

POLICY AND RESOURCES CABINET BOARD

27th MARCH 2008

CHIEF EXECUTIVE'S DIRECTORATE

**REPORT OF THE HEAD OF CORPORATE
STRATEGY AND IMPROVEMENT – P.GRAHAM**

INDEX OF REPORT ITEMS

PART 1 – Doc. Code: PRB-270308-REP-CE-PG

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1 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 - 07/08", for the third quarter of the current financial year i.e., 1st April 2007 to 31st December 2007.

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:

EDU/002 The number / percentage of pupils in any local authority maintained learning setting, who attain the age of 16 during the school year and leave full time education, training or work based learning without an approved external qualification

i) All pupils

Target - 30 / 1.63% Actual - 47 / 2.55%

ii) Pupils in local authority care

Target - 2 / 9.09% Actual - 3 / 12.5%

i) All pupils

One school accounted for the majority of the difference between the actual performance achieved during the 06 / 07 academic year and the target that was set. This was due to an increase in the number of its pupils suffering from long standing health and social problems resulting in non-attendance at school, despite the involvement of Education Welfare Officers.

ii) Pupils in local authority care

All three pupils were non-attenders at their respective schools.

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

Target - 5 Actual - 6.12

Delayed Transfer of Care figures for Social Care reasons were particularly high over the first six months of 2006/07. This had continued a trend from the last quarter of 2005/06, and was primarily due to the difficulty in on-going home care packages as a result of staff capacity in both in-house and independent sector services.

As a consequence, weekly, as well as the monthly meetings were established to track all delays on an on-going basis and this has helped ensure an earlier trigger in establishing care packages. Greater flexibility between the purchasing of in-house and independent care services was also put in place.

The rate of delays for October and November were higher than previous months (9 in each month). There were a small but significant number from Trusts in Carmarthen and Powys and work is ongoing to resolve these issues. The December rate was 5.

The monitoring of delayed transfers of care continues to be a high priority.

SCA/002a The rate of older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over

Target - 118 Actual - 107.47

The actual number of service users is 2,685 while the 65+ population is 24,984.

For 2005/06, this indicator had a new reference and definition, which excludes 'Indirect Services', under the new definition people who receive a lifeline service only are excluded. However, to ensure consistency and enable members to continue to compare performance overtime, the 'old' indicator has been retained as a local indicator. Performance, against the local indicator, continues to remain within the target thresholds and reflects the continued shift in investment away from residential forms of care

towards domiciliary support, as well as new service developments such as the Early Response Service.

The rate continues to be down on the previous year and further data analysis will be undertaken to ensure that all service activity is being captured.

SCA/005 The average number of working days between initial enquiry and completion of the care plan

Target - 23 Actual - 35

Work is ongoing to analyse the reason for this change in performance.

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 - 96 Actual - 48.6

Actual reviews being carried out against those due for review is high. Performance may reflect a greater level of reviews required at the end of the year.

SCA/012 b) The percentage of identified carers of adult service users who had an assessment

Target - b) 10 Actual - b) 3.2

Information systems are currently being revised as the data does not apparently relate to actual activity being reported by social work teams.

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

Target - 97 Actual - 90.2

Performance has improved on 2006/07 and remains consistent during 2007/08 against a very challenging target. Officers will continue to monitor the data collection processes.

SCC/002 The percentage of children looked after at 31 March who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements

Target - 6.2 Actual - 20.3

There are a total of 36 children/young people who have experienced one or more changes of school. A recent study undertaken indicated that more than half of the children who experienced a change of school did so as a direct result of a change of looked after placement. The other half of the children were accounted for due parents/carer's moving address and schools merging.

SCC/007 The percentage of referrals that proceed to allocation for initial assessments during the year for:

a) Allocated to a social worker for initial assessment

Target - 65 Actual - 59.4

b) Allocated to someone other than a social worker for initial assessment

Target - 35 Actual - 4.9

c) Did not proceed to allocation for initial assessment

Target - 0 Actual - 35

When SCC/007 parts a, b & c add up to 100%, this indicates that there are no unallocated cases. 08/09 targets will be altered accordingly. Current performance denotes that of the referrals that proceed for initial assessment, there have been 10 unallocated cases during the period ending 31st December 2007.

SCC/008a % of initial assessments carried out within 7 working days

Target - 60 Actual - 30.3

A full report on the reasons for this performance and the strategies to improve this performance has been made to Sub Scrutiny Committee by 11th February 2008.

The report highlighted the issues which affect performance, including:

- a) Staffing pressures within the Disability and Referral & Assessment Teams;
- b) Delays in service user or other professionals providing information;
- c) Where assessments form part of complex Child Protection enquiries;

In these situations social work managers use their professional judgement in agreeing to extend the assessment period.

There are a number of improvement strategies being considering and put into place, in relation to joint working; further data analysis; oversight & audit, including the establishment of the Performance Management Oversight Group; and training;

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

Target - 14 Actual - 28.1

See explanation provided for SCC/008a above.

SCC/010a Percentage of referrals that are repeat referrals within 12 months

Target - 15 Actual - 19.2

An analysis is being undertaken by the recently formed Performance Management Oversight Group to understand what issues underlie this area of challenging target and the outcome of this analysis can be relayed in future reports.

SCC/012 The percentage of initial assessments taking place during the year where the following is recorded:

	Target	Actual
a) Ethnicity	98	74
b) Religion	98	36.1
c) 1st language choice	98	68

Performance is steadily improving as teams continue to strengthen.

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

Target - 0 Actual - 1.8

This is very close to target and relates to two children only.

SCC/023b The average number of days spent out of school on fixed-period exclusions for children looked after who were excluded in the year 1 April - 31 March

Target - 5 Actual - 6.6

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 - 68.5

There has been a significant improvement in this quarter, resulting from an on going investigation of this area of performance, further improvement is still required. However, data shows that social workers are in fact visiting more often than statute requires, despite some of these visits being out of timescales.

