



POLICY AND RESOURCES CABINET BOARD

Immediately Following Scrutiny Committee on

THURSDAY, 19 NOVEMBER 2015

COMMITTEE ROOMS 1 AND 2 PORT TALBOT CIVIC CENTRE

PART 1

1. To agree the Chairman for this Meeting.
2. To receive any declarations of interest from Members.

To receive the Report of the Director of Finance and Corporate Services

3. Community Councils Minor Project Scheme Application (*Pages 5 - 6*)

To receive the Reports of the Head of Corporate Strategy and Democratic Services

4. Governance Group - 6 Month Progress Report and Corporate Assessment Action Plan (*Pages 7 - 18*)
5. Quarterly Performance Management Data 2015-2016 - Quarter 2 Performance (1 April - 30 September 2015) (*Pages 19 - 70*)

To receive the Report of the Head of Human Resources

6. Sickness Absence Monitoring Report (*Pages 71 - 86*)

To receive the Report of the Head of Legal Services

7. Archive Collaboration Project (*Pages 87 - 92*)

To receive the Report of the Head of Financial Services

8. Treasury Management Monitoring 2015-2016 (*Pages 93 - 98*)
9. To receive the Forward Work Programme 2015/16 (*Pages 99 - 102*)
10. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Statutory Instrument 2001 No 2290 (as amended).
11. Access to Meetings - to resolve to exclude the public for the following items pursuant to Regulation 4(3) and (5) of Statutory Instrument 2001 No. 2290 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the Local Government Act 1972.

PART 2

To receive the Private Report of the Head of Financial Services (Exempt under Paragraph(s) 14)

12. Write Off of Council Tax (*Pages 103 - 110*)

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Monday, 16 November 2015

Cabinet Board Members:

Councillors: A.H.Thomas and A.N.Woolcock

Notes:

- (1) *If any Cabinet Board Member is unable to attend, any other Cabinet Member may substitute as a voting Member on the Committee. Members are asked to make these arrangements direct and then to advise the committee Section.*
- (2) *The views of the earlier Scrutiny Committee are to be taken into account in arriving at decisions (pre decision scrutiny process).*

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

POLICY AND RESOURCES CABINET BOARD

19 NOVEMBER 2015

REPORT OF THE DIRECTOR OF FINANCE & CORPORATE SERVICES – MR. HYWEL JENKINS

MATTER FOR DECISION

WARDS AFFECTED – CILYBEBYLL

COMMUNITY COUNCILS MINOR PROJECTS SCHEME – APPLICATION

Purpose of Report

1. To seek Members' approval to provide a grant to Cilybebyll Community Council under the Council's Minor Projects Scheme.

Background and Financial Impact

2. Neath Port Talbot Council has approved a Community Council Minor Projects Grants Scheme in order to assist Community Councils in undertaking minor capital projects which will alleviate to some degree the perceived unfairness about "double rating". Approved grants are required to be claimed within two years of approval.
3. The Council has received an application for grant aid under the above mentioned scheme from Cilybebyll Community Council. This application is to upgrade the Car Park which serves the Community Centre and Playing Field at Rhos Park with an estimated cost of £28,929.00 plus VAT. This is part of a wider programme of improvement that the Community Council is pursuing including work on community centres, parks, playgrounds and playing fields. Further funding applications from various bodies is likely in terms of these areas.

4. The Community Council has identified £19,929 from within its budget and if this application is successful a grant of £9,000 from this Council.

Consultation

5. There is no requirement under the Constitution for external consultation on this item.

Proposal

6. The application from Cilybebyll Community Council complies with the conditions of grant and is entitled to grant support at 45% up to a maximum of £9,000 in accordance with the Minor Projects Grants Scheme and payment be made on receipt of paid invoices together with a copy bank statement.

Recommendation

7. It is recommended that Members approve a maximum grant of £9,000 to Cilybebyll Community Council.

Reason for Proposed Decision

8. The decision is in compliance with the approved policy and to enable community improvements.

Implementation of Decision

9. The decision is proposed for implementation after the 3 day call-in period.

List of Background Papers

10. Application form from Cilybebyll Community Council.

Officer Contact

11. Mr. H. J. Jenkins – Director of Finance & Corporate Services
(Tel. 01639 763251 - email: h.jenkins@neath-porttalbot.gov.uk)

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

19th November 2015

Report of the Head of Corporate Strategy and Democratic Services

K.Jones

Matter for Monitoring

Wards Affected: All Wards

Governance Group 6 month progress report (with Corporate Assessment Action Plan incorporated)

Purpose of Report

1. To provide Members with a half yearly update on progress made on the Corporate Governance Group's improvement action plan (appendix 1) for 2015-16. The action plan reflects the governance issues identified in the last Annual Governance Statement for 2014-15 and the Group meets quarterly to monitor progress made on these actions.
2. This action plan also incorporates the outstanding actions from the Wales Audit Office Corporate Assessment report: "Neath Port Talbot Annual Improvement Report, incorporating the Corporate Assessment Report 2014, November 2014."

Executive Summary

3. Overall, of the remaining actions within the action plan, we have made good progress on two thirds and there a few actions where work has not started but are within timescale. The Corporate Governance Group would like to draw attention to those actions which have progressed slower than expected and these are as follows:
 - Implementing the training issue identified in the Information Commissioner's Audit (G6);
 - Asset Management Plan to be aligned with the Corporate Improvement Plan (P13);
 - Formalising arrangements for the Strategic Asset Management Working Group (P15);
 - Finalising the Council's Information Strategy and communicate to all staff (P17); and

- To produce an annual report on information management and information governance matters (P18).

Remedial action is being explored to progress these work areas.

Background

4. The Annual Governance Statement describes the Council's governance arrangements and the controls we employ to manage the risks of failure to achieve strategic objectives. The Annual Governance Statement forms part of the Annual Statement of Accounts and provides a public statement of the extent to which the Council complies with the Code of Governance. This report also discharges the action taken in relation to the Wales Audit Office recommendation that more frequent reports to elected Members should be made during the financial year.
5. The Wales Audit Office is required to deliver a rolling programme of in-depth corporate assessments once, during a four year period for each Council. Our corporate assessment was undertaken in June 2014. The action plan to address the 20 proposals for improvement set out in the Report was agreed at Council on 14th January 2015 and since then it has been incorporated into the Council's Corporate Improvement Plan 2015-2018 and also the Corporate Governance Group's improvement action plan 2015-16.

Financial Appraisal

6. The progress described was delivered against a challenging financial backdrop.

Equality Impact Assessment

7. The Equality Act 2010 requires public bodies to "pay due regard to the need to:
 - Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
 - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
 - Foster good relations between persons who share relevant protected characteristics and persons who do not share it."
8. As the focus is a progress report, there is no requirement to undertake an equality impact assessment.

Workforce Impact

1. During the year, the Council saw a further downsizing of its workforce (by 241 employees) as it sought to deliver savings of £17.3 million in-year.

Legal Impact

2. This progress report is prepared under the Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".

Risk Management

3. The Council also has a general duty under the local Government (Wales) Measure 2009 to "make arrangements to secure continuous improvement in the exercise of its functions". In discharging this overall responsibility, the Council is responsible for putting in place proper arrangements for the governance of its affairs, facilitating the effective exercise of its functions, including arrangements for the management of risk.
4. The Wales Audit Office recently undertook a review of our corporate risk management arrangements. The findings of the review will be presented in a final report to the Audit Committee in December. The review acknowledged that good progress had been made to put risk management on a stronger footing and that the Council needs to ensure the right level of attention is given to risk management for it be effective and robust in the long term.
5. Failure to monitor progress on the action plan may lead to non-compliance by the Wales Audit Office and statutory recommendations the Council would be obliged to address.

Consultation

6. There is no requirement for consultation on this item.

Recommendations

7. It is recommended that Members monitor the contents of the progress report attached at Appendix 1.

Appendices

Appendix 1 – Governance Group Improvement Action Plan 2015-16

List of Background Papers

- Annual Governance Statement (contained within the 2014-15 Statement of Accounts):
<https://democracy.npt.gov.uk/documents/g490/Public%20reports%20pack%2024th-Sep-2015%2010.00%20Audit%20Committee.pdf?T=10>
- Wales Audit Office Annual Improvement Report, incorporating the Corporate Assessment Report 2014: <http://www.wao.gov.uk/publication/neath-port-talbot-county-borough-council-annual-improvement-report-including-corporate>

Officer Contact

8. Mrs Karen Jones, Head of Corporate Strategy and Democratic Services. Tel: 01639 763284 or e-mail: k.jones3@npt.gov.uk
9. Mrs Nita Sparkes, Corporate Strategy and Performance Manager. Tel 01639 686172, e-mail: n.sparkes@npt.gov.uk

CORPORATE GOVERNANCE

Ref	Key improvement area	Action	Lead Officer	Timescale	Progress to date	RAG status
G1	Corporate Performance Management Framework - to further develop the use and effectiveness of report cards.	1. Identify and plan to address issues arising from the audit.	CF/NS	Dec 15	WAO fieldwork complete, response under consideration.	Amber
G2	Modernise and Strengthen Democratic Services (Phase 2) - to complete the programme of work in line with the recommendations arising from the review. (Cross Reference with P1, P2 and P3)	1. Conduct Member survey	RG	Sept 15	Surveys completed, report being drafted.	Amber
		2. Review/evaluation of phase 1	KJ	Sept 15	Report being drafted.	Amber
		3. Define and agree next phase of work	KJ	Feb-Apr 16	To be reported to Council Feb-Apr 2016.	Amber
G3 Page 11	Take forward the improvement work needed to provide and sustain effective risk management.	1. Implementation Plan developed and being rolled out.	CF	Dec 15	Work is currently underway to populate the corporate risk register, which will be presented to Corporate Directors Group on 15 th December 2015.	Amber
					Also the Corporate Risk management Policy will be presented to Audit Committee on 11 th December 2015 for consideration and next steps (monitoring).	
G4	To evaluate how effective our corporate communications and engagement activities are (both internal and external).	Develop an evaluation plan.	KJ	March 16	Currently considered as low priority due to other more important work areas taking higher priority.	Amber
G5	Regional collaborative arrangements – to continue to	1. Intermediate care to be	NE	Oct 15	Scrutiny inquiry has taken place.	Green

CORPORATE GOVERNANCE

Ref	Key improvement area	Action	Lead Officer	Timescale	Progress to date	RAG status
	strengthen scrutiny arrangements by identifying areas for work programmes for the 2015-16 civic year. (Cross Reference with P20)	subject of Member Inquiry. 2. Review City Region scrutiny arrangements.	NE	March 16	Discussion needed with Chief Executive.	Red
G6	Information Commissioner's Audit action plan – to continue to monitor the implementation of the action plan.	1. Implement training issue identified in the audit.	SJ	Nov 15	The All Wales Academy has informed the Authority that the Data Protection related training modules are now available on their site. There are some issues with user accounts and as soon as the issues are remedied IT and Legal Services will review the training to ensure adequacy and inform the HR Training Team that the training can commence. There may be issues around the funding of the system and administration in the future which should be noted.	Amber
G7	Undertake project work to improve the grants management system.	Update accounting instructions for Grants.	DR	Oct 15	Work very near completion. A report went to the September (24.09.15) Audit Committee to report on progress.	Green
G8	To monitor the ongoing challenge to have the right number of people, with the right skills, in the right place, doing the right things.	Refer to P12 (part 3)				Amber

CORPORATE GOVERNANCE

Ref	Key improvement area	Action	Lead Officer	Timescale	Progress to date	RAG status
G9	To monitor any emerging risks of legal challenge around the Strategic School Improvement Programme and to ensure we are meeting the basics on consultation and equality.	1. Officer training to be delivered. 2. Lessons learned from Judicial Reviews to be considered.	DM/KJ DELL/DM	Dec 15 Ongoing	Majority of training session have been delivered. Take-up by Education directorate has been scheduled and a report will follow on the overall training outcome. Under consideration.	Amber
Corporate Assessment – Proposals for Improvement						
P1	Establish a skills training programme which supports members to discharge their roles and responsibilities effectively.	Refer to G2				Amber
P2	Revised scrutiny arrangements to establish a more balanced range of scrutiny activity, produce a forward programme to enable planning and coordination of activity and end time-consuming practices that lack impact.	Refer to G2				Amber
P3	Provide comprehensive and accessible information about the business conducted by the Council.	Procedures to record decisions taken by officers under delegated authority to be reviewed.	KJ	30.06.16	Scoping of work to be undertaken.	Red
P4	Improve whistle blowing by: <ul style="list-style-type: none"> • Clarifying reporting arrangements. • Bringing together the 	1. The policy and procedure will be reviewed in line with WAO advice and amalgamated into one document.	SR	33.08.15	Policy and procedure have been reviewed and implemented. Corporate communications are supporting awareness	Green

CORPORATE GOVERNANCE

Ref	Key improvement area	Action	Lead Officer	Timescale	Progress to date	RAG status
	<p>information currently held in different documents.</p> <ul style="list-style-type: none"> Giving more information about safeguards that the council will provide to employees under the arrangements. 	2. The accessibility of the policy will be reviewed, again in line with WAO advice.	SR	30.06.15	raising across the Council. Yes, as part of the review above.	Green
P9	Clarify the corporate policy on income generation and charging to ensure a consistent approach to concessions and target groups.	Prepare corporate policy on income generation and charging.	DR	30.11.15	A number of projects are in progress at the moment and a report is due to go to Corporate Directors Group before the end of November. The corporate policy will be written after a substantial amount of the project work has been completed.	Amber
P4	Review Accounting Instructions and Financial Regulations to ensure they reflect the latest working practices and Council policies and communicate requirements to staff.	Review started before the corporate assessment and will be on-going, each of the Accounting Instruction's needs to be continually reviewed periodically.	DR	31.12.15	All of the Accounting Instructions have either been reviewed or the review is close to completion, and from now on will be reviewed on a three year basis.	Green
P12	Part 1: Ensure full adoption by December 2015 of an appraisal process that ensures staff are equipped to do their jobs and enables people to be held to account.	Undertake an end of year review of the process post 31 st March 2015, to ensure fit for purpose.	SR	30.04.16	Appraisal policy (to apply across the workforce) has been re-drafted and is currently being trialled in 2 work areas (H&S and Business Support) prior to trade union consultation across the 4 negotiating groups and launch of new	Amber

CORPORATE GOVERNANCE

Ref	Key improvement area	Action	Lead Officer	Timescale	Progress to date	RAG status
Page 15					arrangements scheduled for January 2016.	
		Roll out to Accountable Managers has begun.	SR	30.04.16	Currently happening on a voluntary basis, with more take up in some parts of the Council than others. Review process as part of the wider work in relation to Appraisals (see below).	Amber
		Appraisal process for wider workforce to be developed and implemented during 2015.	SR	30.04.16	See above.	Amber
	Part 2: Implement an induction process and ensure new staff are briefed on corporate expectations.	A Corporate Induction process is in place – The Induction Checklist. This will be reviewed in line with WAO expectations. It will be determined if this can be linked to on line learning as part of the re-launch of the Checklist.	SR	31.12.15	The Induction Checklist has been reviewed but completion rates run at around 5%. Full review of the process to take place with a view to ensuring all new employees, and employees who move jobs within the Council do receive a proper induction and that this is recorded. As this forms part of the Employee Performance Framework, this review will be carried out in conjunction with the review of appraisal process. On target for	Amber

