

POLICY & RESOURCES CABINET BOARD

26TH MARCH 2009

CHIEF EXECUTIVE'S OFFICE

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

K. JONES

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IMPROVEMENT AGREEMENT

Purpose of Report

To advise Members of the current position relating to the Improvement Agreement initiative.

Background

At a meeting of Cabinet on 18th December 2008, the following decision was agreed:

"That the Draft Improvement Agreement report be submitted to the Welsh Assembly Government subject to delegated authority being given to the Head of Change Management and Innovation to make amendments to the document as required."

Improvement Agreements

For Members' benefit, information about Improvement Agreements is provided as follows:

In June 2008 the Welsh Assembly Government wrote to all local authorities in Wales confirming their intention to develop Improvement Agreements with each council, as a successor to the old 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 must connect to the broad framework of “One Wales”. The Council needs 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 must indicate how progress will be monitored and identify the sources of evidence that will be used to demonstrate achievements. Unlike the Policy Agreement, sources of evidence do 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 can all be included.

£1.49 million grant is available in each year of the Agreement. Grant payment in 2008-09 will be made provided the Welsh Assembly Government and the Council sign off the Agreement by the end of December 2008. 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 Improvement Agreements gives the Welsh Assembly Government scope to reduce payments in the event of unsatisfactory levels of performance.

The eight outcomes i.e., two for each of the “One Wales” themes described above, which were selected for inclusion in the Agreement are:

- Supporting Carers
- Enabling older and disabled people to live in the community with increased levels of independence
- Improving access to play, culture and sporting opportunities for all young people
- Improving the quality of care provision for looked after children
- Reducing waste to landfill and preventing greenhouse gas emissions
- Ensuring council housing meets the Welsh Housing Quality Standard
- Reducing the number of homes which are fuel poor
- Stimulating local business opportunities

Three meetings have been held with officials from the Welsh Assembly Government to date to discuss the emerging agreement. In the most recent meeting (at which Wales Audit Office personnel were present), the officials confirmed that the areas selected for inclusion were appropriate and that the content of the agreement, subject to final amendments, would be acceptable.

The Improvement Agreement for Neath Port Talbot County Borough Council is attached at Appendix 1.

Note: Amendments were made to the agreed document in accordance with Cabinet's decision as described above. For Members benefit these changes have been highlighted in bold within the attached document.

I am pleased to advise Members that following consideration by the Assembly Government, the Authority's Agreement has been approved and the 2008/09 grant allocation of £1,493,548 - which is unhypothecated - has been received.

Monitoring the Improvement Agreement

As described earlier in this report, the arrangements for paying incentive grants under Improvement Agreements gives the Welsh Assembly Government scope to reduce payments in the event of unsatisfactory levels of performance. It is therefore important that data collection systems are developed to ensure performance can be properly monitored and, when required, corrective action taken. To assist in this process, Council Officers are meeting with Welsh Assembly Government officials to discuss the monitoring arrangements.

List of Background Papers

"Developing Improvement Agreements" - Welsh Assembly Government letter and prospectus, June 20th 2008;

Executive Decision Record - Cabinet - 18th December, 2008.

Wards Affected

All

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Neath Port Talbot County Borough Council – Draft Improvement Agreement

<p><u>National Strategic Theme:</u></p> <p><u>A Healthy, Fair and Just Society – Children</u></p> <p><u>Lead Officer:</u></p> <p><i>Russell Ward</i></p>	<p><u>Local Context:</u></p> <p>In March 2007 Neath Port Talbot County Borough Council published the findings of its Youth Services Review. The aims of the review were to:</p> <ul style="list-style-type: none"> • Ensure that young people aged 7-18 are provided with every opportunity to participate in recreational and social activities which meet realistic expectations and which enables them to achieve active citizenship; and • To examine the facilities available, in both the statutory and non-statutory sectors, from the perspective of where individual children and young people are living. <p>The Youth Services Review identified that although there are a wide variety of opportunities for children and young people to participate in play, sport, leisure and cultural activities across Neath Port Talbot County Borough there were gaps in both provision and young people’s knowledge and accessibility to provision. It also recommended a new model of delivery for youth services through the establishment of 12 geographical zones and Zonal Practitioner Groups. The findings of the Review have been contextualised within the Children and Young People’s Plan as part of the Children and Young People’s Partnership’s commitment to the Welsh Assembly Government’s Core Aim 4 Play, Sport, Leisure and Culture.</p> <p>The Children and Young People’s Plan highlights challenges needing to be addressed including:</p> <ul style="list-style-type: none"> • Access to play and youth support provision for children and young people aged 8-13; • Obesity levels amongst children and young people which in Wales is higher than England and Scotland by the time they reach the age of 15; • Lack of access to opportunities for vulnerable children and young people particularly those that are disabled; • Lack of engagement of girls aged 11-16 in sport; • The proportion of young people that are insufficiently active between the ages of 15 and 24; • Lack of provision for young people aged 18-25; and • Insufficient provision available through the medium of Welsh.
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<p><u>WAG Outcome</u></p> <p>A high quality of life</p> <p><u>Local Outcome</u></p> <p>All young people have improved access to play, leisure, culture and sporting opportunities across the 12 geographical youth service zones in NPT</p>	<p><u>Reason for Selection:</u></p> <p>Accessibility to play, leisure, culture and sporting opportunities is being addressed through Core Aim 4 of the Children and Young People’s Plan with the focus being on increasing participation by particular groups of vulnerable and marginalised groups of young people in activities that increase their overall sense of well being. Increased participation by young people in play, leisure, culture and sporting activities impacts on a number of the other Core Aims within the Children and Young People Plan particularly in relation to educational attainment and achievement; health and well-being; anti social behaviour and youth unemployment. We have selected ‘improved access’ to play, leisure, culture and sporting opportunities as a priority outcome for our Improvement Agreement because increased participation will only be achieved through the successful development of the zonal model of youth service delivery. It is through the development of Zonal Practitioner Groups who will bring together information on all of the opportunities available to young people in a geographical area that young people will be aware of and able to easily access activities in play, leisure, sport and culture and therefore meet the aims of Core Aim 4 in the Children and Young People’s Plan. This satisfies the selection criteria of:</p> <ul style="list-style-type: none"> • Contributing to the local authority’s statutory responsibilities; • Meeting the known needs of young people; and • Addressing a weakness previously identified in relation to the youth services within the joint risk assessment.
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<u>Key actions/milestones:</u>	<u>Targets and Timescales:</u>
Establish Zonal Practitioner Groups in each of the 12 geographical zones in Neath Port Talbot	3 pilot zones (08/09) 9 zones (09/10)
Carry out audit of play, leisure, sporting and cultural opportunities available in each zone to determine all activities available for young people and to identify gaps in provision.	All zones by September 2009
Agree Zonal Action Plans with each practitioner group to address need and gaps in provision.	Pilot zones March 2009 All zones by December 2009
Develop consistent management information systems to support collection of data within the zones and across Neath Port Talbot.	December 2009
Publish a directory of opportunities and services and website for children and young people across Neath Port Talbot	April 2009
Identify accreditation opportunities across the wider curriculum available for young people through play, sport, leisure and culture.	April 2010
Develop an Accreditation and Awards service to support Zonal Practitioners to recognise the achievements of the young people accessing their services.	April 2011

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
% of young people aged 11-19 from all groups accessing play, leisure, culture and sporting activities Source: monthly statistical reports on participation rates and activities undertaken to zonal practitioner groups Quarterly aggregate data to Children and Young People's Partnership	17% (source - Youth Services Review)	17% (source - Youth Services Review)	18% of 11-19
Services to young people have improved Source: Quarterly meetings between youth council and elected members Bi monthly reports to the YPP from the Youth Services Review Implementation Group	n/a Note: Data to be obtained from "Perception Surveys" of approximately 60 Youth Council members	25% of youth council (to be reviewed when baseline available)	50% of youth council (to be reviewed when baseline available)
Number of 11-25 young people receiving accreditation and awards in youth services provision Source: annual achievement data collated by the YPP	2,649 (source - Estyn Self Assessment report)	5% increase on baseline	10% increase on baseline

