



COMMUNITY SAFETY AND PUBLIC PROTECTION SUB COMMITTEE

2.00 pm THURSDAY, 19 APRIL 2018

COMMITTEE ROOMS 1/2 - PORT TALBOT CIVIC CENTRE

PART 1

1. To resolve to act as the Crime and Disorder Scrutiny Committee in line with Section 19 of the Police and Justice Act 2006
2. To receive any declarations of interest from Members
3. To receive the Minutes of the Community Safety and Public Protection Scrutiny Sub Committee held on 17th January 2018.
(Pages 5 - 10)
4. To receive the Scrutiny Forward Work Programme 2017/18.
(Pages 11 - 12)
5. To receive the Regeneration & Sustainable Development Cabinet Board Forward Work Programme (2017/18) (Pages 13 - 14)

6. To scrutinise information and monitoring issues being reported by:

The Assistant Chief Executive & Chief Digital Officer and the Head of Substance Misuse Strategy & Development

7. To receive a presentation on Substance Misuse
8. To scrutinise information and monitoring issues being reported by:

The Joint Report of the Head of Planning and Public Protection, the Head of Property and Regeneration, the Head of

Commissioning and Support Services and the Principal Officer for Community Safety.

9. Quarter 3 Performance Monitoring (2017/18) (Pages 15 - 42)
10. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Section 100B (4) (b) of the Local Government Act 1972

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Thursday 12th April 2018

Committee Membership:

Chairperson: Councillor S.K.Hunt

**Vice
Chairperson: Councillor L.Jones**

**Councillors: C.J.Jones, D.M.Peters, S.Rahaman, R.L.Taylor,
O.S.Davies, H.Jones and R.W.Wood**

Notes:

- (1) If Committee Members or non-Committee Members wish to have relevant items put on the agenda for future meetings, then please notify the Chief Executive/Chair eight days before the meeting.*
- (2) If non-Committee Members wish to attend for an item of interest, then prior notification needs to be given (by 12.00 noon on the day before the meeting). Non-Committee Members may speak but not vote, or move or second any motion.*
- (3) For pre scrutiny arrangements, the Chair will normally recommend forthcoming executive items for discussion/challenge. It is also open*

to Committee Members to request items to be raised - though Members are asked to be selective here in regard to important issues.

- (4) The relevant Cabinet Board Members will also be invited to be present at the meeting for Scrutiny/ Consultation purposes.*
- (5) Would the Scrutiny Committee Members please bring the Cabinet Board papers with them to the meeting.*

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COMMUNITY SAFETY AND PUBLIC PROTECTION SUB COMMITTEE

(Committee Rooms 1/2 - Port Talbot Civic Centre)

Members Present:

17 January 2018

Chairperson: Councillor S.K.Hunt

Vice Chairperson: Councillor L.Jones

Councillors: C.J.Jones, D.M.Peters, S.Rahaman,
A.J.Richards, R.L.Taylor, O.S.Davies and
R.W.Wood

**Officers In
Attendance** J. Davies

Cabinet Invitees: Councillors D.W.Davies and A.Wingrave

1. **RESOLVED TO ACT AS THE CRIME AND DISORDER SCRUTINY
COMMITTEE IN LINE WITH SECTION 19 OF THE POLICE AND
JUSTICE ACT 2006**

Members resolved to act as the Crime and Disorder Scrutiny Committee.

2. **MINUTES OF THE COMMUNITY SAFETY AND PUBLIC
PROTECTION SCRUTINY SUB COMMITTEE 19 OCTOBER 2017**

Members noted the minutes from the previous meeting.

3. **SCRUTINY FORWARD WORK PROGRAMME 2017/18.**

Members noted the scrutiny forward programme for 2017/18.

4. **ANTI-SOCIAL BEHAVIOUR - UPDATE BY INSPECTOR DECLAN
CAHILL**

Inspector Declan Cahill provided the Committee with an update on the progress made by South Wales Police and partners in relation to the Operation Grey Denver Action Plan. Inspector Cahill reported on

the work being undertaken by the Homelessness and Anti-Social Behaviour Multi Agency Risk Assessment Conference (MARAC). Inspector Cahill informed Members that MARAC was a partnership based group chaired jointly by the Authority and South Wales Police which met by-monthly and referred perpetrators of anti-social behaviour to the relevant support services where appropriate. Inspector Cahill stated that the previous meeting was held in December and it was reported that living accommodation had been provided for six out of eight repeat offenders who were previously homeless. Inspector Cahill informed Members that using the powers of arrest was always a last resort as the Police often dealt with vulnerable individuals who required assistance from various support services. Inspector Cahill added that the meetings were a long term commitment by all partners.