CORPORATE GOVERNANCE

Ref	Key improvement area	Action	Lead Officer	Timescale	Progress to date	RAG status
					completion 31.12.15.	
P12	Part 3: Establish a Workforce Plan.	1. Establish a Workforce Plan.	SR	30.04.16	First steps – develop Organisations Structures database and dashboards as well as building in an element of workforce planning into the business planning process for next year (16/17). See action 3 below.	Amber
		2. Develop our internal HR system VISION to establish the collation of accurate workforce data to enable managers to workforce plan as part of the Business Planning process.	SR	31.12.15	A work plan has been agreed by Efficiency Programme Board. The project is now reporting to Digital by Choice Programme Board and a full project plan will be presented at December's meeting.	Amber
		3. Data cleansing of the establishment data held on VISION to enable the provision of accurate post data.	SR	31.03.16	Initial cleansing has been completed and new processes in place to maintain establishment data. A 'Workforce Planning Organisational Structures' database has been developed with I.T. and is currently being piloted prior to full roll out. Benefits will provide useful information in relation to employees and	Amber

CORPORATE GOVERNANCE

Ref	Key improvement area	Action	Lead Officer	Timescale	Progress to date	RAG status
					posts within service areas for workforce planning purposes. Workforce profiles are being developed to provide Heads of Service with dashboards setting out key data in relation to their workforce – aim to have this implemented across the Council by 31.3.16.	
P13 Page 17	Update the Asset Management Plan so that it acts as a point of reference for the next five years and corresponds more closely to current priorities set out in the Council's Corporate Improvement Plan.	Plan to be revised and aligned to the Corporate Improvement Plan.	SB	31.03.16	The Asset Management Plan will be a total re-write rather than updating. However, this will take some time as staff resources are limited.	Red
P14	Ensure asset management consideration is included within Service Business Plans.	Business planning guidance to be revised and reissued.	KJ/SB	31.03.16	Will be considered as part of P15 and current guidance will be revised to include asset management for 2016/17 business planning framework.	Amber
P15	Formalise arrangements for the Strategic Asset Management Working Group by: <ul style="list-style-type: none"> Producing a terms of reference and stating expected corporate working practices (based on existing 	Establish terms of reference and reporting lines for the Group.	SB	31.08.15	Due a number of staff losses and restructure, it has taken longer than expected to complete this action. Work will be completed by end of November.	Amber

CORPORATE GOVERNANCE

Ref	Key improvement area	Action	Lead Officer	Timescale	Progress to date	RAG status
	custom and practice); and <ul style="list-style-type: none"> Produce an indicative annual work programme, and produce notes of decisions made by the Group. 					
P17	Finalise the Council's Information Strategy and communicate this to all staff.	Final draft to be presented to Members for approval.	SJ	31.03.15	Target date for the Strategy to be presented to will now be January 2016.	Amber
P18	Provide an annual report on information management and information governance matters to members to enable them to evaluate performance and the effectiveness of arrangements.	Annual report to be produced alongside annual data protection report.	DM	31.03.15	The annual report will go at the same time as the council's Information Strategy mentioned above.	Amber
P19	Further develop reporting arrangements to enable evaluation of the effectiveness and sustainability of collaborative activity.	Refer to G5				Amber

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

19th November 2015

REPORT OF THE HEAD OF CORPORATE STRATEGY AND DEMOCRATIC SERVICES – MRS K JONES

Matter for Monitoring

Wards Affected: ALL

Report Title

1. Quarterly Performance Management Data 2015-2016 – Quarter 2 Performance (1st April 2015– 30th September 2015)

Purpose of the Report

2. To report quarter 2 performance management data for the period 1st April 2015 to 30th September 2015 for Chief Executive's and Finance & Corporate Services Directorates and, the performance management data for the same period for services that are within the remit of the other four main Scrutiny Committees (CYPE, SCHH, E&H and ECR). This will enable the Policy & Resources Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

3. The Council made a conscious decision to prioritise certain areas of work and these are expressed as the Council's six improvement priorities in the Corporate Improvement Plan. On the whole performance demonstrates improvement in line with what we planned to deliver.

Background

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

- Scrutinise the service improvement set out in the Corporate Plan which fall within the committee's purview;
- Scrutinise the performance of all services within its purview and the extent to which services are continuously improving;
- Ensure performance measures are in place for each service and that the measures reflect what matters to local citizens;
- Commission and participate in systems reviews through appropriate mechanisms and report onwards to the Executive
- Monitor implementation by the Executive of responses to the conclusions and recommendations of the Council's external regulators; and
- Promote innovation by challenging the status quo and encourage different ways of thinking and options for service delivery.

Financial Impact

5. The performance described in the Report is being delivered against a challenging financial backdrop.

Equality Impact Assessment

6. This report is not subject to an Equality Impact Assessment.

Workforce Impacts

7. During 2014/15, the Council saw a further downsizing of its workforce (by 241 employees) as it sought to deliver savings of £17.3 million in-year.

Legal Impacts

8. This Report is prepared under:

- 1) The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".
- 2) The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management

9. Failure to produce a compliant report within the timescales can lead to non-compliance with our Constitution. Also failure to have robust performance monitoring arrangements could result in poor performance going undetected.

Consultation

10. No requirement to consult

Recommendations

11. Members monitor performance contained within this report.

Reasons for Proposed Decision

12. Matter for monitoring. No decision required.

Implementation of Decision

13. Matter for monitoring. No decision required.

Appendices

14. Appendix 1 - Quarterly Performance Management Data 2015-2016– Quarter 2 Performance (1st April 2015– 30th September 2015) – APPENDIX 1

List of Background Papers

15. The Neath Port Talbot [Corporate Improvement Plan - 2015/2018](#) “Rising to the Challenge”;
16. Policy & Resources Committee report date 30th July 2010 – Securing continuous improvement and scrutiny work programme.

Officer Contact

17. Karen Jones, Head of Corporate Strategy & Democratic Services. Telephone: 01639 763284. E-Mail: k.jones3@npt.gov.uk
18. Nita Sparkes, Corporate Strategy & Performance Manager. Telephone: 01639 766172. E-Mail: n.sparkes@npt.gov.uk
19. Shaun Davies, Performance Management Officer. Telephone: 01639 763172. E-Mail: a.s.davies@npt.gov.uk



Neath Port Talbot
Castell-nedd Port Talbot
County Borough Council Cyngor Bwrdeistref Sirol

Quarterly Performance Management Data 2015-2016 – Quarter 2 Performance (1st April 2015– 30th September 2015)

Report Contents:

Section 1: Key points.

Section 2: Quarterly Performance Management Data and performance key

Section 3: Compliments & Complaints Data

Section 1: Key points.

- **Improvement Objective 1 – Safer, Brighter Futures**

Children's Services

During the 2nd Quarter Period 2015-16, of the 10 comparable indicators reported 8 out of 10 (80%) have either improved or maintained maximum performance when compared to the same period during 2014-15.

Whilst there has been a reduction in the number of statutory indicators CYPS are required to report (during 2015-16), performance across the full suite of indicators demonstrates the continuing improvements being made within the Service.

- **Improvement Objective 2 – Better Schools, Brighter Prospects**

Education

Key Stage 4 results have seen an improvement with the level 2 threshold (including a GCSE grade A-C in English or Welsh first language and Mathematics) rising by over 3% and the average

wider point score rising by approximately 8% compared to 2013/14. Key Stage 3 results have seen a significant improvement (Core Subject Indicator raised by 4.7%) compared to 2013/14 academic year. Schools in NPT have secured an improvement in pupil attendance in the secondary sectors for the fourth year running. There has been a fall in the number of pupils who were permanently excluded (from 11 pupils to 9 pupils) and a fall in the number of days lost to fixed exclusions (from 1860 days to 1457 days). There has been a rise in pupils taught in the medium of Welsh at Key Stage 3 (1.6 %) and a slight fall at Key Stage 2 (0.8%). The number of full day childcare places provided by the council has increased (386 places - due to reclassification) and due to additional work with schools and lunch clubs the number of young people in contact with the youth service has seen an increase (1.7%).

- **Improvement Objective 3 - Improving Outcomes, Improving Lives**

Adults Services

Action plans are in place to improve performance in the areas of reviews and delayed transfers of care. New team structures are bedding in and team managers are being supported to ensure that they have the right systems in place to support timely review and hospital discharge. In terms of delayed transfer, additional residential assessment capacity will be made available and the new intake re-ablement pathway for all people currently on a domiciliary pathway will be in place from October 2015.

Housing - Private Sector Renewal

The number of Disabled Facilities Grants being delivered is similar to that of the same period last year; however the average time taken to deliver has improved. The improvement can be partly attributed to the nature of demand changing over this period. Customer satisfaction surveys reveal a very high level of satisfaction, with over 96% of respondents indicating that their quality of life has improved as a result of the adaptation, and 100% agreeing that they no longer need to consider moving home.

Performance in relation to properties vacant for more than 6 months and returned to occupation is showing a fall in performance

but this relates solely to the late issuing of a questionnaire and now that we have the data this will improve in the next quarter.

- **Improvement Objective 4 –Prosperity for All**

Economic Development

The Economic Development Team continues to deal with a significant number of enquiries which are in general, of a more positive nature, i.e. requiring financial assistance to support plans to help businesses expand and grow although when compared with the same quarter of the previous year, there is a decrease. On the other hand, the increase in demand for financial assistance to support projects demonstrating business growth and employment is illustrated in the significant increase in the number of jobs created.

In addition, although there has been a decrease in the number of new business start-up enquiries compared to the previous year, the amount of calls being dealt with by the Team is rising as changes to the welfare system are introduced and people are exploring different employment options.

Homelessness

Performance against the annual cumulative target of 50 private rented tenancies made available by the Housing Options service has greatly improved, with 33 tenancies at the end of Quarter 2. The Service now anticipates exceeding its target well before the year-end.

In relation to homeless households where homelessness was prevented for 6 months, performance has improved slightly on last year at 93.7%. The service remains confident of achieving the Corporate Improvement Plan year-end target of 92%.

- **Improvement Objective 5 – Reduce, Reuse, Recycle**

Waste Management

The Council is progressing with the implementation of its waste strategy and achieved the 2015/16 statutory recycling and composting target of 58% during 2014/15. There is some

fluctuation in waste quantities and recycling/composting levels however it is anticipated that a figure of 58% will be repeated in 2015/16.

A proportion of the fuel produced at the Materials Recovery and Energy Centre (MREC) has been placed in temporary storage prior to incineration which has resulted in a small decrease in The percentage of local authority collected municipal waste used to recover heat and power. which should catch up in the quarter 3 and 4 of this year.

- **Improvement Objective 6 – Better, Simpler, Cheaper**

Sickness Management

Sickness across the Council has been maintained when compared to the same period last year. Work is continuing on the management of long term sickness absence. A sickness update report is a separate item on today's agenda.

Customer Services

Customer waiting times (face to face contact at Neath and Port Talbot One Stop Shops) continue to improve with fewer customer walk offs. There has also been a marked reduction in the number of customers that were seen on a face to face basis compared with the same period last year as more customers use our online services reducing the need to attend in person.

There has been a significant improvement with the Contact Centre key measures as average telephone waiting times reduced from 45 to 15 seconds and the abandoned calls rate dropped from 19.1% to 2.5%. A number of measures were implemented to achieve this improvement such as streamlined processes, reducing other services related avoidable contact, increasing staff availability and improved I.T. hardware. Customers are requesting more services online which is also reducing the former reliance on telephone contact due to increasing online service availability.

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

- **Public Protection**

The percentage of food establishments which are 'broadly' compliant with food hygiene standards has seen a slight fall but is still in line with the all Wales average.

The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards and Animal Health have both fallen when compared with the same period for last year, however, larger numbers of infringements have been detected which has had a knock on effect on these figures. There are a relatively small number of high risk Trading Standards inspections and therefore as in previous years there is an expectation that they will all be visited by the year end.

The percentage of significant breaches that were rectified by intervention during the year for Trading Standards and Animal health are both below the level of performance experienced last year, however, Trading Standards have uncovered more significant breaches this year, and the time taken to remedy them varies due to their individual complexity and whether formal enforcement action is required.

The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Health and Safety performance indicator has been removed from this data set because Government guidance removed the requirement to visit such premises unless there was a reason to do so (complaint, or accident investigation purposes), also comparison with previous years data is not comparing like with like.

- **Planning**

Planning performance has varied during the period, with the significant improvements to the householder planning applications figures seen in Quarter 1 maintained through Quarter 2, although this has been offset by a reduction in performance on all other application categories. Nevertheless, the overall level of performance against the statutory 8 week target remains consistent with previous years at 81.6%. As for Quarter 2, other indicators also saw a drop in performance including the average time taken from receipt to validation and the average time taken from receipt to date of decision. The increase in average time

taken to process applications is largely due to staff investing time contacting applicants to progress 'older' or 'stalled' applications to determination.

- **Building Control**

Although still of a high standard, it is regrettable that the section has to report a slight drop in the performance in relation to the Percentage of Building Control 'full plan' applications checked within 15 working days during the year. This has been unavoidable due to staff having had to prioritise their workloads to accommodate the land mark projects. It must be emphasised however, that at no time have any statutory deadlines been missed. It is anticipated that as these projects are completed, performance will again improve. Our other measure, the percentage of 'full plan' applications approved first time has improved to 98.8%.

- **Libraries**

There has been a slight increase (3.2%) in the number of people using Public Libraries during the year but a decrease in the materials issued (8.1%). This could be attributed to a cut in the mobile library service by one vehicle and an amendment of the remaining service from a two weekly to a three weekly schedule.

- **Asset Management**

Local Authority buildings conditions and maintenance are annual indicators and will be reported in the quarter 4 report for 2015/16.

There is a new Indicator (CAM/037 - percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres) which will be reported annually in the Quarter 4 report.

- **Transport and Highways**

Both indicators that are reported on a quarterly basis have improved. The improved performance relating to the average number of calendar days taken to repair street lamp failures is due to ongoing infrastructure renewals such as the installation of new lighting columns, new streetlights and the renewal of cabling. The remaining four indicators are reported on an annual basis.

- **Street Scene & Countryside Management**

The performance indicator CMT/001, the percentage of total length of 'Rights of Way' which are easy to use by members of the public is not a statutory indicator and has been discontinued at a national level. As a result it has been removed from this data set.

Indicators for the management of streets are monitored annually.

- **Compliments and Complaints**

Compliments & Complaints data is included within the quarterly performance reports (section 3). It is drawn to Members attention that there are an unusually high number of complaints reported by the Education, Leisure & Lifelong Learning Directorate, which centre around the 'Super Hero Family Fun Day' at Margam Park.

Social Services Directorate (including Children's Services) has seen a significant reduction in complaints compared to quarter 2 last year, this can be attributed to service improvements and the new Welsh Government complaints policy which was introduced in August 2014, this resulted in new procedures being introduced by the Directorate; this was accompanied by extensive training for front-line staff and managers, raising the profile of complaints and the importance to resolve them locally.

There has been a significant increase in the number of compliments received in Corporate Services (from 20 to 126). This is due to the efforts made across the services to report the importance of recording all compliments and due to an increase of positive website feedback as a result of the changes made to our online digital services.

Section 2: Quarterly Performance Management Data and Performance key

2015-2016 – Quarter 2 Performance (1st April 2015 – 30th September 2015)

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








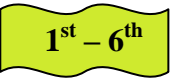
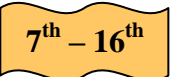
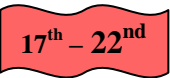
(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

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

(SID) Service Improvement Data - can be used by local authority services and their regulators as they plan, deliver and improve services.