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
% of young people that are members of statutory youth clubs Source: weekly attendance registers	To be developed	12% of 11-19 population (to be reviewed when baseline available)	15% of 11-19 population (to be reviewed when baseline available)
% of young people attending community based groups Source: weekly attendance registers	To be developed	10% of 11-25 population (to be reviewed when baseline available)	15% of 11-25 population (to be reviewed when baseline available)
% of 11-25 year olds in contact with the youth services within each zone Source: Monthly data provided at Zonal Practitioner Groups	To be developed	10% of 11-25 population (to be reviewed when baseline available)	15% of 11-25 population (to be reviewed when baseline available)
% of young people achieving Duke of Edinburgh Awards Source: DofE achievement at bronze, silver, gold	90% achievement rate overall 85% (was 95%) within school 5% outside of school	91% (was 90%) overall rate Maintain 85% within school, increase to 6% (was 5%) outside of school	92% (was 90%) overall rate Maintain 85% within school, increase to 7% outside of school
Number of young people achieving formal and non formal learning outcomes Source: annual audit of achievement by YPP	2,649 (source - Estyn Self Assessment report)	5% increase on baseline (2,781)	10% increase on baseline (2,914)

<p><u>National Strategic Theme:</u></p> <p><u>A Healthy, Fair and Just Society – Children</u></p> <p><u>Lead Officer:</u></p> <p><i>Julie Rzezniczek</i></p>	<p><u>Local Context:</u></p> <p>Neath Port Talbot County Borough Council looks after circa 315 children at any point in time and this figure has been stable for the last 2 years. Most looked after children have complex needs and represent some of the most vulnerable children and young people in the County Borough.</p> <p>Provision of Services to Looked After Children is regulated by legislation and standards are monitored through inspection and through a number of performance indicators. A multi-agency approach to delivery of support and services to looked after children is essential to meet the necessary standards and promote best outcomes for looked after children.</p> <p>Locally a Corporate Parenting Strategy has been developed to describe how Neath Port Talbot County Borough Council and its key partners intend to work together to improve outcomes for Looked After Children over the next three years.</p>
<p><u>WAG Outcome</u></p> <p>Provision of Care</p> <p><u>Local Outcome</u></p> <p>Looked After Children receive a higher quality provision of care</p>	<p><u>Reason for Selection:</u></p> <p>The Corporate Parenting Strategy has determined a number of actions for development locally and a Strategy Group has been established to take forward these recommendations.</p> <p>The 2008 Joint Review of Neath Port Talbot Social Services identified a number of areas for improvement, including assessment skills and family support services for disabled children and their families. See Joint Review Action Plan.</p> <p>Performance relating to a number of standards for looked after children require improvement.</p>

<u>Key actions/milestones:</u>	<u>Targets and Timescales:</u>
Employ Assessment Coach IROs auditing all new core assessments - Process already implemented, seeking full compliance Quality audit commissioned	June 2009 (was Dec 08) March 2010 March 2010
Corporate Parenting (Members) Group established and operational. A minimum of 20 looked after children per annum mentored by the Group	Established October 2008, operational ongoing from thereon. 2009-10
Family Support Services redesigned and recommissioned Re-provision of Residential Respite Unit operational Evidence of review outcomes being implemented	Review initiated 2008-09 Review completed March 2010 Project commenced 2009-2010 Following completion of review

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
<p>Social Work assessment skills improved resulting in better timeliness and quality of assessments, analysis and risk assessment.</p> <p>Leading to looked after children's needs met in a timely, appropriate and cost effective manner.</p> <p><u>See Joint Review Action Plan pages 2, -6.</u></p> <p>Source: Local Audit, Relevant PIs, IRO Audit</p>	<p>Joint Review 2008 outcome</p> <p>SCC/009 a & b a) 59.1 b) 72.0</p> <p>SCC/008 a & b a) 31.3 b) 34.0</p>	<p>SCC/009 a & b a) 70.0 b) 50.0</p> <p>SCC/008 a & b a) 60.0 b) 14.0</p>	<p>SCC/009 a & b a) 80.0 b) 45.0</p> <p>SCC/008 a & b a) 80.0 b) 10.0</p>
<p>Evidence that the child has been seen alone by a social worker when initial assessment took place (%)</p> <p>Source: quarterly performance monitoring reports</p>	<p>SCC/011b 50.5%</p>	<p>SCC/011b 65%</p>	<p>SCC/011b 68%</p>

<p><u>National Strategic Theme:</u></p> <p><u>A Healthy, Fair and Just Society - Adults</u></p> <p><u>Lead Officer:</u></p> <p><i>Tony Clements</i></p>	<p><u>Local Context:</u></p> <p>The Census undertaken in 2001 identified Neath Port Talbot as having 18,923 people who provided unpaid care, the highest number of Carers per local population in England and Wales. Included in this number are 2,640 carers who provide 20 – 49 hours care a week and 5,562 carers who provide care over 50+ hours a week.</p> <p>In Neath Port Talbot, 14% of people provide care. The Unitary Authority areas which had the highest rates of caring were those with the highest age standardised rates of disability and health rated as ‘not good’.</p> <p>Source: Census, April 2001, Office for National Statistics.</p>
<p><u>WAG Outcome</u></p> <p>Supporting our carers</p> <p><u>Local Outcome</u></p> <p>The needs of carers are more clearly understood and provided for</p>	<p><u>Reason for Selection:</u></p> <p>Support to unpaid carers is critical to achieving our key community care strategic objective of supporting as many older and disabled people at home for as long as possible.</p> <p>Neath Port Talbot Joint Carers Strategy aims to continuously improve the quality of life for carers and the people they care for.</p> <p>The Council’s recent Joint Review report identified as one of the priority areas for action – the need to improve support for carers by ensuring carers’ assessments are offered and completed and shortfalls in services are tackled.</p> <p>For carers who provide regular and substantial care, Carers Assessment can be the key to obtaining appropriate information, advice, support and services such as respite/breaks from caring. For unpaid carers who wish to provide support, carers’ assessment may result in outcomes which sustain them in the caring role.</p>

Reason for Selection (continued):

This satisfies the selection criteria of: -

- Contributing to the Council's Strategic Objectives
- Meeting known citizen needs

Addressing under-performance relative to the All-Wales Position.

<u>Key actions/milestones:</u>	<u>Targets and Timescales:</u>
Produce Carers Handbook	September 2008
Carry out an audit of the quality of completed carers' assessment, highlighting any patterns or trends.	By Jan 2009
Collate 'unmet' needs as recorded on carers assessment and feedback to commissioners.	By Jan 2009
Provide additional information to carers on their rights to carers assessment on NPT CBC Website.	By February 2009
All adult social work teams to have presentation/training on carers' assessment information.	By July 2009
Carry out qualitative survey of a representative sample of carers who have declined a carers assessment to identify 'barriers'.	By September 2009
Carry out qualitative survey with a representative sample of carers who have been offered a service as an outcome of carers assessment	By December 2009
Commence work on a new purpose built respite facility for adults with a learning disability	2009-10 start

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
Carers who provide 'regular and substantial care' are informed of their right to have a carers' assessment. Source: PI SCA/018a Quarterly Update Source: Unified Assessment Process	69.1%	90%	95%
Carers who provide 'regular and substantial' care agree to a carers assessment Source: SCA/018b Quarterly Update Source as above	6.2%	10%	30%
Levels of carers who have been provided with a service as a result of carers' assessment. (%) Source: SCA/018c Quarterly Update Source as above	To be set	50% Review once baseline available	55% Review once baseline available