SCC/029 The percentage of eligible, relevant and former relevant children that have:

	Target	Actual
a) pathway plans as required	100	83.3
b) been allocated a personal advisor	100	77.8

SCC/031 Percentage of children and young people with disabilities receiving services who are receiving direct payments at 31 March

Target - 3 Actual - 2.4

We are promptly offering direct payments to all families that require them. There are currently 8 children and young people with disabilities receiving a service who are receiving direct payments.

SCC/032 Percentage of children who had been looked after continuously for at least 4 years at 31 March and had been in their foster placement for at least 2 years for:

	Target	Actual
a) Children aged 4 - 5 years	45	20
b) Children aged 6 - 10 years	65	45.2

- a) Target was probably over ambitious given that children needing long term care in that age range tend to be placed for adoption.
- b) In other age ranges you would expect some degree of variable from month to month.

SCC/033c 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 - 80 Actual - 33.3

The significant drop in performance is due to a cohort of young people who, for a range of reasons, are proving to be challenging to engage in

constructive activity and there is a stark contrast in relation to the previous cohort of young people who were high achievers.

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:

	Target	Actual
b) Temporary accommodation	82%	70.8%

HLS/008 The total amount of rent lost due to lettable units of accommodation being empty as a percentage of the total rent debit for the financial year, for:

	Target	Actual
b) Temporary accommodation	14%	16.2%

L(HLS) 1 General needs voids as a percentage of general needs stock

Target - 1.48 Actual - 1.69

During the quarter the figure did get down to 1.61% (Highest figure during the quarter was 2.17%). The figure of 1.69% is a cumulative average for the quarter. With the homes by choice cycle it is envisaged that this figure will stabilize throughout the remainder of the financial year.

WMT/001bii Percentage of municipal waste composted or treated biologically in another way

Target - 10 Actual - 9.2

L 8 Percentage of gullies cleaned twice per year

Target - 80 Actual - 60.1

The target was not achieved due to a combination of factors e.g., wetter than average Autumn / Winter period and downtime as a result of plant breakdowns.

PLA/003bii Percentage of determined appeals that upheld the authority's decision - Enforcement notices

Target - 66 Actual - 0

Actual performance relates to one appeal which did not uphold the authority's decision.

L(DC) 3 Percentage of Home Care staff trained / being trained to NVQ D32, D33, Level 2 and above

Target - 56 Actual - 51

L(ED) 2 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

Target - 40 Actual - 7

The Council's Business Start Up Grant scheme, funded through the Objective 1 programme, closed at the end of April. As a result, we have been unable to financially assist any new business since May 2007 which has resulted in a significant underachievement for this PI to date. However, a new loan fund is being launched in January 2008 that will help increase the number of new business starts, so although it looks increasingly unlikely that we will achieve the target set for this financial year, we anticipate an increase in outputs during the final quarter.

List of Background Papers:

The Neath Port Talbot Improvement Plan - 2007/2008;
Data collection working papers - 1st April 2007 - 31st December 2007.

Wards Affected:

All


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Policy and Resources Scrutiny Committee

Quarterly Performance Management Data – Overview Report

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	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	NA NA NA NA NA NA NA	None set None set None set None set None set None set None set				

 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 06/07.

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 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Corporate Health - Asset Management - continued</i>							
CAM/002	a) The cost of energy use in all operational buildings per m ² of gross internal area (GIA)	NA	None set				
	b) The cost of water use in all operational buildings per m ² of gross internal area (GIA)	NA	None set				

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
Education							
EDU/001 (NS 9)	Percentage of pupil attendance in secondary schools	90.6	91.3	90.1		91.5 See Note	
EDU/002 (NS 10)	The number and (percentage) of: i) All pupils (including those in local authority care), and ii) Pupils in local authority care, in any local authority maintained learning setting, who attain the age of 16 during the school year and leave full-time education, training or work based learning without an approved external qualification.	32 (1.69) 2 (9.09)	30 (1.63) 2 (9.09)	36 (2.1) 2.5 (18.1)			47 (2.55) 3 (12.5)
EDU/003 (NS 11)	The percentage of pupils eligible for assessment at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	69.9	72	74.4		72	
EDU/004 (NS 12)	The percentage of pupils eligible for assessment at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	57.1	59	58.2		57.2	
EDU/006 (NS 14)	The number and (percentage) of pupils eligible for assessment, 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	214 (12.88) 173 (9.49)	220 (13.28) 184 (10.09)	307 (19.1) 272 (15.7)			218 (13.15) 185 (10.2)
EDU/007	Percentage of pupil attendance in primary schools	91.9	93.5	92.5			92.3

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

Note: **Third quarter data published for Education relates to the 2006 / 2007 academic year unless otherwise stated.**

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Education - continued</i>							
EDU/008	The number of pupils permanently excluded during the year per 1,000 pupils from: a) Primary schools b) Secondary schools	0.21 2.11	0 2.51	0.19 2.08		0.16 2.62	
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	15.9 9.1	14.3 8.2	31.4 20			
EDU/010	The percentage of school days lost due to fixed-term exclusions during the year, in: a) Primary schools b) Secondary schools	0.01 0.18	0.014 0.155	0 0.1		0.017 0.155	
EDU/011 (NS 13)	The average external qualifications point score for 16 year olds, in learning settings maintained by the local authority.	343	355	334			355
EDU/012	The percentage of Key Stage 2 primary school classes with more than 30 pupils	0	0	0.18		See Note 0	
EDU/015	b) The percentage of final statements of special education need issued within 26 weeks - excluding exceptions	NA	98				
L(Edu) 1	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	60 95.4 45.7	58 96 45			60 94 48	

Note: Data relates to 2007 / 2008 academic year.

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

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Education - continued</i>							
L(SEN) 1	a) No. of children with new statements of special educational needs	48	45		38	59	75
(C)	b) Total number of children with statements of special educational needs	712	680		656	See Note 673	693
L(FP) 1	No. of full day childcare places provided (C)	1435	1510		1441	1509	1521
L(Yth) 1	No. of young people involved in Youth Service projects (C)	1868	1900		161	693	996

Note: Data collected over the calendar year. Reported data is for the period 1 January 2007 to 31 December 2007.