All Wales - The data shown in this column is the figure calculated using the base data supplied by all authorities for 2014/2015 i.e. an overall performance indicator value for Wales.

(L) Local Performance Indicator set by the Council.

	Performance Key
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance is within 5% of previous years performance
	Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
	No comparable data (data not suitable for comparison /no data available for comparison)
	No All Wales data available for comparison.
	2014/15 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's). 9 of 42 comparable measures in upper quartile.
	2014/15 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's). 23 of 42 comparable measures in mid quartiles.
	2014/15 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's). 10 of 42 comparable measures in lower quartile.

1. Chief Executive's and Finance & Corporate Services

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
1	Benefits M001 (Local)	Percentage of new claims correctly assessed.	100%	100%		100%	100%	😊
2	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	8 minutes	6.8 minutes		6.4 minutes	6 minutes	↑
3	CS002 (Local)	Customer Services - Average time to answer telephone calls	30 seconds	33 seconds		45 seconds	15 seconds	↑
Page 32	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	12.87%	12.47%		19.1%	2.5%	↑
	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	0.13%	0.08% 53 of 67,886		0.08% (32 of 41,161)	0.04% (13 of 33,131)	↑
6	CFH/008 (SID)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	98.1%	100.7%		58.4%	60.3%	↑
7	CFH/006 (SID)	The percentage of undisputed invoices which were paid within 30 days.	91.6%	90.7%		90.1%	91.3%	↑

1. Chief Executive's and Finance & Corporate Services - continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
8	CHR/002 (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.19	9.4	9.9 7 th	4.2	4.2	↔
9	CHR/001 (SID)	The percentage of employees (including teachers and school based staff) who leave the employment of the local authority, whether on a voluntary or involuntary basis.	9.63%	13.48%		5.38%	6.62%	v
10	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.3%	97.5%		57.4%	57.2%	v
Page 33	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	7.53	6.86		9.4	10.7	↓
	<p>This change is partly due to a reduction in resources but it should be noted that performance is also dependent on how quickly claimants provide the necessary information to complete or amend a claim. Once all information has been provided it takes an average 6.1 days to process, many assessments will be done on the day the information is received. With regards to changes of circumstances, these are prioritised in order of importance and some changes have little or no effect on actual entitlement.</p> <p>Of the 31,000 new claims / changes of circumstances actioned during the period 12,000 who provided all the information at the first point of contact were actioned within a day of receipt. This demonstrates that the indicators are dictated greatly by how long it takes the claimant to provide all relevant information. The average time taken to complete an assessment after all information has been received is approximately 6 days (inclusive of weekends) so in working days is close to 4 days. This is mainly due to the prioritisation as mentioned above.</p>							
12	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	97.9%	86.3%		89.3%	40%	↓
	<p>The searches that have been over 10 days are due to the complex nature of searches against areas of land and also delays in getting responses to the enquiries from other internal departments. However, the month of September has seen a significant improvement with turnaround times of 96.3%, partially due to the return of a team member from Maternity Leave.</p>							
13	PROC/001 (Local)	Percentage volume of transactions processed through e-Procurement	N/a New	N/a New		N/a New	21.3%	—

2. Education – Schools

No	PI Reference	PI Description	NPT Actual 2013/14 (2012/13 academic year)	All Wales 2014/15 (2013/14 academic year)	Quarter 2 2014/15 (2013/14 full academic year)	Quarter 2 2015/16 (2014/15 full academic year)	Direction of Improvement
14	EDU/008a (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0.1 1 pupil		0.1 1 pupil	0 0 pupils	😊
15	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	92.6%	93.6% 12 th	93.5% (2,182,564 of 2,333,737 sessions)	93.7% (2,148,160 of 2,293,388 sessions)	↑
16	EDU/004 (PAM)	The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	73.1%	81.2% 22 nd	73.1% (1,096 of 1,500 pupils)	77.8% (1,160 of 1,491 pupils)	↑
17	EDU/006ii (NSI)	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of: Key Stage 3.	10.3%	17.2% 14 th	10.0% (150 of 1,500 pupils)	11.6% (173 of 1,491 pupils)	↑
18	EDU/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.0 8 pupils		1.3 10 pupils	1.2 9 pupils	↑

2. Education –Schools - continued

No	PI Reference	PI Description	NPT Actual 2013/14 (2012/13 academic year)	All Wales 2014/15 (2013/14 academic year)	Quarter 2 2014/15 (2013/14 full academic year)	Quarter 2 2015/16 (2014/15 full academic year)	Direction of Improvement
19	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.011% 186 days		0.016% 262 days	0.008% 203 days	↑
20	EDU/010b (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.107% 1,572 days		0.112% 1,598 days	0.085% 1,254 days	↑
Page 35	EDU/011 (NSI/PAM)	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	537	530 10th	540	583 (P)	↑
	EDU/017 (NSI/PAM)	The percentage of pupils aged 15 at the preceding 31 August in schools maintained by the local authority who achieved the level 2 threshold including a GCSE grade A-C in English or Welsh first language and Mathematics.	56.0%	55.5% 9th	55.8%	58.3% (P)	↑
23	EDU/003 (NSI/PAM)	The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	82.0%	86.4% 21st	84.1% (1,144 of 1,360 pupils)	83.3% (1,194 of 1,433 pupils)	▼
24	EDU/006i (SID)	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of: Key Stage 2	16.4%		15.4% (209 of 1,360 pupils)	14.1% (202 of 1,433 pupils)	▼

(P) – Provisional Data

2. Education - Schools -continued

No	PI Reference	PI Description	NPT Actual 2013/14 (2012/13 academic year)	All Wales 2014/15 (2013/14 academic year)	Quarter 2 2014/15 (2013/14 full academic year)	Quarter 2 2015/16 (2014/15 full academic year)	Direction of Improvement
25	EDU/002i (NSI/PAM)	The percentage of all pupils (including those in local authority care), in any local authority maintained school, aged 15 as at the preceding August, who leave compulsory education, training or work based learning without and approved external qualification.	0.1% (2 of 1,619 pupils)	0.4% 13 th	0.2% (3 of 1,667 pupils)	Data available Quarter 3	—
26	EDU/002ii (NSI)	The percentage of pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding August, who leave compulsory education, training or work based learning without and approved external qualification.	0%	1.2% Joint 1 st	0%	Data available Quarter 3	—
27	EDU/009a (SID)	The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the academic year.	82.2		79.8	Data available Quarter3	—
28	EDU/009b (SID)	The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the academic year.	38.5		52.2	Data available Quarter 3	—
29	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	93.0%	94.8% 16 th	94.6% 3,153,617 of 3,333,372 sessions	Data available Quarter 3	—

2. Education - Other

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
30	EDU/015b (NSI)	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%*	100%*	95.6% Joint 1 st	*100%	*100%	😊
31	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service. (measured cumulatively over the 2015/16 financial year – quarterly)	33.07%	30.24% (4,358 of 14,411)		15.0% (2,160 of 14,411)	16.7% (2,369 of 14,150)	↑
32	L(FP) 1+ (Local)	Number of full day childcare places provided. (measured over the 2015/16 financial year - quarterly)	1,800	1,624		*1,734	*2,120	↑
33	L(SEN) 1b (Local)	Total number of children with statements of special educational needs. (measured over 2015 calendar year – quarterly)	788	790		*768	*781	v
34	L(SEN) 1a (Local)	Number of children with new statements of special educational needs. (measured over the 2015 calendar year - quarterly)	103*	77*		*55	*76	↓
The increase in numbers can be attributed to the increasing complexity of the individual cases coming through the Statutory Assessment process.								
35	EDU/015a (NSI)	The percentage of final statements of special education need issued within 26 weeks including exceptions. (measured over 2015 calendar year – quarterly)	32.0%*	23.37%*	64.5% 21 st	*21.8%	*7.89%	↓
The increase in time taken to issue statements can be attributed to the increasing complexity of the individual cases coming through the Statutory Assessment process coupled with long term staff absences and a high number of SEN tribunals which can be extremely time consuming.								

*- Calendar year data - 9 months data

3. Social Care – Children’s Services

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
36	SCC/030a (SID)	The percentage of young carers known to Social Services who were assessed.	100%	100%		100%	100%	😊
37	SCC/030b (SID)	The percentage of young carers known to Social Services who were provided with a service.	64.7%	100%		66.7%	100%	😊
38	SCC/40 (SID)	The percentage of placements started during the year where the child is registered with a provider of general medical services within 10 working days of the start of the placement.	93.0%	97.2%		95.9%	98.6%	↑
39	SCC/011b (NSI)	The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen alone by the Social Worker.	38.7%	47.1%	44.8% 15 th	41.3%	59.8%	↑
40	SCC/024 (SID)	The percentage of children looked after during the year with a Personal Education Plan within 20 school days of entering care or joining a new school in the year ending 31 March.	85.7%	77.1%		74.1%	76.2%	↑
41	SCC/034 (SID)	The percentage of child protection reviews carried out within statutory timescales during the year.	97.5%	98.5%		98.3%	99.4%	↑
42	SCC/041a (NSI)	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	69.8%	83.9%	91.2% 19 th	78.9%	85.7%	↑

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
43	SCC/045 (PAM)	The percentage of reviews of looked after children, children on the child protection register and children in need carried out in line with the statutory timetable.	82.2%	88.6%	88.9% 18 th	89.3%	90.8%	↑
44	SCC/025 (PAM)	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	86.9%	91.9%	87.7% 7 th	92.7%	92.0%	v
45	SCC/010 (SID)	The percentage of referrals that are re-referrals within 12 months.	22.1%	15.4%		13.9%	17.4%	v
46	SCC/002 (NSI)	The percentage of children looked after at 31 March who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March.	15.7%	10.7%	13.5% 7 th	Reported Annually		—

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
47	SCC/004 (NSI/PAM)	The percentage of children looked after on 31 March who have had three or more placements during the year.	6.4%	7.1%	9.0% 7 th	Reported Annually		—
48	SCC/022a (SID)	The percentage attendance of looked after pupils whilst in care in primary schools.	93.1%	94.2%		Reported Annually		—
49	SCC/022b (SID)	The percentage attendance of looked after pupils whilst in care in secondary schools.	89.7%	85.4%		Reported Annually		—
50	SCC/033d (NSI)	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	95.7%	95.2%	93.3% 9 th	Reported Annually		—
51	SCC/033e (NSI)	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19.	100%	90%	93.1% 13 th	Reported Annually		—
52	SCC/033f (NSI)	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19.	63.6%	40.0%	59.5% 21 st	Reported Annually		—

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
53	SCC/035 (SID)	The percentage of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment.	42.1%	57.1%		Reported Annually		—
54	SCC/036 (SID)	The percentage of looked after children eligible for assessment at the end of Key Stage 3 achieving the Core Subject Indicator, as determined by Teacher Assessment.	55.6%	57.1%		Reported Annually		—
55	SCC/037 (NSI)	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	335	296	276 10 th	Reported Annually		—
56	SCC/044b (SID)	The average number of days spent out of school on fixed term exclusions for children looked after who were excluded during the previous academic year.	4.0	5.3		Reported Annually		—

4. Social Care - Adults Services

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
57	SCA/018a (PAM)	The percentage of carers of adult service users who were offered an assessment or review of their needs in their own right during the year.	100%	100%	88.3% Joint 1 st	100%	100%	😊
58	SCA/019 (NSI/PAM)	The percentage of adult protection referrals completed where the risk has been managed.	100%	100%	95.6% Joint 1 st	100%	100%	😊
59	SCA/002a (NSI)	The rate of older people (aged 65 or over): Supported in the community per 1,000 population aged 65 or over at 31 March.	107.8	111.46	67.30 2 nd	102.41	112.37	↑
60	SCA/002b (NSI)	The rate of older people (aged 65 or over): Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March.	23.86	21.71	18.85. 19 th	23.34	22.18	↑
61	SCA/003b (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 65+	81.98%	81.66%		82.92%	84.25%	↑
62	SCA/018b (SID)	The percentage of carers of adult service users who had an assessment in their own right during the year.	20.0%	40.5%		15.7%	18.6%	↑

4. Social Care – Adult Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
63	SCA/020 *(SID)	The percentage of adult clients who are supported in the community during the year. *. –No longer a PAM from 1 st April 2015	85%	85.1%	85.2% 12 th	86.2%	87.1%	↑
64	SCA/003a (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 18-64.	92.45%	93.27%		93.52%	93.36%	v
Page 43	SCA/001 (NSI)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	3.49	3.21	4.83 11 th	1.93	2.49	↓
	Social work teams have recently restructured and team managers are being supported to ensure that they have the right systems in place to support timely review and hospital discharge. In terms of delayed transfer, there will be additional residential assessment capacity available and the new intake reablement pathway for all people on a domiciliary pathway will be in place from October 2015.							
66	SCA/007 (NSI)	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	81.7%	79.3%	80.0% 12 th	78.43%	70.6%	↓
As we have remodelled what we do, it has been a challenge to ensure if review performance is good enough. This is a main priority in 2015/16 and we have robust plans in place to improve performance.								
67	SCA/018c (SID)	The percentage of carers of adult service users who were assessed during the year who were provided with a service.	66.7%	71.4%		96.7%	72.4%	↓
	Carers feel that their needs are being met through the provision of service for the cared for, they are also receiving advice information and assistance and may not need a 'Local Authority commissioned service' as their outcomes are being met by community and third sector services which is a good thing and shows that utilisation of the carers service for example is meeting people needs. This is very much in line with the new Act.							



5. Housing – Homelessness and Housing Advice

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
68	HHA/013 (SID)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	95.2%	95.5%	65.4% * See note 1	92.8%	93.7%* See note 2	↑
	<p>Note 1 - A Wales Audit Office report (published in 2013 identified a wide variation in how local authorities interpret guidance for indicator HHA/013 relating to homelessness prevention, resulting in a wide variation of performance reported. Due to these variations, the Welsh Government Statistical Release has advised in the publication of this data that the indicator should not be compared across local authority boundaries; however comparisons can be made over time within individual local authorities. This measure is no longer a statutory indicator.</p> <p>Note 2 - Data excludes the period 1st -26th April 2015 because it was not possible to amalgamate data relating to the homelessness legislation prevailing at this time with that relating to the Housing (Wales) Act 2014 (which was collected from 27th April 2015).</p>							
69	HOS/001 (Local)	The number of private rented tenancies made available by the Housing Options Service that were suitable and likely to be available for at least 6 months	N/a New	N/a New		N/a New	33	—

6. Housing - Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
70	PSR/002 (NSI/PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	204	252	231 14 th	270	220	↑
71	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	310	437		538	314	↑
72	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	197	233		243	216	↑
73	PSR/007a (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	1.4%	1.63%		1.4%	1.4%	↔

6. Housing - Private Sector Renewal - continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
74	PSR/004 (NSI)	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.	37.38%	68.59%	11.76% 	30.3%	0%	↓
This fall in performance relates solely to the late issuing of a questionnaire; the figure will significantly increase by quarter 3.								
75	PSR/007b (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have been issued with a conditional license.	0%	0%		0%	0%	—
76	PSR/007c (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Are subject to enforcement activity.	0.2%	0%		0%	0%	—
7. Planning and Regulatory Services - Public Protection								
77	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	82%	98%		32%	40%	↑
78	PPN/008ii (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Food Hygiene	79%	79%		65%	75%	↑
79	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	92.2%	92.8%	94.2% 	93.6%	92.4%	v

7. Planning and Regulatory Services - Public Protection - continued


No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
80	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	100%		50%	41%	↓
	There has been a decline in performance in this PI due to a larger number of infringements being detected over the last year which has a knock on effect on performance.							
81	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%	100%		66%	60%	↓
	There has been a decline in performance in this PI due to a larger number of infringements being detected over the last year which has a knock on effect on performance.							
82	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	78.7%	86.8%		74%	41%	↓
	. There has been an increase in the number of infringements which are taking longer to rectify because enforcement action is required							
83	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	77.3%	71.4%		80%	33%	↓
	There has been a decline in performance in this PI due to an increase in significant breaches within Trading Standards which has resulted in a member of staff who works between both Animal Health and Trading Standards having to dedicate more time to Trading Standards and hence less time to rectify any breaches within this area.							
84	PPN/008iii (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Animal Health.	100%	N/a*see note		* see note	* see note	—

*- Note – There were no new businesses detected for Animal health in this period.

8. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
85	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	94%	87.4%	86.3%	88.8%	95.21%	↑
86	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	95.5%	96.4%		97.22%	96.57%	v
87	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	71.3%	63.5%	63.3%	68%	63.3%	v
88	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	73.9%	79%	70.3%	83.5%	81.1%	v
89	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	30.1 days	30.6 days		28.1 days	30.4 days	↓
90	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	87.6 days	82.7 days		77.6 days	101.3 days	↓
Comment relates to PLA/M001 & PLAM/002: The increase is largely as a consequence of staff investing time contacting applicants to progress 'older' or 'stalled' applications to determination.								

8. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
91	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	23.1%	30.4%		26.67%	20%	↓
	The percentage of major and minor applications determined within 8 weeks PLA/M004 and PLA/004b has dropped as a consequence of the complexity of the type of application determined and pressures on staff resources, but continues to be balanced by increase in performance for householder applications.							
Page 49	PLA/006(b) (NSI)	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	69%	42%	41% 	Reported Annually		—

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
9. Planning and Regulatory Services – Building Control								
93	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	99%	96.6%		96.6%	98.8%	↑
94	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	98.1%	100%		100%	95.2%	▼
10. Economic Development								
Page 50	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	255	187		56.5	119	↑
	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	429	361		184	141	↓
96	The performance of this indicator has been affected by changes in the way Job Centre Plus refer clients to the Council's Enterprise Club. At present, new ways of working together are being discussed and, additional sources for referrals are being developed. It is anticipated therefore, that the target set for 2015/16 will be achieved.							
97	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	682	686		388	346	↓
	The Team deal with enquiries from existing businesses for support on a range of issues such as property, rates relief, local contract opportunities, tendering, events, etc. as well as referrals from other business support organisations who are often delivering Welsh Government contracts. Many of these contracts have now ended and new tenders for delivery are being put in place. Consequently, these changes have affected the number of referrals currently being received by the team. However, it is anticipated that many of these new contracts will be up and running by the new year and the targets set for 2015/16 will be met.							

11. Corporate Health – Asset Management

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
98	CAM/001ai (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.15%	7.21%	Data not available yet	Reported Annually		—
99	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	41.17%	43.33 %				—
100	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	42.23%	39.79%				—
101	CAM/001bi (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 – Urgent work	15.16%	15.11%				—
102	CAM/001bii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 2 – Essential work	60.61%	56.72%				—
103	CAM/001biii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 – Desirable work	24.23%	28.17%				—
104	CAM/001aiv (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	9.45%	9.67%				—
105	CAM/037 (PAM)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	N/a New	N/a New	N/a New		—	

12. Leisure and Libraries

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
106	LCL/001(b) (NSI)	The number of people using Public Libraries during the year, per 1,000 population.	6,839 (958,162 visits)	5,709 (798,609 visits)	5,526 8 th	2,897 (401,476. visits)	2,990 (420,028 visits)	↑
107	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	4,190 (587,079 issued)	3,219 (450,318 issued)		1,718 (236,984. issued)	1,578 (221,668. issued)	↓
		The decrease in issues can be attributed to a cut in the mobile library services by one vehicle and an amendment of the remaining service from a 2 weekly to a 3 weekly schedule.						
108	LCS/002(b) (NSI)	The number of visits to local authority sport and leisure centres during the year, per 1,000 population where the visitor will be participating in physical activity.	5,696 (798,044 visits)	5,775 (807,892 visits)	8,662 22 nd	2,719 (380,424 visits)	2,583 (362,924 visits)	↓
		The decrease in numbers can be attributed to the Afan Valley Sport Centre being shut for refurbishment for 6 months and all of our playing fields being leased to individual sports clubs (only Western Avenue still with the Authority).						
109	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	8	6	9	Reported Annually		—
110	LCL/002b (SID)	The percentage of available computer hours, in use.	48%	46%	39%	Reported Annually		—
111	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	83%	81%	69%	Reported Annually		—

13. Environment & Transport – Waste Management

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
112	WMT/004b (NSI/PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	14.04%	11.13%	29.38% 2 nd	11.3%	10.7%	↑
113	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.18%	0.29%		0.29%	0.42%	↑
114	WMT/009b (NSI/PAM)	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way.	54.04%	58.10%	56.24% 7 th	60.78%	59.21%	v
Page 53 115	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	38.09%	38.47%		37.81%	36.79%	v
		a) Incinerator Bottom Ash recycling rate	N/a	N/a		4.17%	1.80%	v
		b) Kerbside dry recycling rate	N/a	N/a		14.37%	15.33%	↑
		c) Household Waste Recycling Centres dry recycling rate	N/a	N/a		19.27%	19.66%	↑
Performance Indicator WMT/010ii – the percentage of local authority municipal waste recycled, is made up of recycling collected by the Council and incinerator bottom ash (IBA) that is recycled from ‘black bin/bag’ waste sent for incineration via arrangements put in place by the MREC. Therefore, in order to better reflect any improvements that are made to the Council’s waste and recycling collection services it is proposed to split indicator WMT/010ii from Quarter 2, 2015 onwards between IBA recycled, Household Waste Recycling Centres (HWRC) recycling and recycling collected at the kerbside.								
116	WMT/010iii (SID)	The percentage of local authority municipal waste: Collected as source segregated bio-wastes and composted or treated biologically in another way.	15.76%	19.34%		22.68%	21.99%	v
117	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	29.33%	32.40%		25.9%	23.9%	v

14. Environment & Transport – Transport and Highways

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
118	THS/007 (NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	88.9%	90.6%	85.8% 7 th	89.6%	92.0%	↑
119	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.83	1.56		1.52	1.28	↑
Page 54 124	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	6.8%	5.8%		Reported Annually		—
	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	5.2%	4.0%		Reported Annually		—
	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	8.2%	7.0%		Reported Annually		—
123	THS/012 (PAM)	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	6.7%	5.6%	11.9%. 3 rd	Reported Annually		—

15. Environment & Transport - Street Scene

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
124	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	97.8%	98.8%	96.9% 5 th	Reported Annually		—
125	STS/005a (SID)	The cleanliness Indicator	67.6	70.6		Reported Annually		—
126	STS/006 (NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	81.10%	72.06%	93.05% 22 nd	Reported Annually		—

Section 3: Compliments and Complaints

2015-2016 – Quarter 2 (1st April 2015 – 30th September 2015) – Cumulative data

	Performance Key
↑	Improvement : Reduction in Complaints/ Increase in Compliments
↔	No change in the number of Complaints/Compliments
v	Increase in Complaints but within 5%/ Reduction in Compliments but within 5% of previous year.
↓	Increase in Complaints by 5% or more/ Reduction in Compliments by 5% or more of previous year.

CHIEF EXECUTIVE'S AND FINANCE
(Policy & Resources Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	16	17	↓
	a - Complaints - Stage 1 upheld	3	7	
	b -Complaints - Stage 1 <u>not</u> upheld	13	7	
	c -Complaints - Stage 1 partially upheld	0	3	
2	<u>Total Complaints - Stage 2</u>	3	3	↔
	a - Complaints - Stage 2 upheld	1	0	
	b - Complaints - Stage 2 <u>not</u> upheld	2	2	
	c- Complaints - Stage 2 partially upheld	0	1	

CHIEF EXECUTIVE'S AND FINANCE (Policy & Resources Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
	<u>Total - Ombudsman investigations</u>	0	0	↔
3	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	20	126	↑
5	<p>Summary</p> <p>Stage 1 The number of complaints received has slightly increased (increase of 1), 7 of the complaints were upheld for various reasons (an increase of 4 from last year). Some of these are in the process of being reviewed.</p> <p>Stage 2 No change in the number of complaints received for this category, one was partially upheld and internal procedures were altered.</p> <p>Compliments A number of compliments received increased significantly, this is due to the efforts made across the services to report the importance of recording all compliments and due to an increase of positive website feedback as a result of the changes made to our online digital services.</p>			

Section 3: Compliments and Complaints - continued

**EDUCATION, LEISURE & LIFELONG LEARNING
(Economic and Community Regeneration Cabinet Board)**

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
Page 59	<u>Total Complaints - Stage 1</u>	2	542	↓
	a - Complaints - Stage 1 upheld	0	481	
	b -Complaints - Stage 1 <u>not</u> upheld	2	67	
	c -Complaints - Stage 1 partially upheld	0	0	
2	<u>Total Complaints - Stage 2</u>	2	0	↑
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	0	
	c- Complaints - Stage 2 partially upheld	1	0	

EDUCATION, LEISURE & LIFELONG LEARNING (Economic and Community Regeneration Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
Page 60	Number of compliments	0	0	↔
5	Summary There were 542 stage 1 complaints of which 481 were upheld. All complaints centered around the 'Super Hero Family Fun Day' at Margam Park.			

Section 3: Compliments and Complaints - continued

**EDUCATION, LEISURE & LIFELONG LEARNING
(Children, Young People and Education Cabinet Board)**

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	6	6	↔
	a - Complaints - Stage 1 upheld	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	5	6	
	c -Complaints - Stage 1 partially upheld	1	0	
2	<u>Total Complaints - Stage 2</u>	5	2	↑
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	4	2	
	c- Complaints - Stage 2 partially upheld	1	0	

EDUCATION, LEISURE & LIFELONG LEARNING (Children, Young People and Education Cabinet Board)

	<u>Total - Ombudsman investigations</u>	0	0	↔
3	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of compliments	2	0	↓
5	<p>Summary</p> <p>There were 6 Stage 1 complaints and 2 Stage 2 complaints, all were not upheld. (4 complaints concerned the Statutory Assessment Process – 2 time taken, 1 no information fed back and one concerning incorrect information, 1 complaint concerned school transport, 1 complaint concerned information held on school/council files, 1 complaint concerned timing of reports for new welsh medium school and 1 complaint concerned the dealing of a complaint at a secondary school).</p>			

Section 3: Compliments and Complaints - continued

SOCIAL SERVICES, HEALTH AND HOUSING (Children's Services)

(Children, Young People and Education Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
Page 63	<u>Total Complaints - Stage 1</u>	47	27	↑
	a - Complaints - Stage 1 upheld	5	3	
	b - Complaints - Stage 1 <u>not</u> upheld	23	20	
	c - Complaints - Stage 1 partially upheld	9	2	
2	<u>Total Complaints - Stage 2</u>	3	1	↑
	a - Complaints - Stage 2 upheld	1	0	
	b - Complaints - Stage 2 <u>not</u> upheld	2	0	
	c- Complaints - Stage 2 partially upheld	0	1	

SOCIAL SERVICES, HEALTH AND HOUSING (Children's Services)

(Children, Young People and Education Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
	Number of Compliments	7	6	↓
5	<p>Summary Stage 1 – there has been a significant decrease in the number of complaints received up to the 2nd quarter 2015/16 (when compared to 2014/15) from 47 to 27 (43%); this can be attributed to the continual service developments and improvements within Children's Services. Members should note that of the 27 complaints, 15 were received from young people placed at Hillside Secure Unit. Members should also note, a new WG complaints policy was introduced in August 2014, which resulted in new procedures being introduced by the Directorate; this was accompanied by extensive training for front-line staff and managers.</p> <p>Stage 2 – these have also reduced from 3 to 1 up to the 2nd quarter; this can be attributed to a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels.</p> <p>Compliments – the number of compliments has decreased; this can be attributed to a lack of reporting from services receiving praise and thanks. The complaints team will raise the profile for the need to report such incidences.</p>			

Section 3: Compliments and Complaints - continued

SOCIAL SERVICES, HEALTH AND HOUSING (All Services except Children's Services)

(Social Services, Health and Housing Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
Page 65	<u>Total Complaints - Stage 1</u>	32	14	↑
	a - Complaints - Stage 1 upheld	3	3	
	b - Complaints - Stage 1 <u>not</u> upheld	10	7	
	c - Complaints - Stage 1 partially upheld	8	1	
2	<u>Total Complaints - Stage 2</u>	0	0	↔
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	0	0	
	c- Complaints - Stage 2 partially upheld	0	0	

SOCIAL SERVICES, HEALTH AND HOUSING (All Services except Children's Services)
(Social Services, Health and Housing Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
Page 66	Number of Compliments	9	9	↔
	<p>Narrative</p> <p>Stage 1 – there has been a significant decrease in the number of complaints received up to the 2nd quarter 2015/16 (when compared to 2014/15) from 32 to 14 (56%); this can be attributed to the new WG complaints policy which was introduced in August 2014, this resulted in new procedures being introduced by the Directorate; this was accompanied by extensive training for front-line staff and managers, raising the profile of complaints and the importance to resolve them locally.</p> <p>Stage 2 – there has been no Stage 2 activity during this period; this can be attributed to a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels.</p> <p>Compliments – the number of compliments mirrors the same period last year; the complaints team will continue to raise the profile for the need to report such incidences.</p>			

ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	3	0	↑
	a - Complaints - Stage 1 upheld	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	0	
	c -Complaints - Stage 1 partially upheld	0	0	
2	<u>Total Complaints - Stage 2</u>	6	8	↓
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	6	8	
	c- Complaints - Stage 2 partially upheld	0	0	

ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)

	<u>Total - Ombudsman investigations</u>	0	0	↔
3	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	2	2	↔
5	<p>Summary</p> <p>Stage 1 – There has been a reduction to zero in the number of complaints received up to the 2nd quarter of 2015/16 when compared to 2014/15.</p> <p>Stage 2 – There has been a slight increase overall in the number of complaints received up to the 2nd quarter of 2015/16 in comparison to 2014/15. This may be attributed to legislative changes within planning development control which has led to operational changes within the department of which the public may not be aware and subsequently wish to refer their complaint to the Authority’s complaints policy.</p> <p>The number of compliments has remained the same for both periods.</p>			

Section 3: Compliments and Complaints - continued

ENVIRONMENT DIRECTORATE
(Environment & Highways Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
Page 69	<u>Total Complaints - Stage 1</u>	9	13	↓
	a - Complaints - Stage 1 upheld	2	5	
	b -Complaints - Stage 1 <u>not</u> upheld	7	8	
	c -Complaints - Stage 1 partially upheld	0	0	
2	<u>Total Complaints - Stage 2</u>	4	2	↑
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	4	2	
	c- Complaints - Stage 2 partially upheld	0	0	

ENVIRONMENT DIRECTORATE (Environment & Highways Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
Page 70	Number of Compliments	12	8	↓
5	<p>Summary</p> <p>Stage 1 – There has been a slight increase in the number of complaints received up to the 2nd quarter of 2015/16 when compared to 2014/15. This may be attributed to an improved method of recording complaints.</p> <p>Stage 2 – There has been a reduction in complaints received up to the 2nd quarter of 2015/16 when compared to 2014/15.</p> <p>The number of compliments has dropped compared to the same quarter last year.</p>			

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

POLICY AND RESOURCES CABINET BOARD

19th November 2015

Report of the Head of Human Resources – Sheenagh Rees

Matter for Information

Wards Affected: All Wards

SICKNESS ABSENCE MONITORING REPORT

1. Purpose of Report

1.1 The purpose of this report is to provide Member's with information in relation to sickness absence to inform Member scrutiny of the management of sickness absence across the Council.