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
Perception of carers on improvement in quality of life as a result of service provided as an outcome of carers assessment Source: Local measure Report based on Qualitative questionnaire sent to sample number of recipients. Annually	Joint Review questionnaire: Question 12 I think there is a good range of services to support carers (46% agree)	50% agree	55% agree
Carers directed to Social Services for cares assessment by non-statutory service. (Neath Port Talbot Carers Service) Source: Local measure NPT Carers Service Annual report Annually	35 carers per annum	40 carers per annum	50 carers per annum
Number of 'page visits' on carers pages (inc. carers assessment) information on NPT CBC Website Source: Local measure	3,000 (approx)	3,500 page visits	4,000 page visits

<p><u>National Strategic Theme:</u></p> <p><u>A Healthy, Fair and Just Society - Adults</u></p> <p><u>Lead Officer:</u></p> <p><i>Tony Clements</i></p>	<p><u>Local Context:</u></p> <p>As indicated in Neath Port Talbot’s Health, Social Care and Well Being Strategy 2008-2011, people living in Neath Port Talbot have shorter lives and poorer health than elsewhere in Wales. Some of the reasons relate to the way people choose to live their lives, for example, smoking, lack of exercise, poor diet. Other reasons include the situation that people live in. For example, poverty, poor housing and environmental factors, or the quality of the health and social care services that are available.</p> <p>For some people who are disabled, their quality of life is directly affected by their ability to access services in our communities and to secure more tailored support to enable them to live good quality lives, as independently as possible.</p> <p>Source: Neath Port Talbot Health, Social Care and Well Being Strategy 2008-2011</p>
<p><u>WAG Outcome</u></p> <p>Helped to live in the community</p> <p><u>Local Outcome</u></p> <p>Older and disabled people helped to live in the community with increased independence</p>	<p><u>Reason for Selection:</u></p> <p>As part of its vision for health, social care and well being, the Council wants to help more people who are disabled, ill or frail to live for longer in their own homes or communities. To do this we recognise that we must be able to meet a growing and diverse range of needs and that difficult decisions sometimes must be made on how resources are spent (H,SC&WB Strategy pages 7-8; also Improvement Plan page 58 Item 14 re. residential care assets).</p> <p>The recent Joint Review of Neath Port Talbot County Borough Council Social Services found that although the Council provides a very good range of services, there also remains a significant emphasis on more traditional forms of care and support, and some rebalancing in favour of services supporting independence will be necessary. Page 19 Action 4.</p> <p>In relation to delivering best value in Social Services, the Joint Review stated that the Council needs</p>

Reason for Selection (continued):

to ensure that commissioning strategy secure the right access to meet people needs, at an appropriate level of quality, at the best possible price (page 57).

We have selected ‘helped to live in the community’ as a priority outcome as it is a fundamental priority for our health, social care and well being strategy and reflects a key area of improvement highlighted by the recent Joint Review. We have added ‘with increased independence’ to the outcome descriptor, as this is seen as significant in ensuring good quality outcomes for older and disabled people, to enable greater confidence and empowerment for service recipients, alongside a clear social inclusion focus.

This satisfies the selection of criteria of:-

- Contributing to the Council’s Strategic Objectives
- Meeting known citizen needs.

Addressing under performance relative to the all Wales position (rate of older people supported in care homes)

<u>Key actions/milestones:</u>	<u>Targets and Timescales:</u>
Enabling more disabled people to gain employment:	
Presentation of COASTAL Convergence Fund to WAG and approval.	October 2008
Local COASTAL structure and operational arrangements agreed by Personnel Committee	August 2009 (was Jan 09)
COASTAL Service Established and fully operational.	December 2009 (was June 09)
Modernising residential care:	
Draft Health & Social Commissioning Strategy for Older People approved for consultation	November 2008
Laing & Buisson – undertake option appraisal re. modernising residential care and present 1 st stage report (identify demand, key options)	December 2008
Commissioning Strategy for Older People approved with Action Plan linking to Transformation agenda	April 2009 (was March 09)
Options for the future of residential care provision presented to Cabinet	April 2009
Full consultation on way forward for modernisation of residential care services	May-July 2009
Implementation Plan agreed regarding modernising residential care with key milestones	July 2009-December 2010
Modernising home care:	
Community Integrated Intermediate Care service established and operational	May 2009
New Block Contract arrangements established with independent providers to ensure appropriate geographic spread/availability throughout County Borough	May 2009
Recommendations on way forward re. next phase of reconfiguring home care services.	December 2009 (was Summer 09)

<u>Key actions/milestones:</u>	<u>Targets and Timescales:</u>
Modernising home care (continued)	
Full consultation on recommendation regarding the way forward for home care service	January - March 2010 (was Jul - Sept 09)
Implementation of the next phase of home care modernisation	April 2010-September 2011 (was Oct 09 - Dec 10)
Consultation on an ongoing basis with the Older Persons' Council to ensure change proposals are supported by older people	2008-09 and 2009-2010

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
<p>The rate of older people (aged 65 and over):</p> <p>(a) supported in the community per 1,000 population aged 65 or over at 31st March</p> <p>(b) where the authority supports in care homes per 1,000 population aged 65 or over.</p> <p>Source: Quarterly Monitoring Report Unified Assessment Process</p>	<p>SCA/002</p> <p>a) 104.75</p> <p>b) 26.18</p>	<p>SCA/002</p> <p>a)95.00 (due to revised eligibility criteria)</p> <p>b) 26.20*</p> <p>*Note: Given the increasing older person population and the inevitable time lag in seeing the impact of the transformation agenda, these targets are considered to be realistic</p>	<p>SCA/002</p> <p>a) 102.00</p> <p>b) 26.00*</p>
<p>The rate of disabled people (18-65) supported in the community per 1,000 population.</p> <p>Source: quarterly performance monitoring</p>	16.28	16.37	16.50
<p>The rate of older and disabled people provided with an episode of rehabilitation/reablement per 1,000 adult population</p> <p>Source: quarterly performance monitoring</p>	3.07	3.50	5.00

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
<p>Perception of older people as to how services are leading to a more independent life; make them feel part of the community; and provide help when needed the most Source: Local Measure Report based on qualitative questionnaire sent to sample of service users Bi-annual</p>	<p>Joint Review questionnaire: Help when needed most – 81% agree/strongly agree Helped to lead more independent life – 79% Feel part of the community – 72%</p>	<p>Maintain performance during period of significant service change</p>	<p>Maintain performance during period of significant service change and also aim to increase “feel part of the community” to 75%</p>
<p>The rate per 10,000 adults (aged 18+) supported in the community receive a direct payment. Source: Quarterly Monitoring Unified Assessment Process</p>	<p>340.25</p>	<p>342.00</p>	<p>350.00</p>

<p><u>National Strategic Theme:</u></p> <p><u>Sustainable Communities</u></p> <p><u>Lead Officer:</u></p> <p><i>Mike Roberts</i></p>	<p><u>Local Context:</u></p> <p>Neath Port Talbot County Borough Council Waste Services aim to meet or better the statutory annual landfill allowances for Biodegradable Municipal Waste (BMW) that can be landfilled each year.</p> <p>Also, reference 2008/09 Improvement Plan (Page 51, Items 8 &9).</p>
<p><u>WAG Outcome</u></p> <p>Reducing our carbon footprint</p> <p><u>Local Outcome</u></p> <p>Reduction of waste to landfill and prevention of greenhouse gas emissions</p>	<p><u>Reason for Selection:</u></p> <ul style="list-style-type: none"> • To meet statutory obligations for the reduction of BMW to landfill. • To address EU landfill directive targets. • To address global warming agenda.