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	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	8.59	5	9.49	4.96	5.41	6.12
SCA/002 (NS 2)	The rate of older people (aged 65 or over):	111.4	118	89.8	110	108.1	107.47
	a) Helped to live at home per 1,000 population aged 65 or over b) Whom the authority supports in care homes per 1,000 population aged 65 or over	29.2	27.5	26.6	27.7	27.4	27.09
SCA/003	The percentage of clients who are supported in the community during the year, who are:						
	a) Aged 18-64	93.7	93	92.6	91	91	91.2
	b) Aged 65+	76.8	80	80.1	80.9	81.3	81.8
SCA/004	The percentage of enquiries that trigger an assessment	53.6	54	45.8	45.5	45.3	41.4
SCA/005	The average number of working days between initial enquiry and completion of the care plan.	23	23	37	24	21	35
SCA/006	The average number of working days taken from completion of the care plan to provision and/or installation of aids/equipment.	9	9	9	5	5	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.	96.6	96	57.5	15.1	25.1	48.6
SCA/008	a) The number of adult protection referrals received during the year per 1,000 population aged 18+	1.94	None set	2.15	0.41	0.99	1.43
	b) Of the adult protection referrals completed during the year, the percentage:						
	i) That lead to an adult protection investigation	89.9	50	68.1	71.1	69.7	68.9
	ii) That were admitted or proved	10.8	10	22.5	11.1	14.1	14.2
	iii) Where the client or their property is no longer at risk	20.9	12	18.2	17.8	17	17

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Adult's Services - continued</i>							
SCA/009	The rate per 1,000 adults (aged 18+) receiving a service in the community who receive a direct payment.	27.4	29	19.3	27.7	29.5	27.8
SCA/010	The rate per 1,000 adult clients assessed during the year who are provided with assistive technology as part of a package of care	110.22	115	100	150.8	128.3	117.3
SCA/012	a) The percentage of identified carers of adult service users who were offered an assessment	45.4	50	78.6	30.6	35.1	56.3
	b) The percentage of identified carers of adult service users who had an assessment	6	10	34	2.5	2.4	3.2
	c) The percentage of identified carers of adult service users who had an assessment which was an assessment in their own right	16.2	None set	38.2	No data	No data	No data
	d) The percentage of identified carers of adult service users who were assessed who were provided with a service	No data	None set	29.9	No data	No data	No data
	e) The percentage of identified carers of adult service users who are awaiting assessment	No data	None set	4.3	No data	No data	No data
SCA/013	The number of Whole Time Equivalent staff in post, per 10,000 population aged 18+, who are:						
	a) Registered Social workers for adults	3.71	None set	4.39	3.48	3.62	3.69
	b) Occupational Therapists employed or funded by Social Services	0.38	None set	0.78	0.37	0.55	0.55
	c) Other staff undertaking assessments, care management and review activities employed or funded by Social Services	2.64	None set	3.23	2.64	2.69	2.78

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	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 - See Note	169.7	168		168.7	166.7	164.8
3.9	Percentage of adult clients receiving a written statement of their needs and how they will be met	89.9	95				
3.10	Assessments of elderly clients per 1,000 adults 65 and over	166.4	165		133.4	155.8	157
3.11	The number of nights of respite care provided or funded by the Council per 1000 adults	149.6	156		151.4	150.5	150
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	5.80	5.9		5.81	5.73	5.6
	(b) Learning disabled	5.61	4.8		5.48	5.33	5.3
	(c) With mental health problems	5.75	4.2		5.62	5.65	5.73
L 21	% of Care staff trained/being trained to NVQ level II	68	72		58	67	78
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	97		90.7	90.4	90.2

Note: This indicator differs to SCA/002a above because it includes users of the Community Alarm (Lifeline) service.

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	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	100	100	87.8	92.6	95.9	95.2
	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	97.4	100	89.2	100	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	9.78	6.2	13.1	14.4	14.2	20.3
SCC/004	The percentage of children looked after on 31 March who have had three or more placements during the year	4.3	6	9.6	0.37	1.5	1.5
SCC/006	The percentage of referrals during the year on which a decision was made within 1 working day.	16.31	60	82.3	80.3	85.5	87
SCC/007	The percentage of referrals that proceed to allocation for initial assessment during the year.	46.6	65	40	42.5	49.4	59.4
	a) Allocated to a social worker for initial assessment	10.3	35	8	4.9	3.8	4.9
	b) Allocated to someone other than a social worker for initial assessment	No data	0		52.6	46.7	35
SCC/008	a) The percentage of initial assessments carried out within 7 working days;	18.6	60	58.6	34.3	31.4	30.3
	b) The average time taken to complete initial assessments that took longer than 7 working days to complete	43	14	22	33	28.5	28.1
SCC/009	a) The percentage of required core assessments carried out within 35 working days	No data	25	56.3			
	b) The average time taken to complete those required core assessments that took longer than 35 days	No data	45	95			

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	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 repeat referrals within 12 months	17.1	15	27.5	8.1	14.2	19.2
	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.	1.9	10	3.8	1	1.4	2.2
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	79.3	80	46.8	74	74.8	77.2
	(b) The child has been seen alone by the Social Worker.	43.5	50	14.4	45.9	43	47.2
SCC/012	The percentage of initial assessments taking place during the year where the following is recorded:						
	(a) Ethnicity	81.1	98	82.4	68.5	73.3	74
	(b) Religion	59.1	98	32.6	26	31.8	36.1
	(c) First language choice	77.2	98	48.9	61.3	66.2	68
	(d) Preferred communication method (where the child relies on means other than spoken language)	No data	98	75	No data	No data	No data