2. Monitoring Data

2.1 Monitoring data is provided in **Appendix 1**, at a National level, a Council wide level and at service level. Historical data is also provided so Members can see how absence rates and patterns have changed.

2.2 **Table 1** sets out head count figures across the Council, and shows the reduction in head count figures from 2009 / 2010 to 2014 / 2015, shown including teachers and excluding teachers. This shows that the Council's workforce, excluding teachers, has reduced over the period by 23.5%. The teaching workforce has reduced by 17.4%.

2.3 **Table 2** sets out the pattern of absence over the same period, and again the data is shown including teachers and excluding teachers. Excluding teachers, the days lost to sickness absence across the Council have reduced by 27%. The days teachers have lost to sickness absence have increased over the period by 3% but still remain below the Council average (see paragraph 2.5 and Table 4 for further information).

2.4 **Table 3** provides Members with the all Wales benchmarking figures for 2014 / 2015. The average number of working days per full-time

equivalent employee lost due to sickness absence in Wales was 9.9 days. Neath Port Talbot sits below the Wales average at 9.4 days, joint 6th on the performance table.

- 2.5 **Table 4** shows the average FTE sick days in 2014 / 2015, by Head of Service, measured against the Council average for the period (9.4 days) and the 2015 / 2016 target of 8.7 days.
- 2.6 **Table 5** provides Members with an overview of the Council's absence pattern and how this has changed over the period from 2009 / 2010 when the majority of sickness absence taken was short term absence. In 2014 / 2015 the majority of sickness absence taken was long term, i.e. absences of more than 28 days. This reflects the work that has been undertaken to reduce short term absences, and in particular the management led review of short term absence in 2010 which led to the development of the Maximising Attendance at Work policy and procedure.
- 2.7 **Table 6** shows the number of employees who were absent on 3 or more occasions in 2014 / 2015, by Head of Service and **Table 7** provides the number of working days lost by these employees.
- 2.8 **Table 8** shows the number of employees who were absent for 28 consecutive days or more in 2014 / 2015, by Head of Service, and **Table 9** provides the number of working days lost by these employees.
- 2.9 **Table 10** shows the number of instances of sickness absence across the Council broken down by the top 10 reasons in 2014 / 2015.
- 2.10 **Table 11** shows the Quarter 2 monitoring data for 2015 / 2016, compared with the Quarter 2 monitoring data for 2014 / 2015, by Head of Service (2014 / 2015 is the left hand column, 2015 / 2016 is the right hand column).
- 2.10 **Table 12** provides an overview of the Council average working days lost per FTE employee in Quarter 2 over the 7 year period from 2009 / 2010 through to 2015 / 2016.
- 2.11 **Table 13** provides data in relation to employees leaving employment as a result of ill health. 32 employees left the Council's employment in 2014 / 2015 as a result of ill health and in the current year to

September, 21 employees have left the Council's employment for ill health reasons.

3. Ongoing scrutiny

- 3.1 It is proposed to present Members at this Committee with sickness monitoring information on a quarterly basis. This will enable Members, over time, to monitor absence rates and patterns across the Council. Members are asked to provide feedback at Committee on the format of the data presented.
- 3.2 The data presented in this report will undoubtedly raise questions for Members, so for example, where Members see fluctuations in sickness absence levels in particular services, they may want to refer this to the relevant scrutiny committee for further investigation.
- 3.3 Members will also have the opportunity to scrutinise sickness at a service level when scrutinising report cards.
- 3.4 The Sickness Taskforce will report back to Members in December.

4. Recommendation

It is RECOMMENDED that Members NOTE the sickness absence monitoring report and receive further monitoring reports on a quarterly basis.

5. Background Papers

The Maximising Attendance Policy and Procedure.

6. Appendices

Appendix 1 – Sickness absence monitoring data

7. Officer Contact

For further information on this report item, please contact Sheenagh Rees, Head of Human Resources on extension 3315 or e-mail s.rees5@npt.gov.uk

TABLE 1

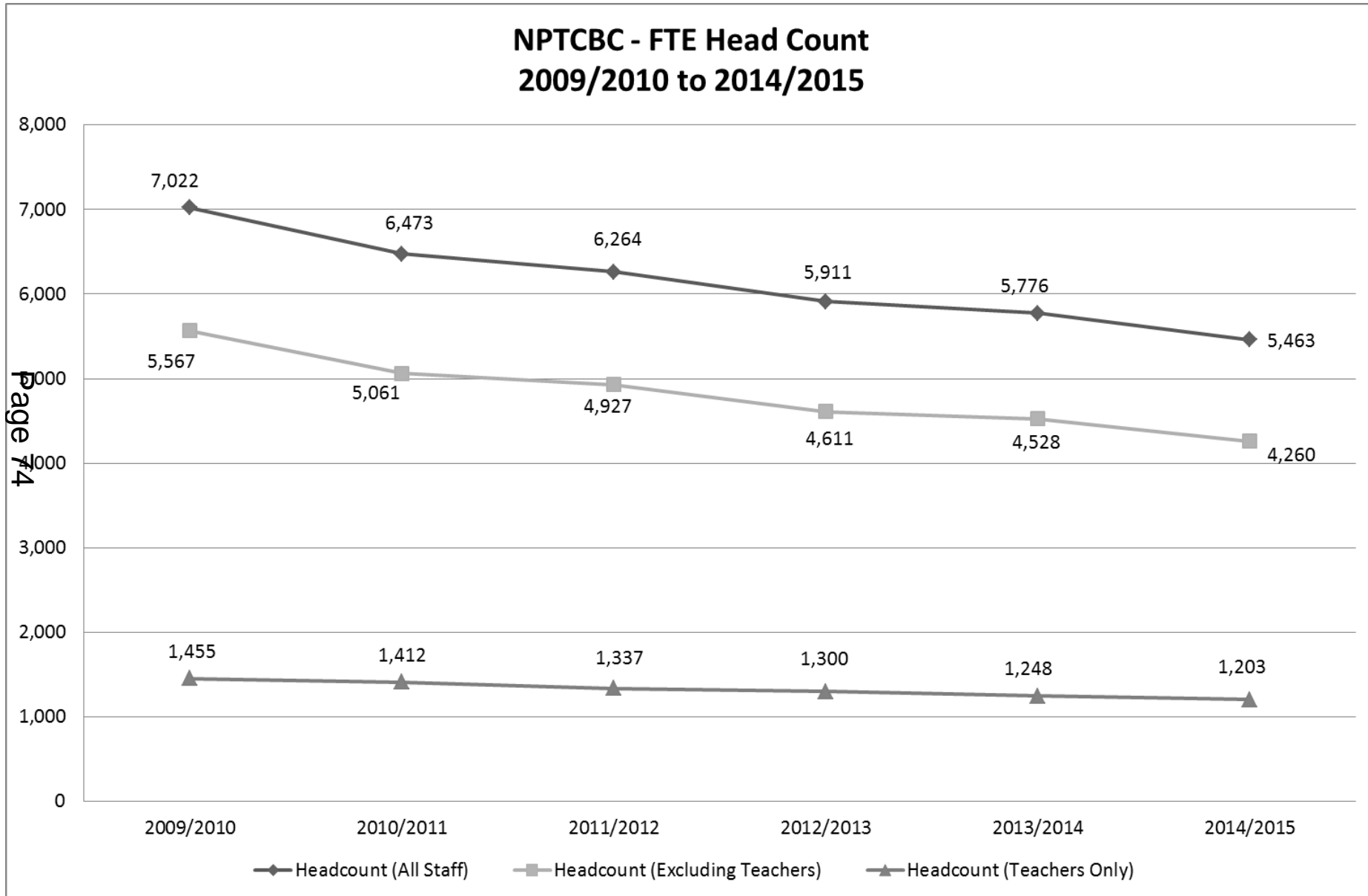


TABLE 2

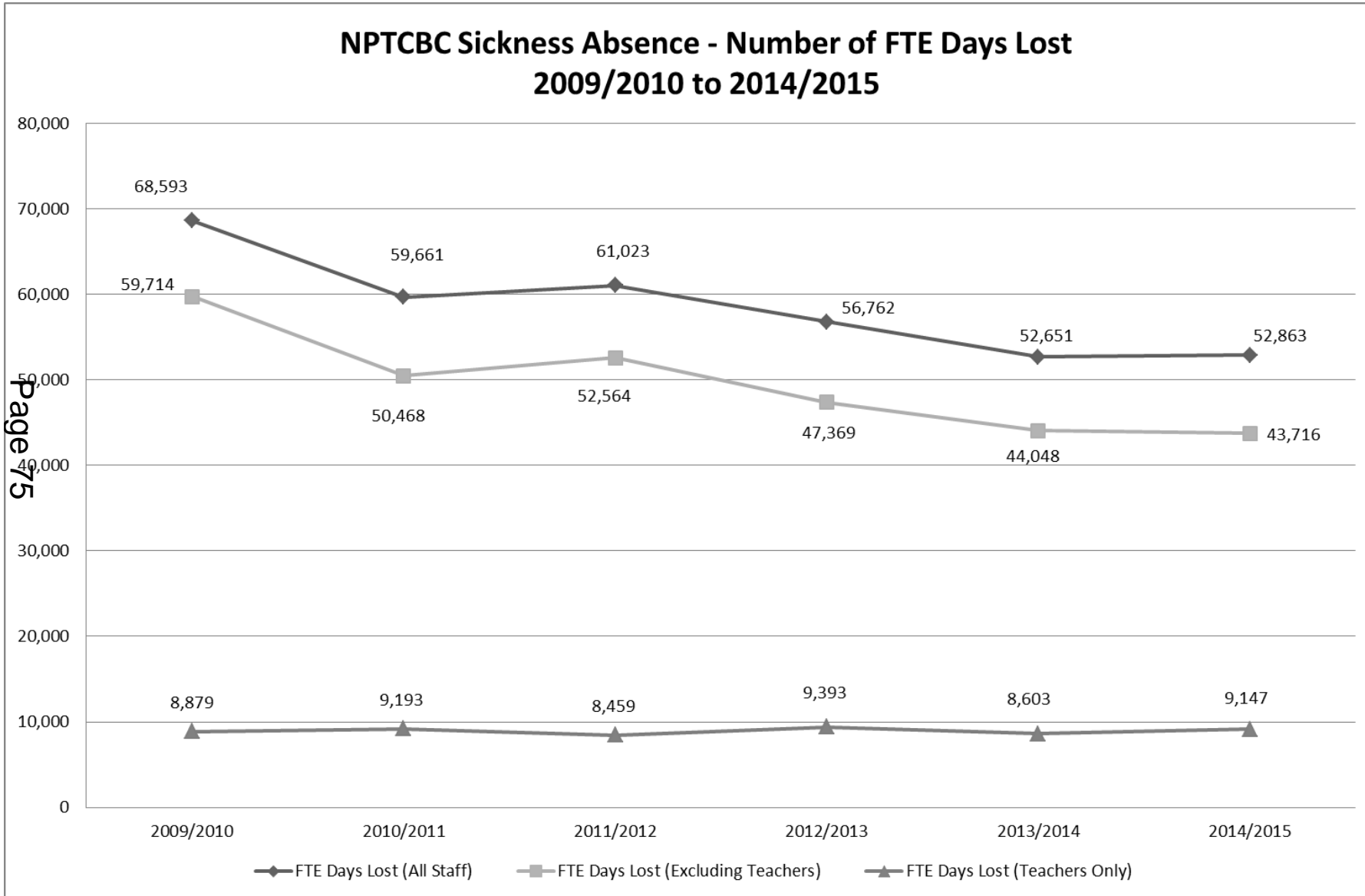


TABLE 3

The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence

(1st April 2014 to 31st March 2015)