<u>Key actions/milestones:</u>	<u>Targets and Timescales:</u>
<p>Introduction of food waste collection service to 10,000 households (as part of phased introduction to all households in NPTCBC)</p> <p>The collection and treatment of this waste will divert BMW from landfill and prevent green house gas emissions.</p> <p>Key actions</p> <ul style="list-style-type: none"> • Procurement of food storage containers i.e. sacks, and bins. • Preparation of education literature • Roll out to 10000 households • Commence collection • Measure outcome i.e. tonnage of kitchen waste diverted • Participation/ user survey 	<p>Jan-March 09</p> <p>Jan-Feb 09</p> <p>April-June 09</p> <p>May 09</p> <p>Sept 09</p> <p>Oct 09</p>

<u>Key actions/milestones:</u>	<u>Targets and Timescales:</u>
<p>Improvement to waste treatment through development of waste transfer station at Briton ferry Household Waste and Recycling Centre</p> <p>This will entail the future ability to segregate more difficult types of household waste which could then be segregated. This would include street cleansing waste and fly tipped waste.</p> <p>Key actions:</p> <ul style="list-style-type: none"> • Preparation of detailed plans • Preparation / submission and determination of EA licence application • Construction • Commence operation • Measure outcome i.e. tonnage of waste diverted from landfill 	<p>Dec 08</p> <p>Jan –May 09</p> <p>June – Sept 09</p> <p>Oct 09</p> <p>Dec 09</p>

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
Reduction in BMW sent to landfill Source: Evidence by environment agency statistics	Actual 29,249	Environment Agency /WAG published BMW landfill allowance/target Currently 45,908 Neath Port Talbot Target 28,000	Environment Agency /WAG published BMW landfill allowance/target Currently 40,548 Neath Port Talbot Target 27,000
Reduction in overall waste to landfill Source: As above	Total Municipal Waste Collected 86,718 Actual waste landfilled 45,602	Target waste to landfill 43,000	Target waste to landfill 41,000
EA /WAG waste dataflow performance reporting procedure that indicates a reduction in tonnage to landfill National measures- Quarterly	As above	As above	As above

<p><u>National Strategic Theme:</u></p> <p><u>Sustainable Communities</u></p> <p><u>Lead Officer:</u></p> <p><i>Robert Rees</i></p>	<p><u>Local Context:</u></p> <p>The Council's housing stock must meet the Welsh Housing quality Standard. The Welsh Housing Quality Standard sets a level of quality and modernization to ensure Council provide the tenants with good quality housing at an affordable cost. At present nearly all the councils Housing Stock fails to meet the standard in some respects. An option appraisal carried out by consultants has also concluded that the Council will not be able to meet the Standard utilizing the projected capital and revenue finances likely to be available to it. The Option appraisal not only highlighted these issues but also indicated the opportunities for economic development and community regeneration which would arise from meeting the Standard. These opportunities could have an impact on a number of objectives including reducing poverty, improving the health and well being of residents and community empowerment.</p>
<p><u>WAG Outcome</u></p> <p>Housing matters</p> <p><u>Local Outcome</u></p> <p>Ensure council housing meets the Welsh Housing Quality Standard which provides good quality housing at an affordable price for residents</p>	<p><u>Reason for Selection:</u></p> <p>Approximately 70% of tenants are in receipt of benefit aid form group of vulnerable and economically deprived residents.</p> <p>The improvement of their homes provides an opportunity to:-</p> <ul style="list-style-type: none"> - ensure the health and wellbeing of individual residents/families - increase the income level within deprived areas of the County Borough - ensure that the environment of the estates and communities where they live is enhanced - ensure that this valuable housing infrastructure is modernised - assist in meeting incremental improvements in property energy efficiency and comfort and reduce fuel poverty <p>The Council has determined that it needs to ballot tenants on the option of a stock transfer to enable housing stock to meet the WHQS within the timescales. This was identified as a high risk issue in the Joint Risk Assessment and is identified as a key improvement area in the Improvement Plan.</p>

<u>Key actions/milestones:</u>	<u>Targets and Timescales:</u>
WHQS Programme governance, programme budget and programme organisation established	February 2009
Lead consultant, independent tenant adviser, independent staff adviser, communications adviser, legal advisor – all procured and selected	March 2009
Shadow Board established	March 2009
Consultation strategy created	March 2009
Tenant engagement strategy created	March 2009
Council to hold ballot of tenants to ascertain their preference	By March 2010
Tenant engagement strategy implemented	June 2009
Consultation strategy implemented	June 2009
Decide functions to transfer	March 2010
Complete phase 1 of the Dulais Valley Initiative – Llwynon	March 2010

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
<p>In the short term, a growing number of houses incrementally meet elements of the WHQS through careful targeting of available capital resources Source: Annual business plan report to SCHH Board/Scrutiny Committee Budget records Building maintenance records</p>	14 properties meet the WHQS	16 properties meet the WHQS	<p>18 properties meet the WHQS</p> <p>Vacant properties that require significant work will be brought up to WHQS</p> <p>Other properties subject to works will have components of the works brought up to WHQS</p>
<p>In the short term, the building services housing maintenance team achieve continuous improvement in service performance Source: performance monitoring data reported quarterly to SCHH Scrutiny Committee and Satisfaction Survey results</p>	95% tenants satisfied with level of service received	96% tenants satisfied with level of service received	97% of tenants satisfied with level of service received

<p><u>National Strategic Theme:</u></p> <p><u>Prosperous, Cultural and Diverse Society</u></p> <p><u>Lead Officer:</u></p> <p><i>Gareth Nutt</i></p>	<p><u>Local Context:</u></p> <p>Warm Wales – Bringing Warm Homes to Neath Port Talbot was established in 2004. The primary aim of ‘bringing warm homes to Neath Port Talbot’ is to reduce the number of people in fuel poverty in the area by applying energy efficiency measures.</p> <p>Neath Port Talbot County Borough Council is committed to the ongoing development of energy awareness initiatives and has a policy of continually improving energy efficiency in homes in the borough and reducing emissions into the environment.</p> <p>A ‘fuel poor household’ is defined as a Household that would need to spend in excess of 10% of disposable household income on all fuel use in order to maintain a satisfactory heating regime’ (DTI 2001). The main cause of fuel poverty in the UK is a combination of poor energy efficiency in homes and low incomes. Other factors include the size of properties in relation to the number of people living in them and the cost of fuel.</p> <p>Fuel poverty damages people’s quality of life and imposes wider costs on the community. The most direct effects are in relation to the health of people living in cold homes. Although these risks apply to all people, older people, children and those who are disabled or have a long-term illness are especially vulnerable (DTI, 2001) There is a need to ensure that there is not a trade off between householders heating their home to a satisfactory temperature but then falling into ‘fuel debt’. However, if they do not heat their home they are likely to experience ill health and housing is likely to fall into disrepair as a result of condensation and lack of investment.</p> <p>It is known that three wards within Neath Port Talbot are ranked within the top 20 of the Index of Multiple Deprivation and Housing Benefit is claimed in 69% of all Local Authority properties (source: NPT Social Care and Housing plan 2000-2003). It can therefore be assumed that there will be a relatively high incidence of fuel poverty within the proposed area. An estimated total of 892 properties within the borough do not have any form of central heating</p>
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	<p><u>Local Context (continued):</u></p> <p>Following the success of the Scheme, the Council and Warm Wales has agreed a Succession Plan. The Succession Plan will make free loft and cavity wall insulation available to existing qualifying householders and in addition to all householders 70 years of age or older. The fuel poverty criteria set for the Succession Plan will ensure that more people have the opportunity of free home insulation. Any householder that is spending 8% or more of their income on home fuel costs will become eligible. A number of targeted phases of work will be organized to reach those who did not participate or take up he original offers made by the Scheme.</p>
<p><u>WAG Outcome</u></p> <p>Fuel Poverty</p> <p><u>Local Outcome</u></p> <p>Reduce the number of homes in NPT which are fuel poor</p>	<p><u>Reason for Selection:</u></p> <ul style="list-style-type: none"> • Contributing to the Authority’s strategic objectives • Meeting citizen needs • Supporting delivery of national strategic objective in relation to fuel poverty