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Children's Service - continued</i>							
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	99.6 99 63.3 100 100 100	100 98 65 0 2 35	96.1 87.6 64.9 100 76.7 99.7	94.6 93.2 51.4 0 2.3 28.1	99.3 94.8 61.7 0 2.3 25.7	97.1 96.4 62.8 2.9 2.6 25.7
SCC/014	The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion	No data	85	62.2			
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	90.5	85	61.8	76.9	87.3	89.9
SCC/016	The percentage of reviews of child in need plans carried out in accordance with the statutory timetable.	No data	None set	31.9			
SCC/019	The percentage of children looked after at 31 March who were registered with a provider of general medical services at that date.	99.6	100	96.1	100	100	100
SCC/020	The percentage of looked after children who have had their teeth checked by a dentist during the year.	No data	None set	75.9			

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Children's Service - continued</i>							
SCC/021	The percentage of looked after children reviews carried out within statutory timescales	94.8	100	85.7	92.7	94.5	95.6
SCC/022	a) The percentage attendance of looked after pupils whilst in care in primary schools;	No data	None set	93.8			
	b) The percentage attendance of looked after pupils whilst in care in secondary schools	No data	None set	95.1			
SCC/023	a) The percentage of children looked after who were permanently excluded from school in the year 1 April - 31 March	0.9	0	0.4	1	0.98	1.8
	b) The average number of days spent out of school on fixed-period exclusions for children looked after who were excluded in the year 1 April - 31 March	6.3	5	5.8	4.9	4.5	6.6
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	No data	50	41.6			
SCC/025	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	46.1	95	73.3	48.5	50.9	68.5
SCC/026	The gross weekly expenditure per looked after child in (£):						
	(a) Foster care						
	i) Local authority own provision	291.69	350	294	304.71	310.26	322.06
	ii) Externally purchased provision	719.15	675	773	700.26	683.88	674.85
	(b) Children's homes excluding secure accommodation						
	i) Local authority own provision	0	0	2292	0	0	0
ii) Externally purchased provision	1839.22	2246.70	2813	2046.97	2201.14	2184.81	
(c) Secure accommodation	2544	0	1248	0	0	0	
					See Note	See Note	

Note: Quarters 1 and 2 were previously reported in error as £13,707.

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Children's Service - continued</i>							
SCC/027	The percentage of looked after children placed at a distance less than 20 miles from their home address.	89.8	80	87.6	94.5	79.4	89.1
SCC/028	The percentage of children looked after who had a fully completed and updated Assessment and Progress Record at their third review.	3.8	None set	24.1	No data	No data	No data
SCC/029	The percentage of eligible, relevant and former relevant children that: a) have pathway plans as required, and; b) have been allocated a personal advisor.	78.8	100	73.8	100	69.2	83.3
		81.8	100	80.7	83.3	84.6	77.8
SCC/030	a) The percentage of young carers known to Social Services who were assessed	No data	None set	78.5			
	b) The percentage of young carers known to Social Services who were provided with a service	No data	None set	68.2			
SCC/031	The percentage of children and young people with disabilities receiving services who are receiving direct payments at 31 March	2.9	3	6	3.1	2.3	2.4
SCC/032	The percentage of children who had been looked after continuously for at least 4 years at 31 March and had been in their foster placement for at least 2 years for:						
	a) Children aged 4-5 years	25	45	55	28.6	20	20
	b) Children aged 6-10 years	60	65	71.5	59.5	51.5	45.2
	c) Children aged 11 years and over	50	49	63.8	44.3	47.4	46.6

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Social Care - Children's Service - continued</i>							
SCC/033	a) The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	72.7	95	90.4	100	94.1	93.7
	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.	87.5	100	86.4	100	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.	37.5	80	44.3	38.5	25	33.3
SCC/034	The percentage of child protection reviews carried out within statutory timescales during the year	NA	100		98.6	100	100
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	NA	50				
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	NA	50				
SCC/037	The average external qualification point score for 16 year old looked after children, in any local authority maintained learning setting	NA	None set				
SCC/038	The percentage of health assessments for looked after children due in the year that have been undertaken	NA	76				

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Housing - Homelessness and Housing Advice</i>							
HHA/001 (NS 5)	a) The number of homeless families with children who have used bed and breakfast accommodation during the year, except in emergencies (C)	16	6	34	2	3	5
	b) The average number of days all homeless households spend in temporary accommodation	115.04	100	118	97.4	92.1	87.8
HHA/002 (NS 6)	The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless	88.8	80	113	72.7	72.8	67.2
HHA/003 (C)	The number of homeless presentations received by the local authority during the year per 1,000 households	21.8	23		4.87	10.5	15.5
HHA/007 (C)	a) The total number of homeless households having used Bed & Breakfast accommodation, and;	110	70	154	13	18	34
	b) The total number of homeless households having used all other forms of temporary accommodation	83	125	172	24	58	101
HHA/008	a) The percentage of homeless presentations accepted as statutorily homeless;	12.3	14	39.5	77.8	73.7	86.9
	b) The percentage of homeless presentations decided within 33 working days	80.3	80	85.2	95.5	93.2	92.3

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Housing - Homelessness and Housing Advice - continued</i>							
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.	3.23	10	2.53			
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	NA	7		1	1.5	4.5
HHA/013	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	NA	None set		No data	No data	No data

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	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	95.9% 82.3%	95% 82%	96.6% 67%	86.5% 41%	92.9% 60%	95.3% 70.8%
HLS/008	The total amount of rent lost due to lettable units of accommodation being empty as a percentage of the total rent debit for the financial year, for: a) Permanent accommodation b) Temporary accommodation	1.81% 14.3%	1.8% 14%	2.16% 13.75%	1.91% 12.6%	1.89% 15.4%	2% 16.2%
HLS/009	The average number of calendar days taken to let lettable units of accommodation during the financial year, for: a) Permanent accommodation b) Temporary accommodation	89.4 106.1	98 103	85.2 39.4	77.5 68.1	75.2 68.8	80.3 66.1
HLS/010	The average number of calendar days taken to complete: a) Emergency repairs b) Urgent repairs c) Non-urgent repairs	0.7 5.7 24.9	1 7 27	0.7 7.2 32.6	0.73 6.61 26.7	0.73 6.41 26.4	0.74 6.3 27.2