* Rhondda Cynon Taf data not available

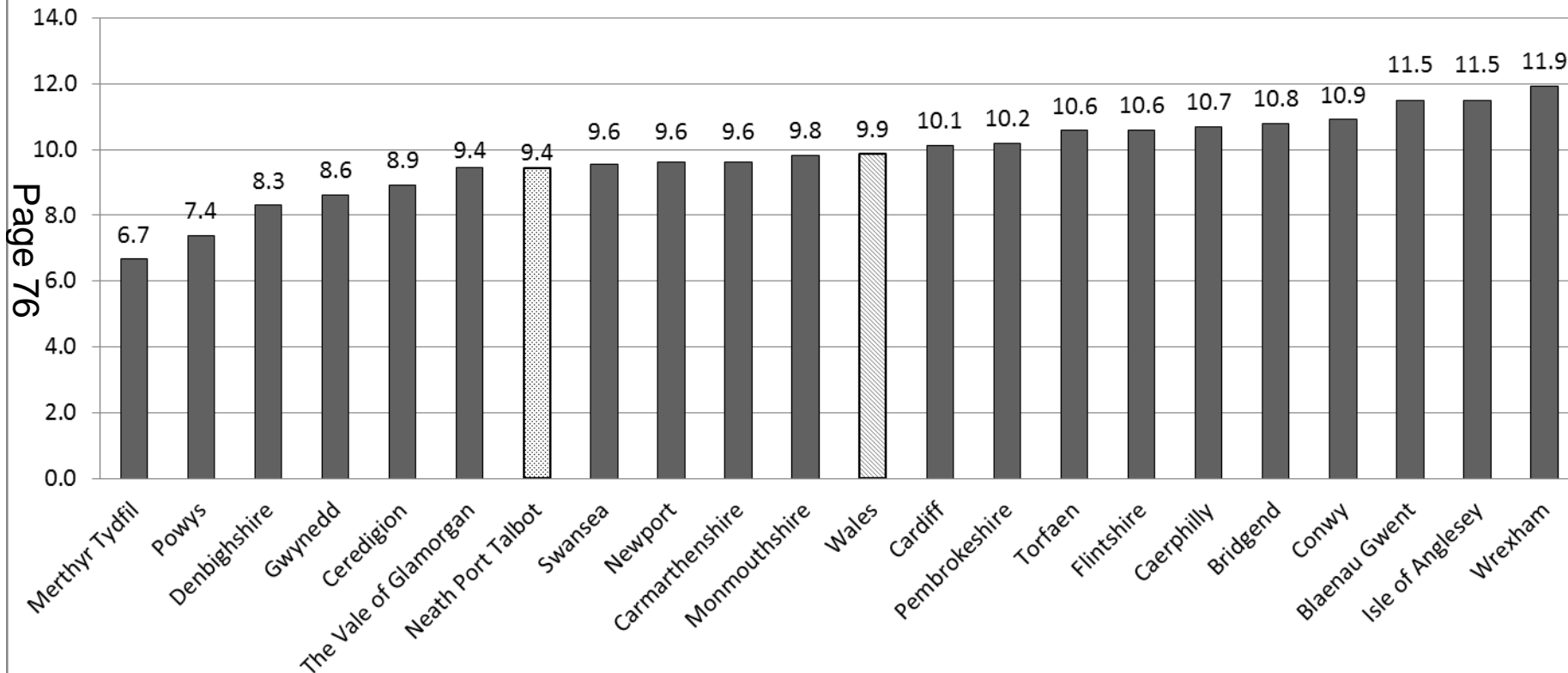
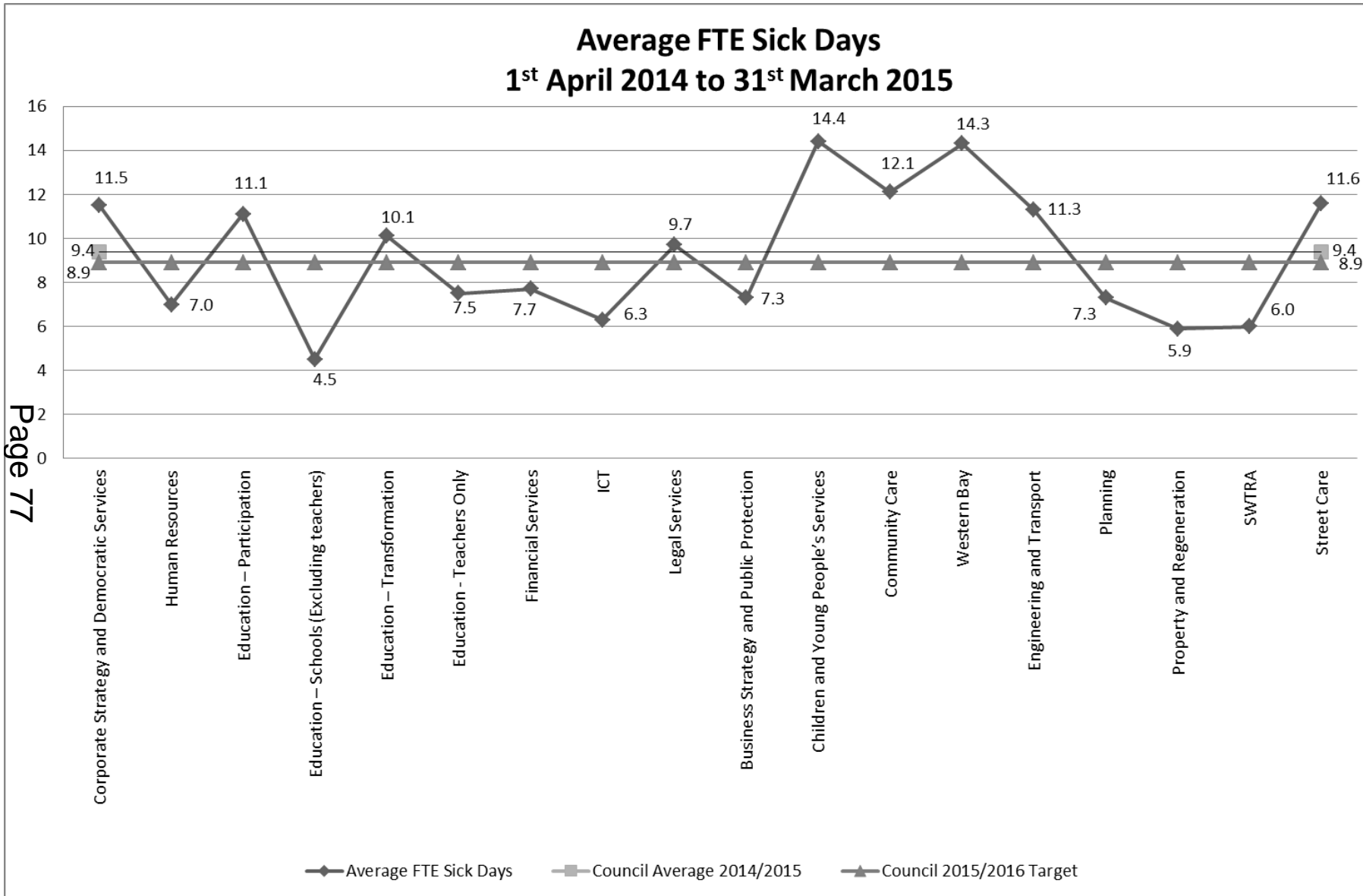
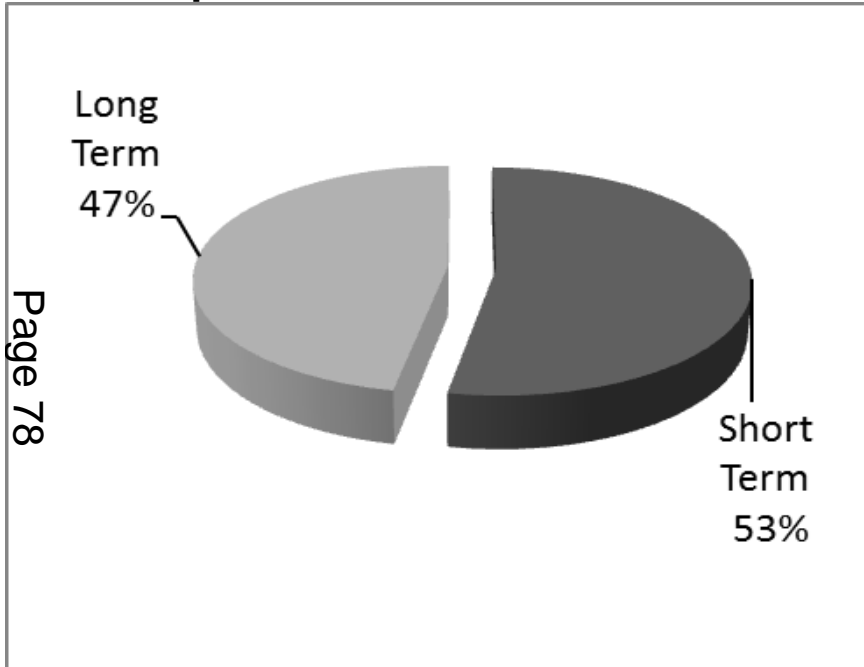