<u>Key actions/milestones:</u>	<u>Targets and Timescales:</u>
Review Baseline data	March 2009
<p>Promote Social Tariff Advice throughout Borough:</p> <p>This project will identify householders who qualify for their suppliers' social tariff and refer clients to their energy supplier. This will involve offering a dedicated telephone helpline service as well as running a series of community "roadshows" to take the advice service out to all communities in the Borough. The project would also build on existing partnerships that Warm Wales has with Neath Port Talbot Welfare Rights Unit to provide a home visiting service where appropriate.</p>	March 2009
<p>Promote take up of Benefit Advice throughout the Borough:</p> <p>Warm Wales will continue to work in partnership with the Council's Welfare Rights Team to contact those householders most in need and offer them the opportunity to review their entitlement for new or additional benefit. This will be achieved by working with the Assessment Team as well as the Social Tariff Team while they are working out in the community.</p>	August 2009
<p>Encourage householders to participate in Warm Wales Scheme:</p> <p>Warm Wales will retarget homes that have for one reason or another not yet participated in the scheme. There are a number of homes that did not take up the offer of free insulation measures so Warm Wales will contact those households again to explain the benefits of a well insulated home. Warm Wales will target Assessment Teams into specific communities to encourage householders to take part in the scheme. This will also improve and promote the take up of Benefit Advice throughout the Borough.</p>	August 2009

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
Reduce the number of Households living in fuel Poverty within Neath Port Talbot Source: Evidence from doorstep assessments carried out and then the information input in to Maxim Database	Circa 46,000 homes assessed of which circa 8,700 were identified as being Fuel Poor. 5300 homes that were identified as being Fuel poor received insulation measures and a further 3,400 homes did not require any insulation measures. As a direct result of installing insulation measures 43% of homes were removed from Fuel Poverty.	To remove an additional 250 homes from fuel poverty i.e., 8,700 + 250 (was "To be developed")	To remove an additional 500 homes from fuel poverty i.e., 8,700 + 500 (figures added for clarity)
Improved household SAP ratings Source: Evidence provided by average SAP ratings from Maxim	55	60 (was "To be developed")	65
Reduce the risk of households falling into 'Fuel Debt' by increasing Benefit and Social Tariff advice to householders in Neath Port Talbot Source: Evidence from internal Databases at Warm Wales	0	This is a new part to the Scheme and the target is to help 500 households (was "To be developed")	This is a new part to the Scheme and the target is to help 1000 households

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
Reduce the amount of money householders spend on keeping warm as a result of installing energy efficiency measures Evidence from internal databases at Warm Wales	Present Value of Fuel Saving £30,334,637.44. Present value of Gross Customer Benefit £42,179,176.89	To reduce present value of fuel saving and present value of gross customer benefit by a further 5% (was "To be developed")	To reduce present value of fuel saving and present value of gross customer benefit by a further 10%
The Number of Vulnerable Households receiving Insulation measures Evidence provided from Maxim and physical measures database	15,000	750 Additional installations (was "To be developed")	1500 Additional installations
The Number of Vulnerable Households provided with Access to Gas Evidence provided from Maxim database	500	100 Additional installations (was "To be developed")	200 Additional installations
The number of Vulnerable Households receiving Energy Tariff and energy debt advice Evidence provided by internal systems from Warm Wales	0	500 Additional (was "To be developed")	1000 Additional
The number of Vulnerable Households receiving Benefits advice Evidence provided by Warm Wales benefit advice service database	3500	150 Additional (was "To be developed")	300 Additional

<p><u>National Strategic Theme:</u></p> <p><u>A Prosperous, Cultural and Diverse Society</u></p> <p><u>Lead Officer:</u></p> <p><i>Robert Rees</i></p>	<p><u>Local Context:</u></p> <p>Neath Port Talbot County Borough Council faces major challenges to regenerate many of its poorest communities, which in terms of national and local indicators are regarded as some of the most deprived communities in Wales. 17 of the Authorities communities, identified as Lower Super Output Areas, appear in the top 10% in the 2005 Welsh Index of Multiple Deprivation.</p> <p>To address this problem, the Authority has embarked upon a comprehensive programme of neighbourhood regeneration activities linked to the declaration of Renewal Areas within the communities in question.</p> <p>The Authority is committed to a holistic regeneration strategy based upon, and driven by, the intervention needs of residents and local businesses within each area.</p> <p>This approach embodies the principles of sustainable development and balances the housing, social economic and environmental improvements required to meet the diverse needs of the local community.</p> <p>The broad objectives of this comprehensive approach are to use the powers of a Renewal Area to intervene and recreate communities that are:</p> <ul style="list-style-type: none"> ● Active Inclusive and safe ● Well run ● Environmentally sensitive ● Well designed and built ● Well connected ● Thriving ● Well served ● Fair for everyone.
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<p><u>WAG Outcome</u></p> <p>Supporting local businesses</p> <p><u>Local Outcome</u></p> <p>Intervention activities to stimulate local business opportunities</p>	<p><u>Reason for Selection:</u></p> <p>There are many types of interventions that can act independently to regenerate specific aspects of the community e.g. housing improvements, the introduction of play areas or improved street design. However, it is clear that the activities also have many cross cutting benefits, which are essential to the overall objectives. We have selected the different forms of intervention that have a positive and stimulating effect on the local businesses and contribute to achieve the objective of creating thriving communities by improving the range of local jobs, supporting economic prosperity, introducing new business opportunities and developing community links to the wider economy.</p>
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<u>Key actions/milestones:</u>	<u>Targets and Timescales:</u>
Develop local employment charter with select list contractors	2009/10
Introduce building supplier discount scheme to encourage use of local suppliers	2010
Implement selective licensing scheme to enforce private landlord investment in poor quality private rented accommodation and encourage improved tenancy arrangements.	2009/10
Advertise local training and employment opportunities linked to Renewal Area stakeholder organisations and local businesses with the Renewal Area 'drop in' centres	2009/10
Undertake community schools Construction-Skills events using the Renewal Area Construction Ambassadors to encourage the next generation of building professionals to help meet the need of the industry skills gap.	2 events by 2010
Develop an awards scheme for select list local small building firms to recognise improvements in quality of work, training opportunities provided to employees and employment of people living within Renewal Areas	2011
Council acceptance of the Neath East ward Neighbourhood Renewal Area Study recommendations	2009-2010
Annual Awards scheme for local contractors in place	March 2010

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
New opportunities for business created by the declaration of renewal areas Source: annual contract allocation report Annual contractor performance review Annual select list building contractors accreditation levels Annual client satisfaction report	16 contracts	5% increase in renewal area projects (was "To be developed")	10% increase in renewal area projects (was 15% by 10/11)
Number of low income residents receiving increased benefit payments Source: annual renewal area performance monitoring report	88 residents	7% increase (was "To be developed")	14% increase (was 20% by 10/11)
Capital grant secured for Neath East area	n/a	n/a (was "To be developed")	£250,000 in 2009-10
% increase in capital contracts allocated to local building contractors Source: Annual WAG monitoring return NRA housing survey	Sandfields East and Aberavon and Upper Amman Valley Group repair contracts	To be developed	25% increase in contracts allocated

<u>Outcome Measure and Source of Evidence</u>	<u>Baseline 2007-08</u>	<u>Target(s) 2008-09</u>	<u>Target(s) 2009-2010</u>
Private contribution funding generated for reinvestment in the renewal area Source: Annual WAG monitoring return	n./a	n/a (was "To be developed")	2.5% of renewal area allocation in 2009-10
Number of low cost loans provided by the Renewal Area credit union Source: Renewal area annual performing monitoring report	30 savers	10% increase in savers (was "To be developed")	20% increase in savers

QUARTERLY PERFORMANCE INDICATOR DATA - OVERVIEW

Purpose of the Report:

Policy and Resources Cabinet Board is responsible for monitoring performance for a wide range of activities throughout the Authority. In accordance with this "overview" role, the purpose of this report is to advise Members of the actual performance achieved against predetermined targets as specified in the Authority's "Improvement Plan - 08/09", for the third quarter of the current financial year i.e., 1st April 2008 to 31st December 2008.