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Housing - Landlord Services - continued</i>							
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	NA NA	None set None set		No data No data	No data No data	No data No data
		NA NA	None set None set		No data No data	No data No data	No data No data
		NA NA	None set None set		0.04 0.37	0.02 0.24	0.05 2.73
L(HLS) 1	General needs voids as a percentage of general needs stock	1.51	1.48		1.66	1.61	1.69

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Housing - Private Sector Renewal</i>							
PSR/001 (NS 7)	The percentage of unfit private sector dwellings made fit, closed or demolished through direct action by the local authority	0.04	1	4.29			
PSR/002	The average number of calendar days taken to deliver a Disabled Facilities Grant	609	610	545	584	541	555
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.	396	450	215	392	369	329
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	1.49			
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	82	100	85	210	135	95

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	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	1.05	1.1	2.6			
	ii) Direct access	0.15	0.2	0.3			
	iii) Temporary accommodation	1.32	1.6	0.5			
	iv) Permanent accommodation	0	0	0.9			
	v) Sheltered accommodation for older people	5.18	4.8	8.2			
	vi) Community alarm services.	1.33	1.1	10.5			

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Energy Efficiency</i>							
EEF/001 (NS 19)	a) Percentage change in carbon dioxide emissions in the non domestic public stock; b) Percentage change in: i) energy use ii) carbon dioxide emissions in the housing stock.	9.21	2	8.07			
		8.53	3	7.85			
		5.88	2	6.93			

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Environment & Transport - Waste Management</i>							
WMT/001 (NS 15)	a) The total tonnage of municipal waste (C):						
	i) Reused and/or recycled; and	16,268	16,791	14,307	4,583	8,744	12,275
	ii) Composted or treated biologically in another way.	5,871	9,435	7,770	2,549	4,713	5,836
	b) The percentage of municipal waste:						
i) Reused and/or recycled; and	18.59	18	17.91	20.4	19.8	19.4	
ii) Composted or treated biologically in another way.	6.71	10	9.73	11.3	10.7	9.2	
WMT/002 (NS 16)	a) The total tonnage of bio-degradable municipal waste sent to landfill. (C)	42,187	<51,231	34,271	8,191	28,783	41,034
	b) The percentage of bio-degradable municipal waste sent to landfill	74.03	<74	67.4	55	56	57
WMT/004	The percentage of municipal wastes sent to landfill.	58.23	<54	68.5	50.9	53.2	54
WMT/005	The percentage of municipal waste used to recover heat and power.	4.87	7	0.87	7.1	6.8	7.6
WMT/006	The percentage of households served by a kerbside collection of two or more recyclables.	99	>93	87	89.4	89.4	89.4
WMT/007	The percentage of municipal waste received at a household waste amenity site that is reused, recycled or composted.	42.47	>40	50.4	48.7	54.7	50.4
<i>Environment & Transport - Street Scene</i>							
STS/003	The percentage of reported fly tipping incidents on relevant land cleared within 5 working days	94.4	>90	92.8	98.7	95	97.6
STS/005	a) The Cleanliness Index	NA	67%		68%	71%	71%
	b) The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	NA	95		97.4	97	95.3
L 6	The percentage of dog fouling which was cleared by the end of the next working day	97.5	83		92.9	95.8	91.3
L 8	The percentage of gullies cleaned twice per year	69.7	80		67.8	72.8	60.1

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Environment & Transport - Transport and Highways</i>							
THS/004	The percentage of the local authority maintained road network subject to precautionary salting during the year. (C)	38.5	38.4	31	20.9		38.8
THS/009	The average number of calendar days taken to repair street lamp failures during the year	3.9	7	4.8	2	2	2
THS/010 (NS 17)	Condition of: a) Principal (A) roads b) Non-principal/classified road	NA NA	9% NA				
L 3	The percentage of emergency repairs to roads and footpaths carried out within 24 hours	95.3	>90		100	100	100
<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	NA	65		81.1	79.6	77.4

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	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	26	25	47	7	14	29
	ii) Enforcement notices	5	4	5	0	1	1
	b) The percentage of these determined appeals that upheld the authority's decision, in relation to:						
	i) Planning application decisions	73.1	66	67.1	86	86	66
	ii) Enforcement notices	80	66	68.4	NA	0	0
PLA/004	a) The percentage of major planning applications determined during the year within 13 weeks,	37	30	37.2	29	42	40
	b) The percentage of minor planning applications determined during the year within 8 weeks,	37.6	50	47.6	51	54	57
	c) The percentage of householder planning applications determined during the year within 8 weeks,	68	75	73.9	83	83	82
	d) The percentage of all other planning applications determined during the year within 8 weeks.	60.4	70	56.1	64	71	68
PLA/005	The percentage of enforcement complaints resolved during the year within 12 weeks of receipt	85.5	60	62	88	76	77
<i>Planning & Regulatory Services - Building Control</i>							
BCT/004	Percentage of Building control 'full plan' applications checked within 15 working days during the year	93.1	99	68.5	95	94	99

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Planning & Regulatory Services - Public Protection</i>							
PPN/001 (NS 18)	a) The number of high risk businesses liable to a programmed inspection or alternative enforcement activity during the year; and b) The percentage of these high risk businesses that were liable to a programmed inspection or alternative inspection activity that were inspected/subject to alternative enforcement activity, for (C):	733	713		696	685	697
	i) Trading Standards	100	100	97	7	39	54
	ii) Food Hygiene	100	100	91	19.9	42.8	74
	iii) Animal Health	71	100	93	11	11	33
	iv) Health and Safety	100	100	92	21.7	36.4	90
PPN/004	The percentage of all eligible food premises with a valid food hygiene award.	16.1	18	13.3	19.5	18	23
PPN/005 (C)	a) The percentage of new businesses identified during the year which were subject to an inspection, for:						
	i) Trading Standards	35	85	47	3.6	24	25
	ii) Food Hygiene	94	85	79	41	No data	80.5
	iii) Animal Health	100	85	67	0	100	100
	iv) Health & Safety	88	85	34	3.9	No data	25.2
	b) The percentage of new businesses identified during the year which submitted a self-assessment questionnaire, for:						
	i) Trading Standards	34	85	13	5	10	32
	ii) Food Hygiene	0	85	2	0	No data	0
	iii) Animal Health	0	85	0	0	No data	No data
	iv) Health & Safety	0	85	13	0	0	0