TABLE 4



NPTCBC Short Term and Long Term (28 Calendar Days or more) Sickness Absence

1st April 2009 to 31st March 2010



1st April 2014 to 31st March 2015

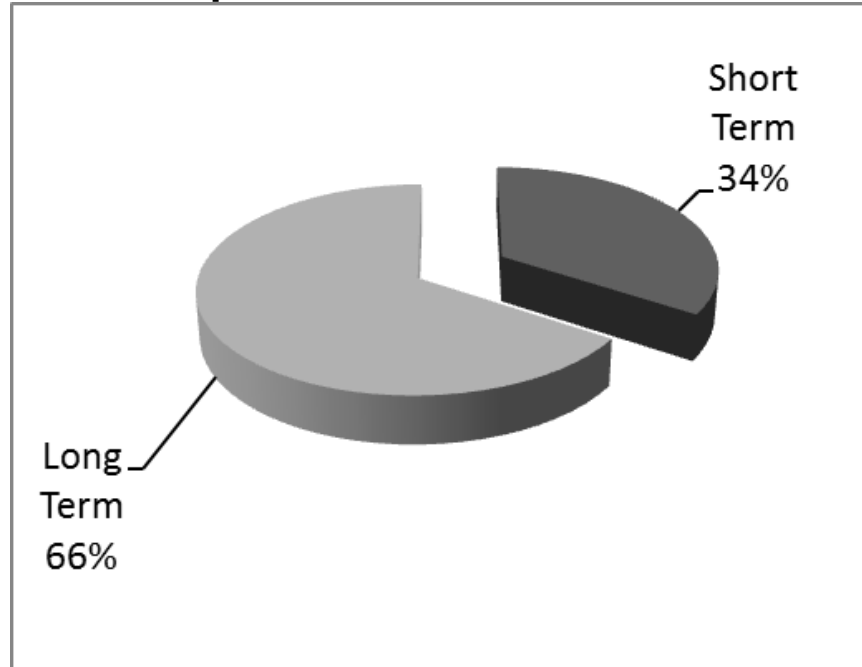


TABLE 6

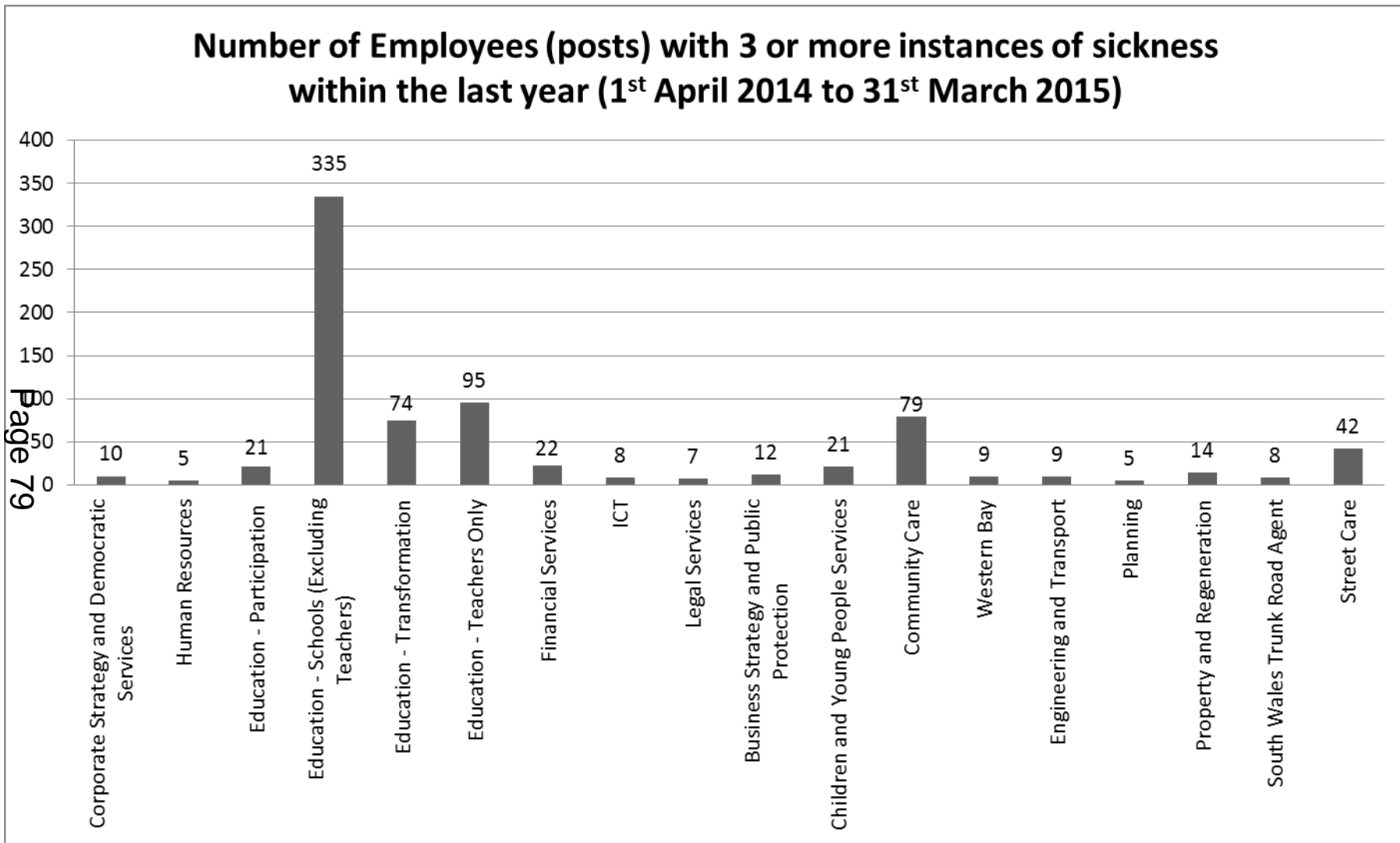


TABLE 7

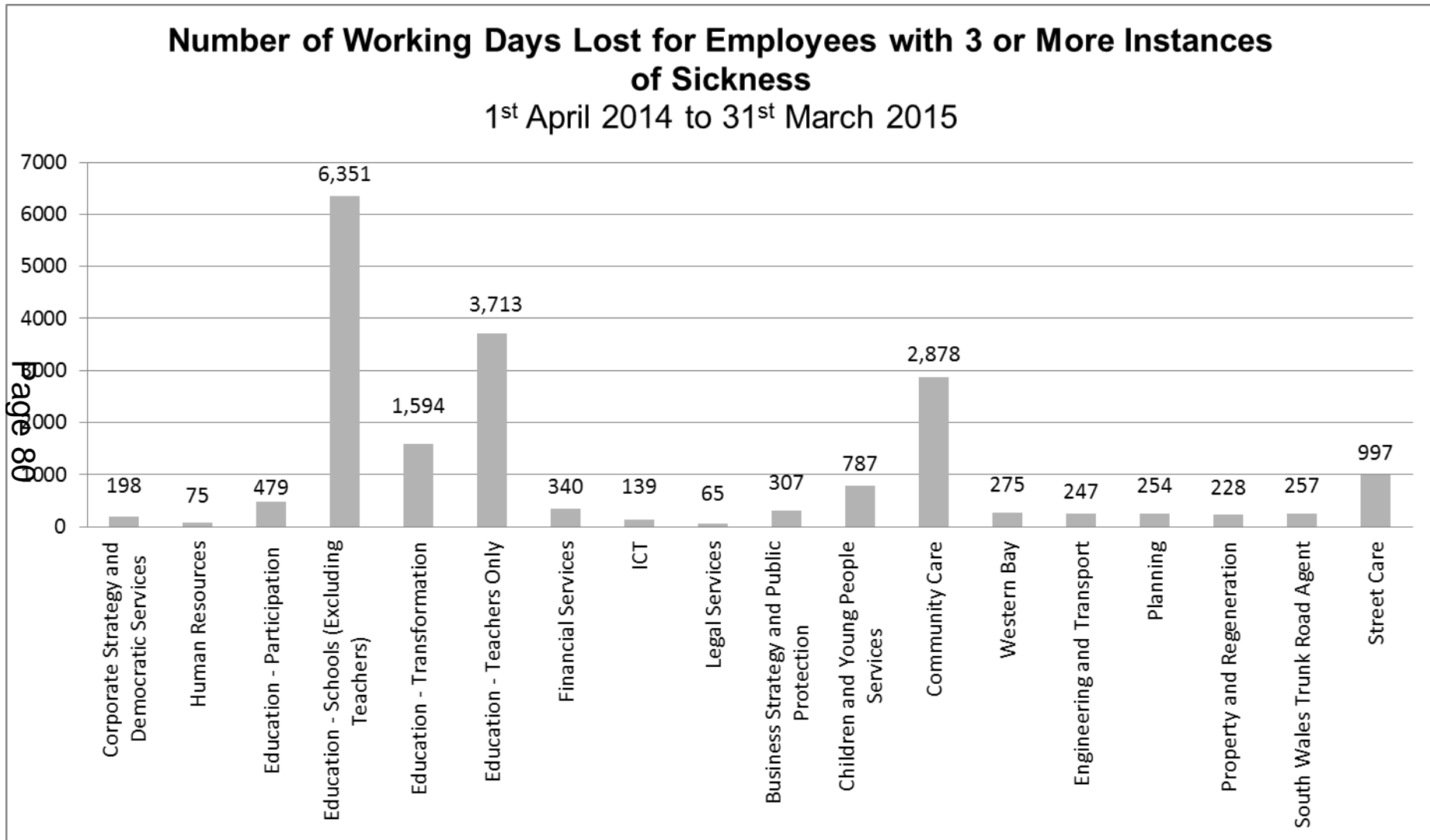


TABLE 8

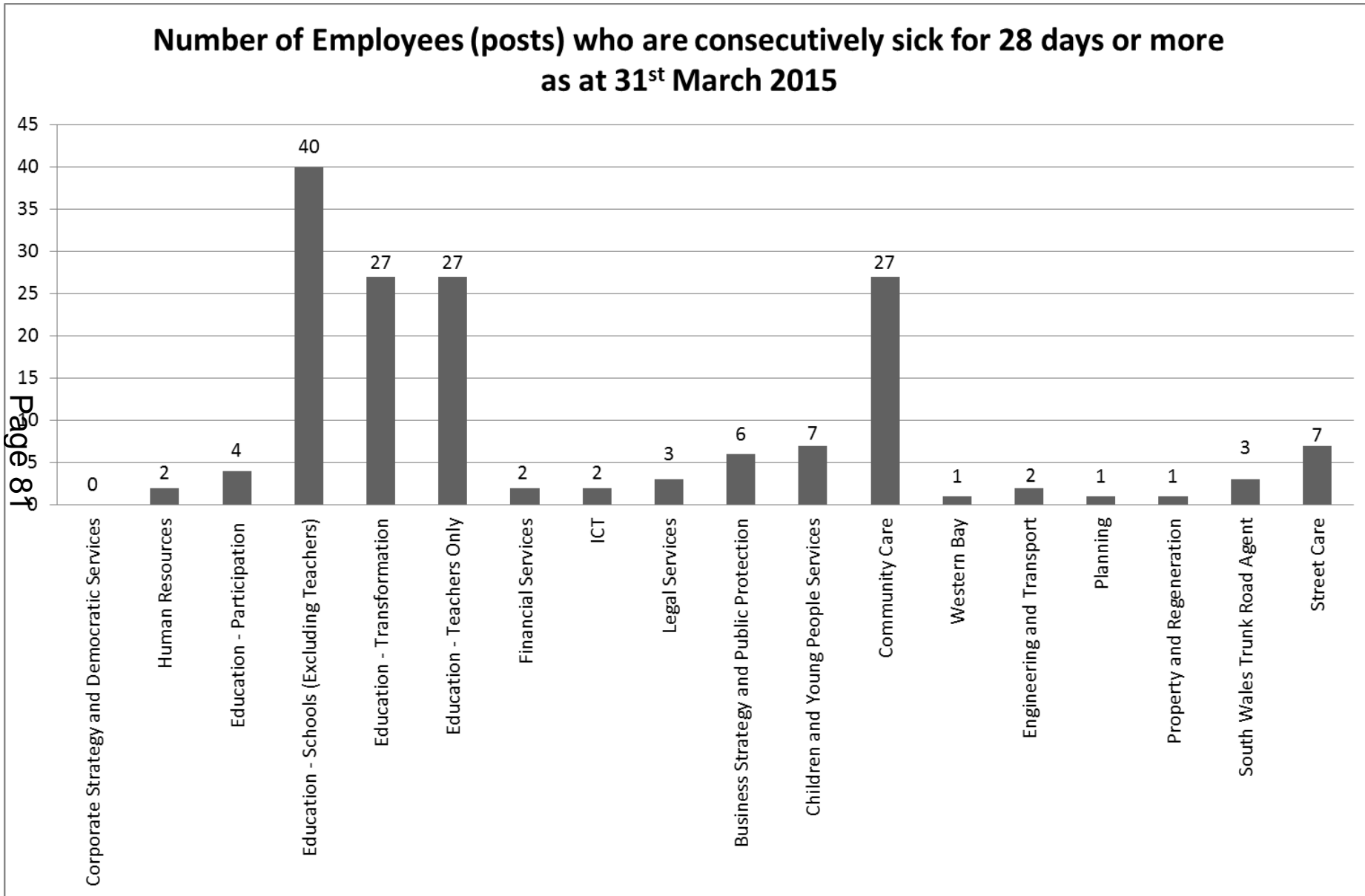
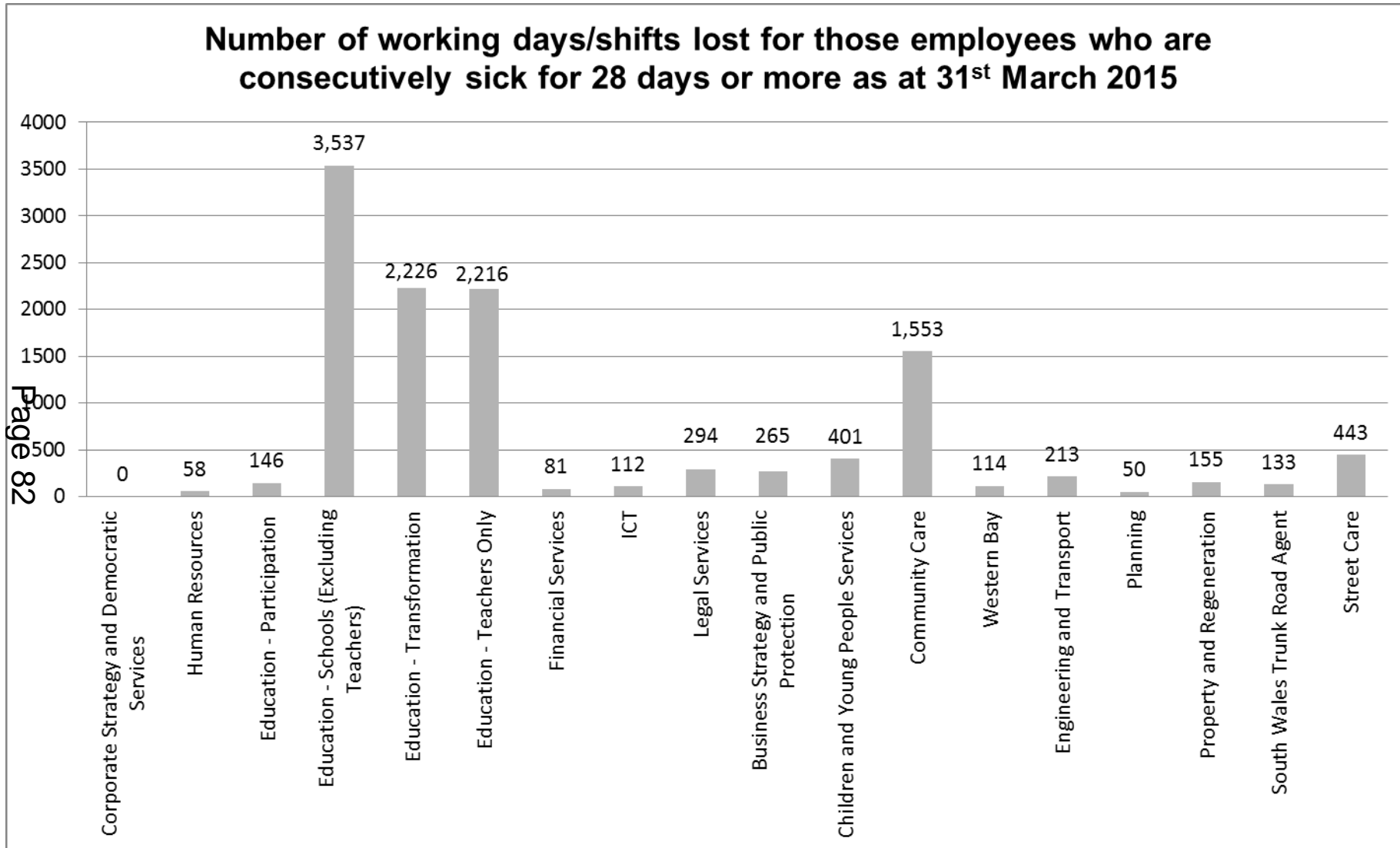


TABLE 9



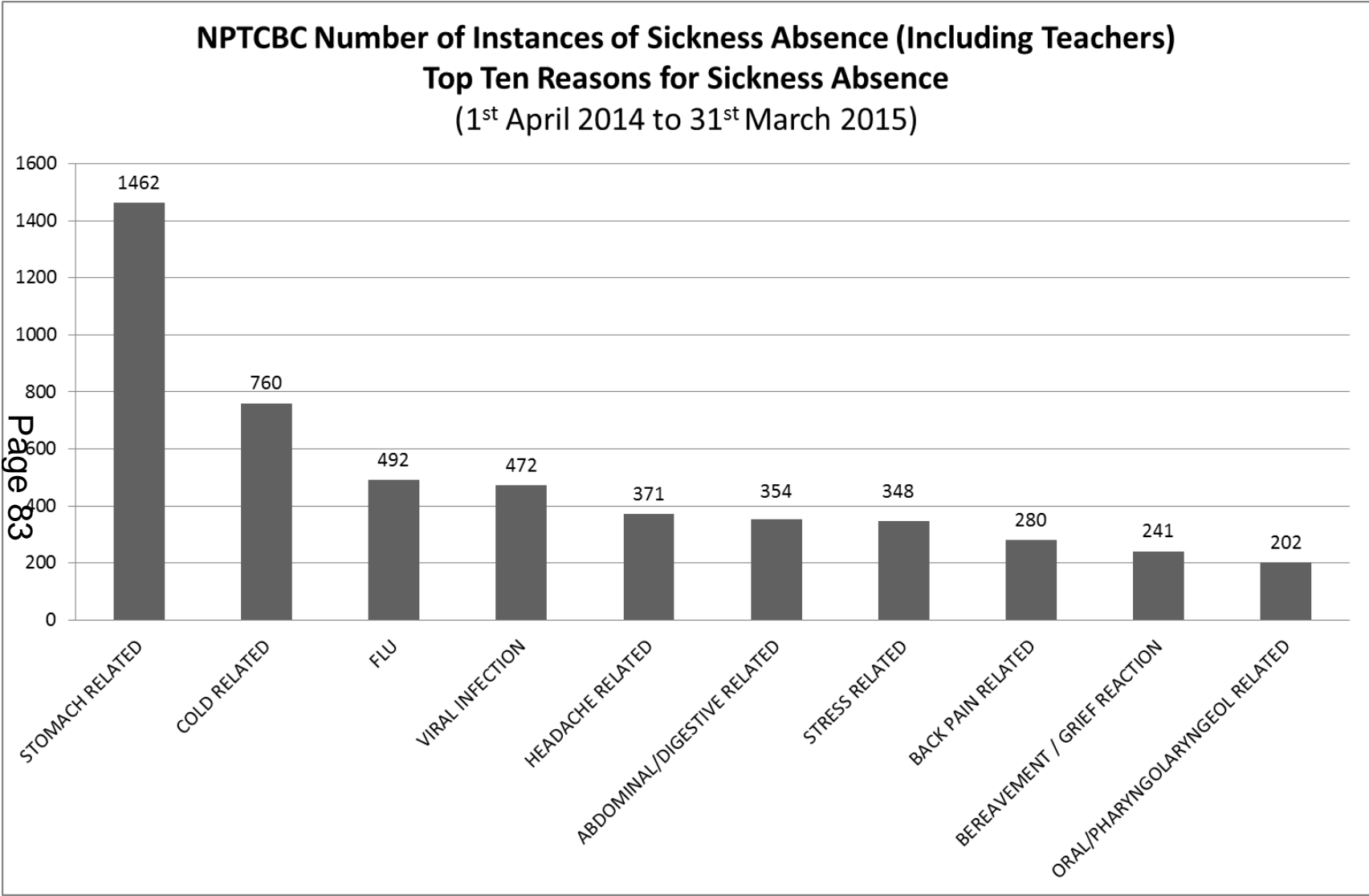
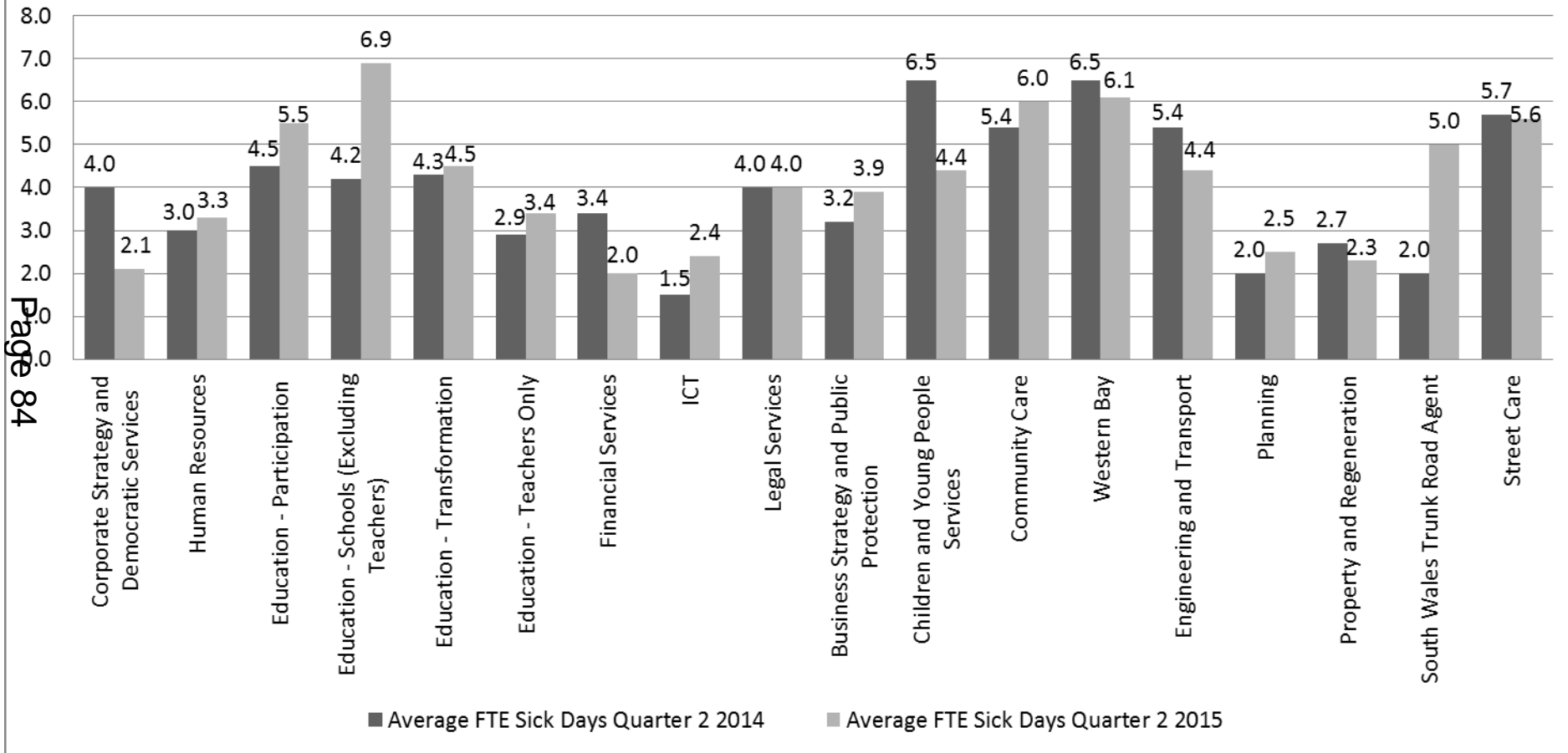


TABLE 11

**Average FTE Sick Days
Quarter 2 2014 and Quarter 2 2015**



Page 84

TABLE 12

Quarter 2 Sickness over time

Overall Sickness (Including Teachers)	Quarter 2 2009/10	Quarter 2 2010/11	Quarter 2 2011/12	Quarter 2 2012/13	Quarter 2 2013/14	Quarter 2 2014/15	Quarter 2 2015/16
The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	5.2	4.3	4.3	4.4	4.2	4.2	4.2

TABLE 13

Ill health leavers 2014 / 2015 (April to March)

Directorate	Resignation (Health Reasons)	Ill Health Retirement Tier 1	Ill Health Retirement Tier 2	Ill Health Retirement Tier 3	Dismissal – inability to attend work on a regular basis
ELLL	1	3	0	1	1
SCHOOLS	1	5	0	0	4
SSHH	1	6	0	0	4
ENV	1	2	0	0	2
FCS	0	0	0	0	0
Totals	4	16	0	1	11

Ill health leavers 2015 / 2016 (April to September)

Directorate	Resignation (Health Reasons)	Ill Health Retirement Tier 1	Ill Health Retirement Tier 2	Ill Health Retirement Tier 3	Dismissal – inability to attend work on a regular basis
ELLL	3	1	0	0	1
SCHOOLS	2	0	0	0	2
SSHH	0	0	1	2	0
ENV	0	4	0	1	3
FCS	0	1	0	0	0
Totals	5	6	1	3	6

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

POLICY AND RESOURCES CABINET BOARD

19 NOVEMBER 2015

Report of the Head of Legal Services

Matter for Decision

Wards Affected: All Wards

Archive Collaboration Project

Purpose of the Report

1. The report seeks the support of Members for the development of an archives collaboration with other local authorities and Swansea University.

