525	233	268	218	192	↑
107	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	656	622	386	359	429	283	↑
108	PSR/007a (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	2.5%	1.7%	1.7%	37.3%	1.4%	1.4%	↔
109	PSR/007b (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have been issued with a conditional license.	0%	0%	0%	16.5%	0%	0%	—
110	PSR/007c (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Are subject to enforcement activity.	4.3%	0%	0%	3.1%	0.2%	0.2%	—

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>8. Planning and Regulatory Services - Public Protection</b>									
111	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	100%	100%	96%	59%	69%	↑
112	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%	100%	100%	100%	66%	67%	↑
113	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	76.9%	100%	90%	79.5%	40%	73%	↑
114	PPN/008ii (SID)	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%	93%	56%	83%	54%	66%	↑
115	PPN/009 (PAM) <b>20<sup>th</sup></b>	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	78.2%	87.03%	83.02%	86.63%	88.03%	90.1%	↑
116	PPN/008i (SID)	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%	70%	60%	55%	57%	55%	▼
	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	100%	100%	99%	99%	60%	53%	↓
117	Out of a possible 335 high risk food businesses that were to be inspected during the year, 178 were carried out in this period. We have set our target for this Performance indicator at 80% for this year, which enables us to target premises in category D (those properties which are deemed not as high a risk as categories A-C, but have not been visited for some time, and could have therefore moved into the higher risk categories). Extra resource is now being utilised to ensure that we get as close to our 80% target by the end of year as is possible.								



No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>8. Planning and Regulatory Services – Public Protection - Continued</b>									
118	PPN/001iv (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Health and Safety	100%	100%	100%	99%	100%	57%	↓
	Out of a possible 7 high risk businesses that were liable to a programme inspection for Health & Safety during the year, 4 were inspected during this period. We have inspected those premises that were due for inspection. The remaining 3 premises will be visited before the end of the financial year, ensuring 100% performance.								
119	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	79.8%	73.3%	70.4%	79.1%	75%	71%	↓
	Of the 69 significant breaches that required rectification during the year, 49 were rectified by intervention for Trading Standards during the period. This compares to 75% for the same period last year. The section has made significant inroads in ensuring that they record rectification correctly, ensuring it gets credit for the work done. The review process also enables the supervisors monitor progress on cases and helps guide officers on work priorities. Rectification of non compliance is high on the service's list of priorities. This figure would be higher, were it not for some ongoing cases, specifically investigations following Neath Fair, the sunbed safety survey and a number of retail premises including used car dealers. The second hand car trade has been identified as one of the largest sources of consumer detriment. Some investigations can be resolved quickly, however Trading Standards investigations can last for months if not years. Investigations cannot be completed to meet a performance indicator, but as and when the officer concerned has sufficient evidence to resolve the issue in question properly and professionally within the resources available within the statutory time limit. The officer would be more concerned were no infringements reported, as this would indicate the department was not carrying out their duties correctly. This figure is likely to fluctuate as infringements are detected through the year, however it will never reach 100% rectification.								
120	PPN/008iii (SID)	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%	100%	44%	53%	75%	50%	↓
	Only 2 new businesses were identified by Animal Health. 1 new businesses was subject to a risk assessment visit or returned a self-assessment questionnaire for this period.								

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>9. Planning and Regulatory Services – Planning</b>									
121	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	95.1%	95.3%	98.0%	83.3%	93%	93.2%	↑
122	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	96.7%	95%	96.6%	90.5%	96.7%	94.9%	▼
123	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	72.7%	77.9%	75.5%	61.5%	77%	74.2%	▼
124	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	74.6%	82.9%	83.5%	69.8%	81%	74.2%	↓
<p>The percentage of all other planning applications determined during the year within 8 weeks (PLA/004d) shows a 7% decrease during quarter 3 against the same period in the preceding year, when NPT was ranked first out of all 22 local authorities in the Welsh Government performance tables. A Team Leader vacancy since Summer 2013 contributed to this small dip in performance, as has the type and complexity of applications dealt with during the period. Nevertheless NPT remains within the upper quartile of high performing Authorities for this indicator.</p> <p>The percentage of minor planning applications determined during the year within 8 weeks (PLA/004b) has also shown a slight decrease from 77% to 74%, which again is indicative of the staffing issues referred to above. The recent reorganisation in the Development Management team has sought to address the team structure, following which efforts will continue to set the highest standards for service delivery in seeking to reclaim its number one position within the performance tables produced by the Welsh Government.</p>									
125	PLA/M001 (Local)	Average time taken from receipt of application to validation of application -days	N/a New	N/a New	N/a New		N/a New	30.07	—
126	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	N/a New	N/a New	N/a New		N/a New	86.9	—
127	PLA/M003 (Local)	Percentage of applications where the quality of the development has been improved (following negotiation by the case officer either at pre-application stage or during the course of the application).	N/a New	N/a New	N/a New		N/a New	35.4%	—







No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>9. Planning and Regulatory Services – Planning Con't</b>									
128	PLAM/004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	N/a New	N/a New	N/a New		N/a New	25%	—
129	PLA/006(b) (NSI/PAM) 	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	34%	27%	45%	Reported Annually		
<b>10. Planning and Regulatory Services – Building Control</b>									
130	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	98.4%	95.5%	97%	95%	92.9%	98.8%	↑
131	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	98.4%	98.2%	96.1%	91.9%	100%	98.8%	▼
<b>11. Economic Development</b>									
132	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	N/a	120	137		75	176	↑
133	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	N/a	100	349		268	318	↑
134	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	N/a	300	651		456	496	↑