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
<i>Planning & Regulatory Services - Public Protection - continued</i>							
PPN/007	a) The number of significant breaches detected per business liable to a programmed inspection or Alternative Enforcement Activity per year, and;	0.23	0.20	0.38	0.09	0.19	0.10
(C)	b) The percentage of significant breaches that were rectified by intervention for:						
	i) Trading Standard	6	50	60.7	17	13	22
	ii) Animal Health	0	50	78	22	0	27

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	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 Library Services during the year per 1,000 population	6,046	6,191	5,157	1505	3045	4542
LCL/002	a) The number of publicly accessible computers per 10,000 population	8.11	8.26	9			
	b) The percentage of available computer hours in use	51.3	52	46			
LCL/003	a) The percentage of library material requests supplied within 7 calendar days	60*	63	51			64

* **Note:** Up to 31st March 2007, this indicator was required to be reported as working days and not calendar days.

PI No.	Performance Indicator	Actual 2006/2007	Target 2007/2008	Wales Average 2006/2007	Actual Performance		
					1 st Quarter	2 nd Quarter	3 rd Quarter
Miscellaneous Services							
Mental Health Services							
L(MH) 3	Percentage of people on caseload receiving an annual review of their care plan	88	98				
Domiciliary Care							
L (DC) 3	Percentage of Home Care staff trained / being trained to NVQ D32, D33, Level 2 and above	46	56		38	47	51
Economic Development							
L (ED) 1 (C)	Number of jobs created as a result of financial support by the Local Authority	255	100		32	51	94
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	76	40		3	5	7

2 Equality of Opportunity in Service Delivery - Corporate Action Plan Progress Report

Purpose of the Report

To advise Members on the progress of the Corporate Action Plan

Background

In accordance with the Equality of Opportunity in Service Delivery Policy, a six monthly progress report is required to be presented to Policy and Resources Scrutiny Committee.

General Progress

The action plan is still considered relevant although the policy has been revised. However, some new actions have been included. Further consideration will be given to the relevancy of the action plan following the revision of the Race Equality Scheme which is due to be published by 31st May 2008 and consideration of the outcomes of the Have Your Say event for Disabled People that took place earlier this month.

BME Forum continues to meet and has recently been involved in consultation on a number of matters including Housing, Carers, Community Care, and Race Equality Scheme Action Plan for Mental Health Services. Currently the Forum is involved in the revision of both the Council's and the Local Health Board's Race Equality Schemes. Membership of the Forum has increased over recent months with more representatives from the communities originally represented, representatives from newly established communities and representatives from the Local Health Board.

The first annual progress report on the Disability Equality Scheme action plan was reported to P&R in November. Good progress has been made particularly in specific service areas.

However, it is acknowledged that further work is required to fully achieve the desired outcomes. The outcomes of the recent Have Your Say event will inform the revision of the action plan.

Corporately, there are a number of areas, including the implementation of Equality Impact Assessments, which will require further work to fully implement actions found in this action plan and in the individual action plans of the various Equality Schemes.

A disabled employees' forum was established in summer 2007 and although the focus is on personnel and related issues, any outcomes that may be beneficial to the development of services will be considered as appropriate.

Comments on Actions

A2 Provide guidance on impact and need/requirements assessment process

Guidance has been produced and, following feedback from officers undertaking equality impact assessment in the pilot areas is currently being revised prior to wider circulation. In light of this it is considered appropriate to delete this action.

A16 Develop and implement a Gender Equality Scheme and Action Plan

Although not currently a statutory requirement in Wales the Council published its first Gender Equality Scheme in April 2007. Progress is being made against the associated action plan and will be reported in due course to this Committee. With the publication of the Scheme and the reporting process to be included in the annual work programme this action can be deleted.

A18 Ensure that progress against the Disability Equality Scheme Action Plan is reported to the Policy and Resources Scrutiny Committee annually

Similarly to the above this action can be deleted as the first progress report on the Disability Equality Scheme and Action Plan was reported to this Committee in November 2007 and is incorporated into the annual work programme.

A19 Consider and implement any corporate implications as a result of the Disability Equality Scheme and Action Plan

As part of the continuing participation of disabled people in the development of services and policies a further Have Your Say event was on 12th March 2008 to shape the content of this year's action plan. Following the event any corporate outcomes will be considered and any resulting actions incorporated into this and any other relevant action plans.

Appendices

Appendix 1 – Equality of Opportunity in Service Delivery - Corporate Action Plan

List of Background Papers

Equality of Opportunity in Service Delivery Policy

Wards Affected

All

Officer Contact

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Equality of Opportunity in Service Delivery – Corporate Action Plan

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
A2	Provide guidance on impact and need/requirements assessment process	December 07 March 08	√			Guidance on Equality Impact Assessments has been given to officers who were undertaking pilots in various service/policy areas across the Council. The guidance will be reviewed in light of any feedback received prior to the circulation of a commencement date undertaking assessments on new policies and services. To Be Deleted
A3	Develop and implement corporate equality objectives and targets	July 07 July 2009			√	A review of the Council’s aims and objectives has been undertaken in line with recent equality legislation. However, a further review will be required to ensure they remain pertinent to the revised Community Plan, due to begin in 2008/2009.
A4	Ensure all directorates set targets based on equality objectives	July 07 Sept 08			√	With the the revised business planning framework, the increasing use of equalities monitoring and the imminent introduction of the equality impact assessment framework across the Council, all directorates have had the opportunity to identify equalities objectives and targets. Progress in this area will continue but will be dependant on the nature of the service and the ongoing identification of issues and impacts identified. The Corporate Strategy Team will continue to support serivces in undertaking this process and progress will continue to be reviewed.