This data, which is attached at Appendix 1, is for information purposes only. Members particular attention is drawn to those performance indicators that did not achieve their targets (or within 5% of their targets) during the period being reported.

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

L(Yth) 2 The percentage of 11 - 19 year olds in contact with the service

Target - 20 Actual - 10.4

This is a new indicator, and it seems that the target figure has been overestimated given that the service cannot include initial contacts made by the detached and street based team, or contacts made by the Relationship, Advice and Drop in Service (RADS). In these cases personal details, such as name, address, and date of birth are not collected so numbers cannot be verified by audit.

SCA/001 The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over

Target - 5 Actual - 6.07

As explained in a previous report, significant work is being undertaken to help resolve pressures and bring performance back to target. The introduction of the new home care enabling centre in mid-January should contribute towards reducing delays.

3.14 The number of adults aged under 65 whom the Council helps to live at home per 1,000 adults aged under 65 in each of the following client groups:

	Target	Actual
a) Physical or sensory disabled	5.6	4.9
c) With mental problems	8.76	5.1

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

Target - 90 Actual - 84.6

Pressures within the Occupational Therapy Service continues to have a detrimental impact on performance. The service is now operating at full capacity and performance will continue to be closely monitored.

SCC/004 % of children looked after who have had three or more placements during the year

Target - 5 Actual - 7.7

The target has been exceeded for the first time during this financial year with 22 children experiencing three or more moves - this is a relatively small number of the total looked after.

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

Target - 5 Actual - 26.4

SCC/008b The average time taken to complete initial assessments that took longer than 7 working days to complete

Target - 14 Actual - 17.3

SCC/009b The average time taken to complete core assessments that took longer than 35 days

Target - 50 Actual - 73.8

Core assessments carried out within 35 working days and average times over 35 working days (SCC/009a&b) are showing evidence of an improvement in performance. 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. It is the intention that the system will be further developed throughout 2008/09.

SCC/013aii The percentage of open cases of children who have an allocated social worker - Children looked after

Target - 98 Actual - 91

SCC/013aiii The percentage of open cases of children who have an allocated social worker - Children in need

Target - 85 Actual - 59.7

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

Target - 2 Actual - 5.5

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

Target - 100 Actual - 93.6

Performance for this activity has been affected by the inclusion of adoption reviews. Strategies have been established and implemented, with this area a priority for improvement.

SCC/023a The percentage of children looked after who were permanently excluded from school in the year 1 April - 31 March

Target - 0 Actual - 0.6

This data relates to only one child

SCC/023b 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

Target - 5 Actual - 10.9

Performance for fixed-period exclusions is outside target and analysis of these exclusions has been commissioned to determine if further strategies should be in place for the 10 young people involved.

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 - 39.3

Staff turnover in one of the social work team has impacted on the performance improvement journey for this activity. Recent recruitment should set the scene for improved performance, along with a new strategy being put in place.

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 - 72

The percentage of statutory visits to looked after children continues to be a challenging area. However, performance is on an upward path (2007/08 – 60%) and is gradually working towards the 2008/09 set target.

HLS/010c The average number of calendar days taken to complete non-urgent repairs

Target - 27 Actual - 29.3

List of Background Papers:

The Neath Port Talbot Improvement Plan - 2008/2009;
Data collection working papers - 1st April 2008 - 31st December 2008.

Wards Affected:

All


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Policy and Resources Scrutiny Committee

Quarterly Performance Management Data – Overview Report

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					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 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	13.6 52.7 26.7 7 48.6 49.4 1.9	None set None set None set None set None set None set None set	9.5 56.6 29.2 4.7 7.6 56.6 35.8			

 Denotes data that is only available on an annual basis.

 Denotes that no Wales Average data is available.

Wales Average The data shown in this column is the arithmetic mean of Welsh Authorities' performance for 07/08.

L Local Performance Indicator set by the Council.

100% Data entered in **bold type** indicates that it is a "best estimate" at the time of reporting.

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 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					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.	2.55 12.5	1.6 26.9	1.73 14.1			
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	73	74.3	72.8		
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.	57.2	59	56.8	59.6		
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	13.15 10.2	15.4 10.7	19.5 15.3	15.1 10.6		
EDU/008	The number of permanent exclusions during the academic year per 1,000 pupils from: a) Primary schools b) Secondary schools	0.16 2.62	0.16 2.23			0.16 2.45	

(NS 9) Identifies a National Strategic (statutory) performance indicator

Note: Information included in this section of the data tables for Education relates to the 2007/08 Academic year unless otherwise stated

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Education - continued</i>							
EDU/009	a) The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the academic year	44.8	55.2	31.8			
	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	1.3	1.3	14.5			
EDU/010	The percentage of school days lost due to fixed-term exclusions during the academic year, in:						
	a) Primary schools b) Secondary schools	0.02 0.16	0.02 0.16	0.02 0.16			0.02 0.16
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.	355	360	342			362
EDU/012	The percentage of Key Stage 2 primary school classes with more than 30 pupils	0	0	1.06			
EDU/015	b) The percentage of final statements of special education need issued within 26 weeks - excluding exceptions	98.4	98.5	82.9			
EDU/016 (NS 8)	Percentage of pupil attendance in:					92.7	
	a) Primary schools b) Secondary schools	92.3 91.5	92.8 91.6	93.1 90.7	92.1		
L(Edu) 1	Proportion of 15/16 year olds achieving:						
	a) 5 or more GCSE's at grades A*-C or the vocational equivalent	60.7	62				61.6
	b) 1 or more GCSE's at grade G or above or vocational equivalent	94	96				
	c) The core subject indicator	47.9	48				48.9

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

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Education - continued</i>							
L(SEN) 1* (C)	a) No. of children with new statements of special educational needs	75	70		53	81	104
	b) Total number of children with statements of special educational needs	693	680		675	690	716
L(FP) 1+	No. of full day childcare places provided (C)	1511	1555		1526	1581	1581
L(Yth) 2+	The percentage of 11 - 19 year olds in contact with the service	NA	20		2.3	5.65	10.4

* **Note:** Data relates to the calendar year 2008

+ **Note:** Data relates to the financial year 2008/09

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Adult's 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	5.82	5	7.01	6.89	7.21	6.07
SCA/002 (NS 2)	The rate of older people (aged 65 or over):	104.75	95	88.6	103.11	102	98.7
	a) Supported in the community per 1,000 population aged 65 or over at 31 March b) Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	26.2	26.2	24.3	26.7	26.9	26.4
SCA/003	The percentage of clients who are supported in the community during the year, in the age groups:						
	a) Aged 18-64 b) Aged 65+	94.7 78.7	94 75	94.1 81.8	90.3 80.4	90.3 80.3	90.5 81.3
SCA/005	a) The average number of working days between initial enquiry and completion of the care plan, including specialist assessments	39	35		No data	No data	No data
	b) The average number of working days between initial enquiry and completion of the care plan, excluding specialist assessments	No data	None set		No data	No data	No data
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.	90.9	95	63.2	98.5	No data	No data
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	108	110	111	105.1*	107.8*	104.4

*Note: Previously reported as 127.8 and 131 respectively.