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>12. Corporate Health – Asset Management</b>									
135	CAM//001bi (SID)	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%	21.1%	19.4%	9.7%	<b>Reported Annually</b>		
136	CAM/001 biii (SID)	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%	21.7%	20.7%	37.0%			
137	CAM/001bii (SID)	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%	57.1%	59.9%	53.3%			
138	CAM/001ai (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	8.4%	8.4%	7.1%	16.8%			
139	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	36.9%	39.8%	35.0%	56.2%			
140	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	44.20%	41.04%	46.21%	23.7%			
141	CAM/001aiv (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	10.5%	10.8%	11.7%	3.3%			

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>13. Leisure and Libraries</b>									
142	LCS/002(b) (NSI) 	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	5,589	5,839	8,864	3,959	4,334	↑
143	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	4,207	4,218	4,146	4,780	3,080	3,170	↑
144	LCL/001(b) (NSI) 	The number of people using Public Libraries during the year, per 1,000 population.	6,754	6,926	6,831	5,968	5,142	5,124	▼
145	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	68%	69%	78%	69%	<b>Reported Annually</b>		
146	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	8	8	8	9	<b>Reported Annually</b>		
147	LCL/002b (SID)	The percentage of available computer hours, in use.	48%	49%	46%	38%	<b>Reported Annually</b>		

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>14. Environment &amp; Transport – Waste Management</b>									
148	WMT/009b (NSI/PAM) 19 <sup>h</sup>	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%	41.83%	48.33%	52.26%	49.38%	54.21%	↑
149	WMT/004b (NSI/PAM) 2 <sup>nd</sup>	The percentage of municipal waste collected by local authorities sent to landfill.	25.77%	28.3%	20.3%	41.03%	17.17%	14.8%	↑
150	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	26.9%	28.19%	34.92%	32.11%	34.67%	37.82%	↑
151	WMT/010iii (SID)	The percentage of local authority municipal waste: Collected as source segregated biowastes and composted or treated biologically in another way.	13.9%	13.46%	13.27%	18.24%	14.57%	16.23%	↑
152	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.45%	0.18%	0.15%	1.91%	0.14%	016%	↑
153	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	26.03%	22.2%	27.54%	4.63%	31.37%	24.8%	↓
The reduced performance level in respect of this indicator is due to changes in the operation at the Materials Recovery and Energy Centre, where the on-site incineration equipment has been mothballed by the company. Performance in future quarters will therefore also show a lower level of performance.									

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>15. Environment &amp; Transport – Transport and Highways</b>									
154	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.90	2.34	1.94	4.30	1.93	1.65	↑
155	THS/007 (NSI) 	The percentage of adults aged 60 or over who hold a concessionary bus pass.	86.8%	89.1%	91.8%	84.8%	90.47%	88.9%	v
156	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	6.3%	7.3%	6.7%	7.5%	<b>Reported Annually</b>		
157	THS/012 (PAM) 	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	N/a	8.26%	8.0%	13.4%	<b>Reported Annually</b>		
158	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	8.5%	8.8%	7.9%	5.3%	<b>Reported Annually</b>		
159	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	7.1%	8.1%	9.6%	18.8%	<b>Reported Annually</b>		

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	2012/13 Actual	All Wales 2012/13	Quarter 3 2012/13	Quarter 3 2013/14	Direction of Improvement
<b>16. Environment &amp; Transport - Countryside Management</b>									
160	CMT/001 (SID)	The percentage of total length of 'Rights of Way' which are easy to use by members of the public.	59.9%	60%	68%	54%	Data reported twice a year in Qtr 2 & Qtr 4.		—
<b>17. Environment &amp; Transport - Street Scene</b>									
161	STS/005a (SID)	The cleanliness Index.	68.2	69	70	72	Reported Annually		
162	STS/006 (NSI) 	The percentage of reported fly tipping incidents cleared within 5 working days.	84.17%	96.57%	95.25%	92.16%	Reported Annually		
163	STS/005b (PAM) 	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	92%	90%	83%	95.8%	Reported Annually		

## **Part 1, Section B, Item 2**

### **OFFICER URGENCY ACTION**

The following urgency matter has been determined by the Head of Corporate Strategy and Democratic Services in consultation with the requisite Members, for immediate implementation. There is no call-in of this matter.

**Urgency Action No. 0025**

**Date: 15<sup>th</sup> January 2014**

**Re: Pontardawe One Stop Shop – Outcome of Public Consultation – Final Recommendations for Change**

**RESOLVED:** That, following presentation made by the Head of Corporate Strategy and Democratic Services at the Policy and Resources Scrutiny meeting on the 16<sup>th</sup> January, 2014 the following recommendations have been implemented:

#### **Recommendations:**

1. To implement the following alternative service delivery arrangements at the Pontardawe One Stop Shop as outlined in the Policy and Resources Scrutiny/ Cabinet Board report dated 14<sup>th</sup> November 2013:
  - i) All of the services currently provided by Customer Services be delivered by the Library staff within existing Library budgets. The exception to this is Council Tax enquiries which will be dealt with by Housing Benefit officers at the location and complex Blue Badge enquiries will continue to be dealt with by Customer Services officers but by appointment.
  - ii) Cashiers Service – Alternative means of payment be offered to customers and that the cashier facility then closes.
  - iii) Housing Benefits – The service is provided 2 days per week rather than the existing three days per week and is operated on the same days that NPT Homes operate.
  - iv) A 6 month pilot project is initiated bringing together a number of other local agencies in the Pontardawe One Stop Shop who offer welfare benefits advice; money management advice; digital inclusion support; CV writing and job search services.

2. A Communications and Engagement Plan is developed to ensure the local community are aware of the enhanced service provision and the additional services being made available in Pontardawe.
3. A progress report is presented by the Head of Corporate Strategy and Democratic Services to Policy and Resources Scrutiny/Cabinet Board mid-way through the 6 month pilot to update Members on progress.