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
A7	Ensure directorates use the employee communication strategy to raise staff awareness of equality policies	April 07	√			<p>With equalities being a standing item at Management Team meetings it is becoming part of the communication and strategic planning process within each directorate.</p> <p>The employee communication strategy, and the corporate communication manual, both provide guidance on how information should be communicated to and amongst employees. The key messages section of the Corporate Communication Manual remains a vital part of communicating equality issues to employees and the public.</p> <p>An increasing awareness of equalities issues has been demonstrated amongst employees especially with equality impact assessments being undertaken across a number of directorates.</p> <p>Equalities awareness will be reinforced over coming years with the continuation of training opportunities across all equalities strands.</p> <p>To Be Deleted</p>
A12	Mainstream equalities via the Wales Programme for Improvement and Sustainability Appraisal mechanism	December 07 July 08			√	<p>While some work has been undertaken with the lead officers for the Community Plan in relation to the sustainability appraisal mechanism further work needs to be carried out in order to fully address this issue. The appropriateness of the remaining policy areas need to be explored to take into account changes in the current local government climate.</p>

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
A14	Develop and implement guidance to all procurement officers on contracts and the equality dimension	December 07	√			<p>The Equal Opportunities Questionnaire and Race Relations Statement that are currently furnished as part of relevant tender documentation have been merged and updated to reflect the latest legislation relating to disability and race. Consideration will be given to this documentation in light of further equalities legislation.</p> <p>The Council's Contract Procedure Rules (CPR's section 26) are in the process of being updated to accurately reflect recent equalities legislation</p> <p>Compliance with the Welsh Language Scheme is also required through CPR and tender documentation</p> <p>Procurement staff have taken responsibility for the assessment of this part of the tender response with Corporate Strategy providing support when necessary</p> <p>All key procurement staff in the Council have been made aware of the above changes in order for them to be accommodated in their procurement process.</p> <p>To Be Deleted</p>
A16	Develop and implement a Gender Equality Scheme and Action Plan	April 07	√			<p>The first Gender Equality Scheme and its associated Action Plan was produced in April 2007. Progress against the action plan will be reported to Policy and Resources Scrutiny Committee during the new committee cycle.</p> <p>To Be Deleted</p>

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
A18	Ensure that progress against the Disability Equality Scheme Action Plan is reported to the Policy and Resources Scrutiny Committee annually.	January 08	√			The first progress report on the DES Action Plan was reported to Policy and Resources Scrutiny Committee on 11 th November 2007 and will continue to be reported annually. To Be Deleted
A19	Consider and implement any corporate implications as a result of the Disability Equality Scheme and Action Plan	January 08 September 08			√	Due to their generic nature the corporate actions identified in relation to the Disability Equality Scheme have also been included in other equality related action plans. These generic actions, including the development and implementation of the Equality Impact Assessment framework and training, are currently being progressed. However, following the recent Have Your Say Event for disabled people on 12 th March, it is possible that further corporate actions will be identified for inclusion in this and other relevant action plans.
A20	Review the Equality of Opportunity in Service Delivery Policy	July 07	√			The policy was revised and approved by Policy and Resources Cabinet Board on 23 rd August 2007 and approved by Council on 26 th September 2007. To Be Deleted
A21	Revise the Race Equality Scheme and ensure its implementation.	May 2008			√	The Race Equality Scheme is currently being revised. Due to the executive reporting cycle a draft Scheme will be published by the statutory publication date of 31 st May 2008 and the final approved Scheme will follow as soon as is practicable.

3 Equality of Opportunity in Service Delivery - Chief Executive's Directorate Action Plan Progress Report

Purpose of the Report

To advise Members on the progress of the Directorate Action Plan

Background

Progress on the Equality of Opportunity in Service Delivery Policy is reported biannually to the Policy and Resources Cabinet Board and Scrutiny Committee.

Comments on Actions

It is considered appropriate to delay the inclusion of further actions in the directorate action plan until both the revision of the Race Equality Scheme and the review of the Disability Equality Scheme Action Plan are completed.

It is anticipated that the BME Forum will play a major role in the development of the new Race Equality Scheme thus providing opportunities for closer working and greater understanding on both sides. As a result issues may be highlighted within the Directorate which will need to be included in the action plans of both the Race Equality Scheme and the Equality of Opportunity in Service Delivery Policy.

Similarly, the second 'Have Your Say' event for Disabled People, held on Wednesday, 12th March 2008, considered the progress made against the Disability Equality Scheme Action Plan as well as considering other issues pertinent to disabled people which may impact on the Directorate.

Appendices

Appendix 1 – Equality of Opportunity in Service Delivery – Chief Executive's Directorate Action Plan

List of Background Papers

Equality of Opportunity in Service Delivery Policy

Wards Affected

All

Officer Contact

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Equality of Opportunity in Service Delivery – Chief Executive’s Directorate Action Plan

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
A1	Undertake impact and needs/ requirements assessment in directorate policies and services	December 07 August 08			√	The Equality Impact Assessment Framework has been piloted in two service areas in the Directorate. Following consideration of similar activity in other Directorates the Heads of Service Equalities Group is to provide a commencement date for assessments to be undertaken on all new services and policies. A list of Directorate services and policies has been drafted in connection with the Race Equality Scheme and the associated timetable will form the basis for rolling out the Framework over the coming years.
A2	Further develop and refine equality objectives and targets for the following services: <ul style="list-style-type: none"> • Electoral Registration • Community Safety • Communities First • Media 	December 07 September 08			√	The recently refined business planning framework as well as the introduction of the equality impact assessment framework has contributed to the progress, albeit rather limited, made in these services. However, further work with lead officers is required to more fully understand the impact and issues associated with equalities and service delivery.
A8	As part of the current compliance statement in executive reporting procedures ensure that equalities is fully addressed	July 06 and ongoing	√			Directorate reports comply with current executive reporting procedures. To Be Deleted