Executive Summary

2. The Archive Service for this authority is provided through a joint committee which runs the West Glamorgan Archive Service. This service covers Neath Port Talbot and Swansea. Officers have been discussing an enlarged collaboration with Carmarthenshire County Council and Swansea University in order to further develop the service and provide a replacement records repository in preparation for when Civic Centre Swansea is disposed of. The report seeks the support of Cabinet Board to pursue this project further.

Background

3. Since local government reorganisation in 1996 the Archive Service for Neath Port Talbot and Swansea has been a joint service of those two authorities and is subject to a joint committee. Carmarthenshire County Council has run its own service albeit that there are some operational difficulties there at the moment. As members would expect, Swansea University has an extensive library but also is the custodian to certain archive collections deposited with it.
4. There are two main strategic drivers setting the framework for this report: firstly, the scale of the financial challenge faced by West Glamorgan Archive Service's two parent authorities and secondly, the projected sale in the medium term future of Swansea Civic Centre where the archive collections are housed.
5. West Glamorgan Archive Service (WGAS) has a good track record in facing change and has risen to become one of the best performing local authority archive services in Wales. In particular:
6. WGAS is by far the most visited local authority archive service in Wales, with figures for individual reader visits 78% higher than any other Welsh local authority service in 2013/14 and the 12th highest in the UK (source CIPFA)
7. WGAS rose from being a two-star to a four-star service during the period of The National Archives self-assessment 2005-2010 (a measure of overall performance) and rose to 23rd in the league table for local authority archives in England and Wales, before the self-assessment process was replaced by Archives Accreditation.
8. WGAS holds the only Welsh local authority-held collection inscribed on the UNESCO UK Register of the Memory of the World Programme. This is the Neath Abbey Ironworks collection.
9. In order to meet the challenges, WGAS is now planning for a period of transformation, with fresh thinking about how it delivers its service in the face of a reducing budget. The key element in its plan is to bring together distinct and separate archive services into a regional partnership, streamlining operations and removing duplication. There are existing models (e.g. new archive facilities in Hull, Brighton, Worcester amongst

others) which show that unity of purpose in a shared facility can be achieved without the loss of a distinct identity for each contributing service. Working together in a unified, more efficient way the Archives would be better placed to deliver a sustainable service fit for the twenty-first century during what promises to be a prolonged period of financial contraction.

10. Since August 2014, managers and archive practitioners from Swansea, Neath Port Talbot and Carmarthenshire Councils have been meeting with their counterparts at Swansea University to develop a partnership proposal. The meetings have received advice and sponsorship from Welsh Government Museums Archives and Libraries Division. The principal aim of the group is to investigate the potential for a new shared building that is able to provide proper care for and equitable access to all the partners' archive collections. A replacement archive repository will involve meeting British Standard PD5454 in order to maintain its status as a place of deposit for public records.
11. The parent bodies of all three archive services have strong strategic and operational drivers providing a common need for innovative development of their archive operations. These needs include accommodation issues, audience development aspirations, funding constraints, and the ambition to exploit effectively the opportunities offered by digital technologies. Key to the discussion is that Carmarthenshire Council is seeking options for replacing its structurally inadequate archive building in Parc Myrddin, Carmarthen; Swansea University is seeking both to provide improved archive accommodation for the Richard Burton Archives and to relocate the South Wales Miners Library from Hendrefoilan; while WGAS requires a plan for its relocation on the impending sale of Swansea Civic Centre.
12. In the summer of 2015, Welsh Government commissioned a piece of work from archive consultant Elizabeth Oxborrow-Cowan to investigate the potential for such a partnership, which reported positively on the potential synergies between the members of the group. In brief summary, the conclusion of the report was that WGAS was considered to be key to the development of a tripartite partnership, also being in a strong position to develop bipartite relationships with either Carmarthenshire Council or Swansea University should a tripartite approach not prove possible. The highest potential for service excellence was perceived to be if all three

partners were to combine forces to create a shared facility along the lines of existing examples of co-located regional archive services.

13. The group has developed the following mission statement:
14. 'By 2020 we will create an innovative combined archive service for Carmarthenshire Archive Service, the Richard Burton Archives and West Glamorgan Archive Service. It will be located in a purpose-built facility in the Swansea Bay City Region and will be a focus for civic pride. The new service will be known and valued by diverse audiences, bringing together our local and academic communities to foster opportunities for research and exchange. This service will professionally manage, employ and develop the totality of our rich collections to meet stakeholders' needs and ensure the ongoing curation of the region's documentary heritage, celebrating its cultural and linguistic diversity. It will radically exploit digital and analogue technologies to create a range of relevant amenities and products for audiences ranging from the local to the international. This will be a high profile organisation, grounded in excellence, with a strong service ethos and a culture of innovation from which others can learn. It will be funded from a diverse range of income streams and will be creative in how it accesses and uses resources.'

Financial Impact

15. The Archive Service must comply with the budgetary requirements of the local authorities concerned in the current collaboration ie Neath Port Talbot and Swansea. In widening the collaboration to take in the university and Carmarthenshire County Council it is possible that opportunities for savings will arise. Officers have emphasised in discussions with other parties that no additional budget will be available and savings will be necessary in accordance with the Council's budgetary requirements. The City and County of Swansea Plan Sustainable Swansea: Fit for the Future provides for savings of up to 50% on the peak Archive Service budget between 2016/17 and 2018/19.

Equality Impact Assessment

16. An Equality Assessment Screening Form has been completed and it has been concluded that the majority of impacts are low or not applicable.

The location of the access point(s) is yet to be decided. No Equality Impact has been completed.

Workforce Impacts

17. There are none for this Authority since the staff are employed by City and County of Swansea.

Legal Impacts

18. The service is currently provided through a joint committee in collaboration with City and County of Swansea. Other vehicles for collaboration will need to be identified as the project progresses.

Risk Management

19. It is not possible to do nothing since alternative provision needs to be made to house the service in the event that City and County of Swansea dispose of the current premises.

Consultation

20. There is no requirement under the Constitution for external consultation on this item.

Recommendations

21. MEMBERS ARE REQUESTED:
22. To note the progress that has been made in discussions with Carmarthenshire County Council and Swansea University since 2014 and endorse their continuation in order to produce an option incorporating a viable business model for a co-located single public service;
23. To note the savings of up to 50% on peak Archive Service budget (2013/14) required between 2016/17 and 2018/19 as part of the service transformation programme Sustainable Swansea: Fit for the Future;
24. To note that relocation of the archives from Swansea Civic Centre will involve meeting the British Standard for archive storage PD5454 in its new premises if the Service is to retain its status as a Place of Deposit for

public records (magistrates courts, coroner's etc) and achieve the UK Archives Accreditation Standard.

Reasons for Proposed Decision

25. The reasons for the proposed decision are, firstly, to obtain the views of Members on the proposal and, secondly to obtain their support for the further development of the project.

Implementation of Decision

26. The decision is proposed for implementation after the three day call in period.

Appendices

27. None

List of Background Papers

28. Welsh Government report Partnership Model for West Wales Archive Service Delivery.

Officer Contact

29. David Michael - Head of Legal Services

Tel: 01639 763368 e-mail: d.michael:@npt.gov.uk

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

POLICY AND RESOURCES CABINET BOARD

19th NOVEMBER 2015

REPORT OF THE HEAD OF FINANCIAL SERVICES – DAVE REES

Matter for Information

Wards Affected: All

TREASURY MANAGEMENT MONITORING 2015/16

Purpose of the Report

1. This report sets out treasury management action and information since the previous report.

Background

2. **Rates of Interest**

Bank base rates remain at of 0.5% (since 5th March 2009) and detailed below are the changes in the bank base rate since April 2008.

Effective Date	Bank Rate
10 April 2008	5.00%
08 October 2008	4.50%
06 November 2008	3.50%
04 December 2008	2.00%
08 January 2009	1.50%
05 February 2009	1.00%
05 March 2009 to date	0.50%

The following table provides examples of external borrowing costs as provided by the Public Works Loans Board as at 5th November 2015:

	Equal Instalments of Principal		Annuity		Maturity	
	Previous 06Oct15	Current 05Nov15	Previous 06Oct15	Current 05Nov15	Previous 06Oct15	Current 05Nov15
	%	%	%	%	%	%
5-5.5 years	1.80	1.94	1.81	1.94	2.26	2.43
10-10.5 years	2.26	2.43	2.28	2.46	2.85	3.04
20-20.5 years	2.85	3.04	2.91	3.10	3.47	3.64
35-35.5 years	3.37	3.54	3.47	3.64	3.50	3.66
49.5-50 years	3.56	3.72	3.55	3.71	3.44	3.59

3. General Fund Treasury Management Budget

The following table sets out the treasury management budget for 2015/16 and consists of a gross budget for debt charges i.e. repayment of debt principal and interest, and interest returns on investment income.

2014/15 Outturn Position £'000		2015/16 Original Budget £'000
16,964	Principal and Interest charges	17,230
246	Contribution to Treasury Management Equalisation Reserve to fund SSIP and other Capital Programme over the next 3 years.	
17,210	Subtotal Expenditure	17,230
	Investment Income	
(806)	- Total	(614)
227	- less allocated to other funds	210
(579)	Subtotal Income	(404)
16,631	Net General Fund	16,826

NB: Other funds include Trust Funds, Social Services Funds, Schools Reserves, Bonds etc.

4. **Investment Income**

In line with the Council's Investment Strategy, the 2015/16 Original Budget for investment income is £614,000; treasury management investment income generated on investments made to date is £488,000.

Members should note that the majority of investments are classified as 'specified' i.e. up to 12 months and are currently deposited with Local Authorities, UK banks including Barclays, Lloyds Group, Bank Santander, Clydesdale and Nationwide Building Society.

The Council policy will allow investments up to a maximum of £25m for periods of more than 1 year and up to 5 years, and this will be considered when decisions on investing surplus funds are made.

No additional long term investments have been carried out since the last report. The Council currently has £10m invested for periods in excess of 12 months:

Counterparty	Value £'000	Period	Maturity	Rate %
Eastbourne Borough Council	4,000	4.5 Years	June 18	2.2%
Peterborough City Council	6,000	5 Years	Dec 18	2.1%
TOTAL	10,000			

Icelandic Bank Update

Members should note the following position in relation to the recovery of monies from investments in Icelandic related banks.

The following table shows the amounts outstanding:

Table 1 – Original Investments

Bank	Original Investment	Amount of Principal Repaid	Current Outstanding Investment
	£'000	£'000	£'000
Heritable	9,000	8,961	39
KSF	3,000	2,546	454
Total	12,000	11,507	493

5. **Borrowing**

Since the last report the final drawdown from the Regional Investment Fund Wales (RIFW) has been completed, this funding has been used for the Neath town centre redevelopment. The total amount of funding drawn down is £12.927m, this amount is repayable in full on 31st December 2017.

Financial Impact

6. The report is for information only. All relevant financial information is provided in the body of the report.

Equality Impact Assessment

7. An equality impact assessment was not required for this report.

Workforce Impacts

8. There are no workforce impacts arising from this report.

Legal Impacts

9. There are no legal impacts arising from this report.

Risk Management

10. There are no risk management issues arising from this report.

Consultation

11. There is no requirement under the Constitution for external consultation on this item.

Appendices

12. None

List of Background Papers

Treasury Management Files
PWLB Notice Number 429/15

Officer Contact

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POLICY AND RESOURCES CABINET BOARD 2015/2016 DRAFT FORWARD WORK PROGRAMME

N.B.

A SPECIAL MEETING OF P & R CABINET BOARD HAS BEEN ARRANGED FOR 3RD DECEMBER 2015 RE THIRD SECTOR FUNDING - AWARD OF GRANTS (FOR DECISION)

Meeting Date and Time	Agenda Items	Type (Decision, Monitoring or Information)	CONTACT
7th January 2016	1. Treasury Management Monitoring/Write Offs	Information/Decisions	H. Jenkins D. Rees
	2. Miscellaneous Grants Applications	Decisions	H. Jenkins
	3. Civic Centre Cash Offices – Opening Hours feedback report from P & R 15 th January 2015	Information	D. Rees
	4. Community Safety Partnership - Update	Monitoring	S.Morris
	5. Community Cohesion Update		K. Jones
	6. CCTV Appraisal – Consultation Outcomes	Decision	K/. Jones
	7. ICT Strategy	Decision	Ian John

POLICY AND RESOURCES CABINET BOARD 2015/2016 DRAFT FORWARD WORK PROGRAMME

Meeting Date and Time		Agenda Items	Type (Decision, Monitoring or Information)	CONTACT
18th February 2016	1.	Treasury Management Monitoring/ Miscellaneous Grant Apps	Information/Decision	H.Jenkins
	2.	Write Offs	Decision	D. Rees
	3.	Quarterly Performance Monitoring	Information	S. Davies

Meeting Date and Time		Agenda Items	Type (Decision, Monitoring or Information)	CONTACT
31st March 2016	1.	Treasury Management Monitoring/Miscellaneous Grants Applications	Decision & Information	H. Jenkins
	2.	Write Offs	Decision	D. Rees
	3.	Digital Inclusion Draft Strategy – Consultation Outcomes	Decisions	K. Jones

POLICY AND RESOURCES CABINET BOARD 2015/2016 DRAFT FORWARD WORK PROGRAMME

Meeting Date and Time		Agenda Items	Type (Decision, Monitoring or Information)	CONTACT
19th May 2016	1.	DM FCS and CEX Complaints/Compliments tbc	Information	D. Michael
	2.	Treasury Management Monitoring/Miscellaneous Grant Apps	Information/Decisions	H. Jenkins
	3.	Write Offs (DR Private Reports)	Decisions	D. Rees

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By virtue of paragraph(s) 14 of Part 4 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

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