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

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Adult's 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	NA	None set		No data	No data	No data
	b) For those services not started in less than 29 days, the average number of calendar days from completion of the care plan or review to starting to provide home care or day services for clients aged 65+	NA	None set		No data	No data	No data
SCA/015	The average number of working days taken from completion of the care plan to provision and/or installation of aids/equipment	NA	10		7	8	9
SCA/016	a) The number of adult protection referrals received during the year per 1,000 population aged 18+ (C)	1.83	2		0.44	0.88	1.48
	b) Of the adult protection referrals completed during the year, the percentage:						
	i) That led to an adult protection investigation	92	70		93.3	97	97.2
	ii) That were admitted or proved	19.6	15		20	27.3	16.9
	iii) Where the risk has been removed or reduced	NA	None set		40	54.5	52.1
SCA/017	The rate per 10,000 adult clients (aged 18+) supported in the community who receive a direct payment	NA	None set		323.6	316.7	303.9
SCA/018	a) The percentage of carers of adult service users who were offered an assessment in their own right during the year	69.1	80		100	100	100
	b) The percentage of carers of adult service users who had an assessment in their own right during the year	6.2	10		77.8	44.4	29.6
	c) The percentage of carers of adult service users who were assessed during the year who were provided with a service	NA	None set		42.9	50	45
	d) The percentage of carers of adult service users who are awaiting an assessment in their own right during the year	NA	None set		0	3.3	6.9

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Adult's Services - continued</i>							
3.7	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)	163.5	150		200.4	199.7	196.5
3.10	Assessments of elderly clients per 1,000 adults 65 and over	166.6	166		212.1	178.4	174.4
3.11	The number of nights of respite care provided or funded by the Council per 1000 adults	145.6	145		137.8	141.1	141.4
3.14	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	5.51	5.6		5.5	5.3	4.9
	(b) Learning disabled	5.01	5		4.96	5.1	5.2
	(c) With mental health problems	5.76	5.77		8.76	5.4	5.1
L 21	% of Care staff trained/being trained to NVQ level II	81	80		73.5	76.9	78.8
Disablement Assessment Service							
L(DA) 2	Percentage of disablement assessments carried out relating to high priority (Priority 1 and 2) referrals within designated response time	88.5	90		89	85.9	84.6

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					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	97.4	95	91.9	100	100	100
	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	91.7	96.4	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	17.9	18	14.4	1.1	7.2	8.5
SCC/004	The percentage of children looked after on 31 March who have had three or more placements during the year	3.9	5	10.3	1.1	5	7.7
SCC/006	The percentage of referrals during the year on which a decision was made within 1 working day.	87.4	85	93.1	88.7	91.5	91.1
SCC/007	The percentage of referrals during the year that:						
	a) were allocated to a social worker for initial assessment	65	60	47.7	77.1	70.8	68.1
	b) were allocated to someone other than a social worker for initial assessment	5.9	5	11.5	19	24.6	26.4
	c) did not proceed to allocation for initial assessment	28.4	35	40.8	3.9	4.6	5.5
SCC/008	a) The percentage of initial assessments carried out within 7 working days;	31.3	60	63.7	47.5	56	58.2
	b) The average time taken to complete initial assessments that took longer than 7 working days to complete	34	14	20	19.8	17.7	17.3
SCC/009	a) The percentage of required core assessments carried out within 35 working days	59.1	70	55.5	77.6	78.4	75.6
	b) The average time taken to complete those required core assessments that took longer than 35 days	72	50	82	64.9	63.4	73.8

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					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	22.3	17	26	2.1	8.3	12.9
	b) The percentage of referrals during the year where the child had been on the CPR or who had been looked after during the previous 12 month period.	3.9	10	1.9	No data	No data	No data
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.	79 50.5	80 65	59 21.3	90.7 57.6	92 62	92.5 63.5
SCC/012	The percentage of initial assessments taking place during the year where the following is recorded:						
	(a) Ethnicity	77.5	85	78.4	97.7	99	99.3
	(b) Religion	40.4	65	44.6	94.7	97.2	98.1
	(c) First language choice	71.5	85	61.9	97.5	98.9	99.2
SCC/013	a) The percentage of open cases of children who have an allocated social worker:						
	i) Children on the child protection register	98.5	100	97.3	98.6	100	100
	ii) Children looked after	96	98	88.8	98.1	97.8	91
	iii) Children in need	67.8	85	67.9	64.8	56.9	59.7
	b) The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan:						
	i) Children on the child protection register	0.7	0	1.7	1.4	0	0
ii) Children looked after	3.7	2	9.7	1.6	1.9	5.5	
iii) Children in need	22	40	23.6	21.1	30.8	35	

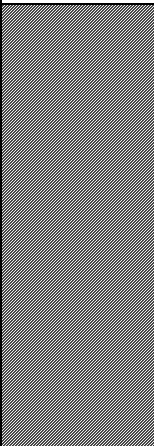
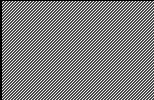
PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Children's Service - continued</i>							
SCC/014	The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion	37.7	85	68.3	49	91	88.3
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	92.8	85	73.7	90.5	93.8	90.1
SCC/016	The percentage of reviews of child in need plans carried out in accordance with the statutory timetable.	No data	None set	54.5	No data	No data	No data
SCC/020	The percentage of looked after children who have had their teeth checked by a dentist during the year.	No data	None set	82.3	No data	No data	No data
SCC/021	The percentage of looked after children reviews carried out within statutory timescales during the year	89	100	89.8	85.7	93.3	93.6
SCC/022	a) The percentage attendance of looked after pupils whilst in care in primary schools;	No data	None set	94.1	No data	No data	No data
	b) The percentage attendance of looked after pupils whilst in care in secondary schools	No data	None set	88.4	No data	No data	No data
SCC/023	a) The percentage of children looked after who were permanently excluded from school in the year 1 April - 31 March	1.2	0	0.4	0	0	0.6
	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	5.3	5	6.8	6	7.3	10.9
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	54	75	52.1	35.7	47.2	39.3
SCC/025	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	60	95	74.3	68.7	71.3	72

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					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	None set	22.8	No data	No data	No data
SCC/030	a) The percentage of young carers known to Social Services who were assessed	No data	None set	76.8	No data	No data	No data
	b) The percentage of young carers known to Social Services who were provided with a service	No data	None set	74.6	No data	No data	No data
SCC/033	a) The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	88.2	95	93.2	100	100	No data
	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.	100	100	86.1	100	94.1	No data
	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.	53.3	60	49	37.5	23.5	No data
SCC/034	The percentage of child protection reviews carried out within statutory timescales during the year	96.8	100	95.2	100	99	99.3
SCC/035	The percentage of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment	33.3	50	38.5	No data	No data	No data
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	22.7	50	17.9	No data	No data	No data
SCC/037	The average external qualification point score for 16 year old looked after children, in any local authority maintained learning setting	95.9	None set	123	No data	No data	No data

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					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	NA	None set		No data	No data	No data
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	NA	None set		No data	No data	No data
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	NA NA	None set None set		100 85.7	93.7 75	87 73.9

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

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					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	67.2	75	149	92.4	76.2	74.4
HHA/008	a) The percentage of homeless presentations accepted as statutorily homeless;	85.4	90	43.8	66	72.3	77.2
	b) The percentage of homeless presentations decided within 33 working days	91.3	90	86.3	84.4	86.9	87.4
HHA/011	The percentage of households accepted as statutorily homeless during the year to whom a full homelessness duty has been discharged by the same local authority within the last 2 years.	1.07	5	2.67	2.22	2.13	1.34
HHA/012 (C)	The amount of the Council Fund resources spent on Bed and Breakfast accommodation during the year as a percentage of the total Council Fund resources spent on the homelessness and housing advice services	3.36	7	17.9	3.89	1.83	2.77
HHA/013	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	92.5	90	41.3	96.3	92.8	92.4
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)	NA	6		2	2	2
	b) The average number of days all homeless families with children spent in Bed and Breakfast accommodation	NA	30		4.5	4.5	4.5
HHA/015	The average number of days that all homeless households spent in:						
	a) Bed and Breakfast accommodation	NA	30		10.4	10.4	11.2
	b) Other forms of temporary accommodation	NA	90		63	72.4	70.6

