

**POLICY & RESOURCES
CABINET BOARD**

19th NOVEMBER 2009

CHIEF EXECUTIVE'S OFFICE

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

K.JONES

INDEX OF REPORT ITEMS

PART 1. Doc Code: PRB-191109-REP-CE-KJ

SECTION B – MATTERS FOR INFORMATION		
Report Item	Page Nos	Wards Affected
1. Improvement Agreements	2 - 4	All
SECTION C – MATTERS FOR MONITORING		
2. Quarterly Performance Indicator Data – Overview.	8 - 37	All

Part 2, Section B , Item 1

IMPROVEMENT AGREEMENT

Purpose of Report

To inform Members that the full Improvement Agreement Grant of £1.484 million has been awarded to Neath Port Talbot County Borough Council for 2009-2010 on the basis of achievements made in 2008-2009.

Background

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

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

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

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

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

£1.484 million grant is available to the Council in each year of the agreement. Grant payment in 2008-09 was to be made provided the Welsh

Assembly Government and the Council signed off the Agreement by the end of December 2008. This was achieved and has previously been reported to Members.

In 2009-10, grant will be paid on the basis of achievements made in 2008-09 and in 2010-11, grant will be paid on the basis of achievements in 2009-10. Unlike the Policy Agreement, the arrangements for payment under the Improvement Agreement gives the Welsh Assembly Government scope to reduce payments in the event of unsatisfactory levels of performance.

Outcome of Improvement Agreement for 2009-2010

A covering e-mail from the Welsh Assembly Government states the following “Thank you for the submission of your Improvement Agreement self assessment and the WAO report. I am pleased to confirm that we have now undertaken the final assessment and based on this you will be awarded your 100% IA grant award of £1,484,000. Congratulations and thank you so much for your cooperation and hard work in finalising your IA report”.

Attached as appendix 1 is the letter from the Wales Audit Office. An extract from their statement reads “ Based on the information and evidence I have reviewed, I am satisfied that Neath Port Talbot County Borough Council has achieved the majority of its milestones and targets as set out in each of the outcomes included in the Improvement Agreements.”

Neath Port Talbot County Borough Council were one of the few authorities to use the Ffynnon system as a supporting database to report how the authority achieved its Improvement Agreement actions and measures for 2008-2009. Initially this process was a complicated process as it had not been done before. The Ffynnon system was used to produce dashboards to provide an overall self assessment summary of our performance. During a recent South West Wales Ffynnon group meeting a representative chairing the meeting from Ffynnon commented that of the authorities who had used the Ffynnon system to report progress against the Improvement Agreement, the Wales Audit Office and Welsh Assembly Government were most impressed by the layout and presentation and use of Ffynnon by our Authority.

It should also be noted that all relevant service areas have worked hard to ensure that overall achievements made in 2008-2009 against the

Improvement Agreement enable the council to both improve outcomes in key service areas, but also to draw down the full amount of available grant.

List of Background Papers

Prospectus Letter from Welsh Assembly Government re: Developing Improvement Agreements

Wards Affected

All

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Appendices

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

Appendix 2 – Confirmation Letter from Brian Gibbons AM re: allocation of grant funding.

Part 1, Section C, Item 2

QUARTERLY PERFORMANCE INDICATOR DATA - OVERVIEW

Purpose of Report:

To report the Performance Indicator results for the period 1st April 2009 to 30th September 2009, with explanatory remarks, where performance has missed targets by more than 5%.

Background

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

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

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

Target 102 Actual 92.99

Performance has seen a slight decrease from the previous quarters due to a reduction in the number of domiciliary and homecare packages as a result of the HEAT(Home Enabling Assessment Team) reducing the need for long-term packages of care.

SCA/007 **The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.**

Target 75% Actual 72.07%

Figures included in the calculation are for residential and domiciliary clients only. Mental Health and Community Support Team activity is supplied on an annual basis and will have a positive effect on performance.

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

Target 390 Actual 367

There are no concerns with performance for this indicator. There has been an increase, on the previous quarter, on actual numbers receiving a direct payment from 130 to 137; however, mid-year population estimates have been updated and has resulted in a downturn in the rate.

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

Target 5.2 Actual 4.66

See explanation SCA/002a. Members should note that performance overall for all client groups under 64 is meeting the set target.

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

Target 90% Actual 82.4%

Performance has seen a decrease due to staffing pressures within the Occupational Therapy Team. Performance will continue to be monitored closely. This service is currently undertaking a systems thinking review.