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
A9	Develop monitoring systems for service take-up by excluded groups in Community Safety	May 07 December 08			√	Unfortunately little progress has been made on this action, although there remains a commitment to develop a structured monitoring system within the Community Safety section. The introduction of a suitable monitoring system will assist in the establishment of a robust system for the Council as a whole.
A10	Ensure guidance on procurement and equality issues is used when procuring contracts	March 08	√			Corporate Procurement has issued guidance to all procurement staff on the various changes relating to equality issues in the procurement process. These changes include the merging and updating of the Equal Opportunities Questionnaire and Race Relations Statement and the updating of the Council's Contract Procedure Rules. To Be Deleted
A11	Ensure Plain English is used in all documents produced by the Directorate and that these are available accessible formats.	October 07 and ongoing	√			The Corporate Communication Manual stipulates the use of Plain English when communicating with the public and media. All documentation is available in a variety of accessible formats on request. To Be Deleted
A12	Ensure that equalities is a standing item on the agenda of Directorate Management Team (DMT) meetings.	September 07	√			Equalities discussed at Directorate Management Team as appropriate. To Be Deleted

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
A13	Circulate the Public Information Guide and Arranging Meetings Guidance to all Directorate business managers and periodically check that they are being used.	September 07 and ongoing June 2008			√	<p>The Arranging Meetings Guidance was widely circulated in the autumn and is being used for a variety of meetings and events organised by the Directorate.</p> <p>The Public Information Guide is currently under review by the Disabled Persons' Advisory Group (DPAG) and when completed will be circulated to all directorate business managers as well as being placed on the Intranet for wider circulation.</p> <p>Amend to:</p> <p>Circulate the Public Information Guide to all Directorate business managers and periodically check that they are being used.</p>
A14	Prepare guidance for new candidates on the democratic process and publish in accessible formats.	October 07 – January 08	√			<p>Guidance for new candidates has been produced and is available on the Council's website. There are also links to other relevant sites, including those of the WLGA and the Electoral Commission.</p> <p>The Electoral Commission's 'Guidance for Candidates and Agents' and the 'Supplementary Guidance for Candidates' will be circulated along with other essential papers for each electoral division for the forthcoming elections.</p> <p>Accessible formats have been made available where practicable.</p> <p>To Be Deleted</p>

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
A15	Explore appropriate methods of publicising the WLGA Widening Participation: 2008 Local Elections Initiative and its subsequent implementation.	January 08 – March 08	√			<p>A Local Elections 2008 webpage has been available on the Council’s website since February 2008. The webpage includes information regarding the County Borough, Community and Town Council elections as well as links to the WLGA and Electoral Commission websites.</p> <p>The publicity campaign for the local elections includes banners and billboards and is a rolling campaign to remind the public to register to vote, to register for a postal vote and then finally to remind the public to vote.</p> <p>To Be Deleted</p>
A16	Analyse and monitor composition of the Communities First Partnerships by the equality strands, and where necessary work with the Partnerships to identify actions to address a noticeable imbalance	March 09		√		The Communities First central support team and the individual partnerships will be looking at this action during the coming year.

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
A17	Monitor the Citizens' Panel as an effective engagement tool and ensure the Panel is demographically balanced	March 08 May 08			√	<p>BMG Research has been awarded the contract to undertake public consultation activities of which Citizens' Panel will be the main focus. The panel is currently being refreshed to ensure it will be demographically balanced. It is anticipated that the first questionnaire will be going out in May 2008.</p> <p>As part of the ongoing public consultation/engagement process the Corporate Strategy Team will continue to monitor the effectiveness of the Citizens' Panel along with other forms of public engagement that may be initiated both corporately and within the directorate.</p>
A18	<p>Analyse and monitor composition of:</p> <ul style="list-style-type: none"> • Older Persons' Council • BME Forum <p>where necessary identify actions to address noticeable gender imbalances.</p>	March 09			√	<p>Currently the Older Persons' Council is gender balanced. The OPC is currently undertaking a recruitment drive to replenish the reserve list. Although this has been publicised to every household in the county borough through the Community Spirit newspaper there has been only 7 applications returned. Appointments were made on 10th March 2008 under the Public Appointments System. Unfortunately the reserve list will have a gender imbalance. Analysis will be undertaken to identify any deficiencies in the process for future recruitments.</p> <p>The BME Forum is currently gender balanced and provides a balanced view of issues that concern the BME communities in Neath Port Talbot. The Membership of the Forum will continue to be monitored to ensure the balance is maintained.</p>

Action No.	Action	Target Date	Action Completed			Comment
			Yes	No	In Part	
A19	Domestic Abuse Partnership to review current service provision, identify any gaps in the provision and take steps to rectify the position and involve previous victims in the process.	March 08 October 08			√	<p>It is acknowledged that more time is required to fully achieve this target given the nature of the service. The establishment of an independent domestic abuse advisor to the Community Safety Team will greatly assist with the identification of gaps in provision.</p> <p>Service provision for male victims of domestic abuse is an area where there is limited provision. However a national helpline, Dyn Cymru (tel: 0808 801 0321), has been set up to assist male victims. The helpline provides basic support and information to men all around Wales - including heterosexual, gay, bisexual, and transgender men - who experience domestic abuse.</p>
A20	To raise awareness of Domestic Abuse within the community and develop actions to identify and signpost victims of domestic abuse to local services.	December 07	√			<p>White Ribbon Week was again promoted within the County Borough with the aim to encourage people to pledge not to commit or condone violence. Along with cakes, decorated with the logo and the National Domestic Hotline Number, the Domestic Abuse Team distributed questionnaires about domestic abuse. Public feedback was very positive especially that it was an imaginative way to get the message across.</p> <p>The Domestic Abuse Partnership is developing a resource pack to accompany the 'Tainted Love' DVD, which was launched in November 2007. This will be used in the Partnership's work with young people.</p> <p>To Be Deleted</p>