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Housing - Landlord Services</i>							
HLS/006	The total amount of rent collected during the financial year from current and former tenants as a percentage of the total rent collectable for the financial year, in: a) Permanent accommodation b) Temporary accommodation	95.7% 76.8%	None set None set	96.4 78.5	83.3 51.7	93 77.7	95.5 80.2
HLS/010	The average number of calendar days taken to complete: a) Emergency repairs b) Urgent repairs c) Non-urgent repairs	0.78 6.6 27.5	1 7 27	0.5 6.6 40.6	0.59 6.9 29.8	0.77 7.4 29.9	0.80 7.2 29.3
HLS/012	a) The total amount of rent arrears owed by current tenants in the following types of accommodation as a percentage of the total rent collectable for the financial year: i) Permanent accommodation ii) Temporary accommodation b) The total amount of rent arrears owed by former tenants in the following types of accommodation as a percentage of the total rent collectable for the financial year: i) Permanent accommodation ii) Temporary accommodation c) The total amount of rent arrears owed by former tenants in the following types of accommodation which were written off as unrecoverable during the financial year as a percentage of the total rent collectable for the financial year: i) Permanent accommodation ii) Temporary accommodation	No data No data No data No data 0.05 1.73	None set None set None set None set None set None set	 0.6 4.2	No data No data No data No data 0.04 No data	No data No data No data No data 0.02 0.03	No data No data No data No data 0.02 0.01
HLS/013	The total amount of rent lost due to lettable units of permanent accommodation being empty as a percentage of the total rent debit for the financial year	NA	None set		No data	No data	No data

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Housing - Landlord Services - continued</i>							
HLS/014	The average number of calendar days taken to let lettable units of permanent accommodation during the financial year	NA	None set		75	71.8	71.3

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					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	571	580	453	661	636	No data
PSR/003	The average number of calendar days taken to deliver an adaptation for a Local Authority tenant where the Disabled Facilities Grant process is not used.	345	400	208	310	322	No data
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	1.44			
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	98	90	81	27	33	No data
PSR/007	Of the Houses in Multiple Occupation known to the local authority, the percentage that:						
	a) Have a full licence	NA	None set		1.31	1.31	No data
	b) Have been issued with a conditional licence	NA	None set		1.75	1.75	No data
	c) Are subject to enforcement activity	NA	None set		0	0	No data

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					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	1.1	1.3	3.2			
	ii) Direct access	0.2	0.2	0.3			
	iii) Temporary accommodation	1.4	1.2	0.6			
	iv) Permanent accommodation	0	0	0.9			
	v) Sheltered accommodation for older people	5	5.3	8.7			
	vi) Community alarm services.	1.1	1.6	9.6			

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					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	NA	None set				
	bi) Percentage reduction in energy use in the housing stock	NA	None set				
	bii) Percentage reduction in carbon dioxide emissions in the housing stock	NA	None set				

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<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.	19.8 7.8	20 10	20.6 11.2	19.9 11.4	21 11.6	21.8 9.4
WMT/002 (NS 15)	The percentage of bio-degradable municipal waste sent to landfill	55.3	<55	62.2	55.4	46.5	43.8
WMT/004	The percentage of municipal waste sent to landfill.	52.6	<52	64.4	54.7	47.2	44.7
WMT/005	The percentage of municipal waste used to recover heat and power.	8.6	>8	1.3	8.3	12.6	15.7
WMT/007	The percentage of municipal waste received at a household waste amenity site that is reused, recycled or composted.	50.8	>50	52	58.8	61.0	61.3
<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	67.4% 96.5	68% 95	84.5% 96	74% 92.6	No data No data	No data* No data*
STS/006	The percentage of reported fly tipping incidents cleared within 5 working days	NA	>90		97.6	No data	No data*
STS/007	The percentage of reported fly tipping incidents which lead to enforcement activity	NA	1.97		No data	No data	No data*
L 6	The percentage of dog fouling which was cleared by the end of the next working day	93	>85		89.5	No data	No data*
L 8	The percentage of gullies cleaned twice per year	67	80		80.7	No data	No data*

***Note:** Data is not reported for the "Street Scene" indicators as a result of concerns about the quality of the information produced from the CRM and Flair system.

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					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	1.8	See Note 5	4.5	1.97	1.69	1.8
THS/010 (NS 17)	The percentage of: a) Principal (A) roads; and b) Non-principal/classified road; in overall poor condition	6.1 8.7	7 9	4.4 7.5			
L 3	The percentage of emergency repairs to roads and footpaths carried out within 24 hours	100	>90		100	No data	No data
<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	70.4	65	51	69.1	65.3	No data

Note: The target for 2008/09 was previously set at 7 calendar days.

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

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Planning & Regulatory Services - Planning</i>							
PLA/003	a) The number of appeals that were determined during the year, in relation to: (C) i) Planning application decisions ii) Enforcement notices b) The percentage of these determined appeals that upheld the authority's decision, in relation to: i) Planning application decisions ii) Enforcement notices	40 1 80 0	25 4 66 66	50 4 67.4 72.5	4 1 75 100	8 2 62.5 100	No data* No data* No data* No data*
PLA/004	a) The percentage of major planning applications determined during the year within 13 weeks b) The percentage of minor planning applications determined during the year within 8 weeks c) The percentage of householder planning applications determined during the year within 8 weeks d) The percentage of all other planning applications determined during the year within 8 weeks e) The percentage of all applications subject to Environmental Impact Assessment (EIA) determined within 16 weeks	34 53 80 66 NA	30 50 75 70 20	34.1 52.6 26.9 63.5 NA	20 34 66 33 NA	20 38.4 67.4 39.7 NA	No data* No data* No data* No data* No data*
PLA/005	The percentage of enforcement cases resolved during the year within 12 weeks of receipt	74	60	66.8	74	70	No data*
<i>Planning & Regulatory Services - Building Control</i>							
BCT/004	Percentage of Building control 'full plan' applications checked within 15 working days during the year	96	98	73.9	97.4	99.5	98.1

* **Note:** The statistical analysis function of the new "Fast Planning" system, which will report on these indicators, is not yet fully operational and consequently data is not available for the third quarter. It is anticipated that it will be available to calculate the end-of-year submissions.

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

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					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:						
(C)	i) Trading Standards	100	100	98	20	52	83
	ii) Food Hygiene	100	100	99	19.7	38.5	No data
	iii) Animal Health	100	100	94	50	50	50
	iv) Health and Safety	100	100	100	4.2	20.7	No data
PPN/004	The percentage of all eligible food premises with a valid food hygiene award.	27.2	20	13.4	19.5	20.6	No data
PPN/007	The percentage of significant breaches that were rectified by intervention during the year for:						
(C)	i) Trading Standard	46	65	75.3	0	33	43
	ii) Animal Health	21	65	86.3	NA	90	89
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:						
(C)	i) Trading Standards	NA	25		4.8	15	18
	ii) Food Hygiene	NA	25		No data	27.9	No data
	iii) Animal Health	NA	25		NA	NA	NA
	iv) Health & Safety	NA	25		No data	16.1	No data
	b) The percentage of new businesses identified which returned a self-assessment questionnaire during the year, for:						
	i) Trading Standards	NA	None set		1.2	13	37
	ii) Food Hygiene	NA	None set		No data	No data	No data
	iii) Animal Health	NA	None set		NA	NA	NA
	iv) Health & Safety	NA	None set		No data	No data	No data

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

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Leisure & Culture - Libraries</i>							
LCL/001 (C)	The number of people using Public Libraries during the year per 1,000 population	6,009	6,068	5,459	1499	3040	4495
LCL/002	a) The number of publicly accessible computers per 10,000 population	8.03	8.26	9			
	b) The percentage of available computer hours in use	53.3	52	45			
LCL/003	The percentage of library material requests supplied within 7 calendar days	61	65	69			66
LCL/004 (C)	The number of library materials issued, during the year, per 1,000 population	5424	4950				

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

PI No.	Performance Indicator	Actual 2007/2008	Target 2008/2009	Wales Average 2007/2008	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
Miscellaneous Services							
Economic Development							
L (ED) 1 (C)	Number of jobs created as a result of financial support by the Local Authority	94	100		3	22.5	123
L (ED) 2 (C)	Number of new business start-ups assisted through financial support from the Local Authority and Business Skills Training and advice sessions from the Business Connect Neath Port Talbot	7	50		0	9	32