Social Care - Children's Services

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

Target 95% Actual 73.7%

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

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

ii) Children looked after

Target 2% Actual 3.4%

Although performance for this element of the PI is outside target, overall the performance indicator demonstrates the distribution of work as appropriate.

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

Target 100% Actual 88.3%

Performance is below the target set and is again due to the significant rise in the number of looked after children in the last 6 months.

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

Target 75% Actual 42.8%

Performance continues to be below the set target. Strategies for future improvements have been initiated to improve performance.

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

Target 95% Actual 77.2%

This continues to be a challenging area; however, performance (77.2%) continues on an upward path (2008/09 – 73.2%).

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

Target 95% Actual 82.1%

SCC/033c **c) The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19.**

Target 60% Actual 56.5%

Performance in relation to care leavers (SCC/033a & c) have failed to reach the set target reflects the cohort of young people that the directorate is currently working with at this present time. There are young people the directorate is in contact with, however, not within the prescribed timescales. Part b of the indicator shows good performance and is above 2008/09 (90.9).

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

a) have pathway plans as required,

Target 100% Actual 85.7%

b) have been allocated a personal advisor

Target 85% Actual 71.4%

The percentage of eligible, relevant and former relevant children that have (a) pathway plans and (b) are below target set for 2009/10 due to the pressures currently being experienced by the team. Members should note that although all young people have a social worker, not all have a Young People Advisor and social workers are carrying out these duties.

SCC/042 **a) The percentage of initial assessments completed within 7 working days**

Target 80% Actual 71.4%

Performance is reliant on several timeline requirements for the completion of Core Assessments, the system has not yet been developed to report on all three of the timeline criteria's. Reporting on one of these criteria's however, is producing evidence that our performance is generally improving. We anticipate the system will be further developed over the year. Systems have been developed and this will allow reporting to follow soon.

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

Target 10 Actual 15.4

Please refer to above comment SCC/042a.

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

Target 45 Actual 60.9

Core assessments carried out within 35 working days and average times over 35 working days continues to show some improvements. There are several timeline requirements for the completion of core assessments and the system has yet to be developed to report all three timeline criteria.

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

Target 15% Actual 11.91%

This indicator relates to the collection of garden waste which is done through kerbside collection and the public's use of Civic Amenity sites. Ultimately the Authority can only collect what the public present for collection etc and it is possible that the 15% target for this indicator (which is set by the Welsh Assembly Government) is simply too high.

This issue will be most obvious in the 3rd and 4th quarters in the autumn/winter period as tonnages always drop significantly due to seasonal issues, therefore it is unlikely that the target will be achieved this year. This issue is likely to be the same for the other Local Authorities.

Planning & Regulatory Services – Planning
PLA/003 The percentage of appeals determined that upheld the authority's decision, in relation to: planning application decisions and enforcement notices.

Target 66% Actual 62.5%

The Authority has been unable to defend some appeals on a range of different topics. The figures are perhaps higher than they would normally be as a number of appeals were submitted by a group of neighbours within the same residential development for the extension of their curtilage outside settlement limits. These figures do not demonstrate any failings in the decision making processes.

PLA/004 **d) % of all other planning applications determined during the year within 8 weeks**

Target 70% Actual 65%

There have been a number of complicated applications within this category which have taken longer to determine than anticipated.

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

Target 20% Actual 0%

There were no determined applications which were subject to EIA.

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

Target 60% Actual 45.88%

Whilst there are three enforcement officers within the structure, one post is frozen and one officer is on long term sick, therefore only one officer is covering the whole Borough. Whilst planning officers and assistant planners are trying to help it isn't possible to provide a comprehensive service with only one enforcement officer in post.

List of Background Papers:

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

Wards Affected:

All

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Appendices

Quarterly Performance Management Data Overview Report –
1st April 2009 – 30th September 2009 – *Appendix 1*

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

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

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



Denotes data that is only available on an annual basis.



Denotes that no Wales Average data is available.

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

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

(L) Local Performance Indicator set by the Council.

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

NA Not applicable (no requirement to collect data).

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

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

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

(P) – provisional data not yet published by the WAG

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

Data relates to the calendar year 2009

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

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

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

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

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

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

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

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

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

Note: Data in Bold is “best estimate” at time of collection.

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

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

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

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

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

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

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

Surveys undertaken twice a year.

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

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

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