Inspector Cahill informed Members that Inspector Roy Portlock had devised a new patrol strategy with the objective of preventing crime, preserving life and buildings, and keeping the peace. Inspector Cahill stated that street patrols were in place in Neath town centre for up to two hours each day. Inspector Cahill explained that the Police had the power to issue Section 35 notices to individuals behaving in an anti-social manner which required them to leave a designated area for 24 hours. Inspector Cahill added that a breach of these conditions resulted in arrest.

Inspector Cahill updated Members on the progress made following the Committee's recommendation at the previous meeting to prioritise the development of a clear and accessible method of incident reporting and information sharing that met the needs of the public and businesses, as captured on the Operation Grey Denver Action Plan. Inspector Cahill reported that a mobile phone application had now been developed by the Authority and South Wales Police for local businesses to pass information to the local Police Community Support Officers (PCSOs) on duty in Neath. Inspector Cahill stated that this was an information sharing application which was not intended for public use, and not designed to replace the reporting of incidents via 101.

Inspector Cahill provided an update on the 101 crime reporting service. Inspector Cahill offered Members the opportunity to visit the call centre where the 101 calls were received in order to observe the process. Inspector Cahill reported that between April and October last year the call centre received around 500 emergency calls a day and around 2,000 comments were made on South Wales Police's Facebook page each day. Inspector Cahill informed Members that

since November the Police had allocated resources to monitor social media sites such as Facebook and Twitter for any reports and information on criminal activity. Inspector Cahill stated that these dedicated resources were monitoring social media sites 24 hours a day and seven days a week. Inspector Cahill re-iterated that the 101 service should always be contacted in the first instance when reporting crime.

Inspector Cahill updated Members on the progress made following the Committee's recommendation at the previous meeting to prioritise the development of an effective means of providing timely updates to inform the public and businesses of progress regarding town centre issues, as captured on the Operation Grey Denver Action Plan. Inspector Cahill informed Members that the Police had been working with the Authority on a brand which celebrated the successes achieved so far in dealing with anti-social behaviour in Neath town centre which would then be shared with the public via various media channels. Inspector Cahill stated that Police Officers and Special Constables were now required to put messages on Twitter when they were on street patrol in the town centre in order to make the public aware of their presence. Inspector Cahill added that this requirement had been in place since October.

The Chair circulated a letter at the meeting to Committee Members from a local trader who raised concerns over the negative effect that begging, homelessness and street agents were having on footfall in the town centre. Inspector Cahill explained that the street patrol strategy developed by Inspector Roy Portlock would ensure that there was regular surveillance in the town centre from Police Officers, Special Constables and PCSOs who would deal with any issues as they occurred. Inspector Cahill added that the street patrol strategy was a long term commitment. Cabinet Members referred to the comment made in the letter regarding the number of street agents present in the town centre and stated that they would contact the Planning Department to explore options to reduce numbers.

Members acknowledged the progress made by all partners to date in dealing with anti-social behaviour issues in Neath town centre and stressed the importance of maintaining the momentum. Members commented that they had noticed a significant improvement particularly on Windsor Road. Members stated that a police presence through the street patrols had made a difference. Members explained that there were still some ongoing issues. Members reported that there were five separate groups regularly seen in the

town centre consuming alcohol and retailers felt that this was affecting their trade.

Members questioned whether the homeless persons referred to in Inspector Cahill's update were from the county borough. Inspector Cahill stated that they were from the area. Members referred to the repeat offenders mentioned in Inspector Cahill's update and queried the nature of the offences. Inspector Cahill stated that the most common offences were shop lifting, begging and the disturbance of the peace.

Members queried how many Section 35 notices had been issued of late. Inspector Cahill stated that he did not have the information to hand, but mentioned that PCSOs did not have the authority to issue the notices. Inspector Cahill added that the Police were currently reviewing the powers available to PCSOs in specific areas.

Members enquired whether PCSOs were issued with items such as pepper spray and handcuffs due to the potential risks that they faced in their working environment. Inspector Cahill stated that PCSOs were not armed and there was no intention to change this arrangement at present. Inspector Cahill stated that the role of a PCSO was different to the role of a Police Officer as the purpose of a PCSO was to engage with members of the community and obtain information rather than enforce the law. Inspector Cahill added that PCSOs were issued with body cameras and were able to record any incidents.

Members queried how many Special Constables were allocated to the county borough. Inspector Cahill stated that he did not have the figures to hand, but estimated that there were currently around eight. Inspector Cahill informed Members that the Police were due to recruit additional Special Constables in the near future. Inspector Cahill stated that Special Constables were linked to specific areas such as Neath, Port Talbot and Swansea, but the Police were able to transfer them if there was an increase in demand.

Members stated that there had been instances of anti-social behaviour in the Pontardawe area where park benches and bins had been set on fire. Members stated that local Members and town councillors were encouraging residents to report incidents to the 101 crime reporting service by placing messages in Pontardawe Voice. Members stated that perpetrators in Pontardawe were aware that PCSOs did not have the powers to arrest and were not deterred by them. Members acknowledged that the PCSOs had done a lot of engagement work with youths in the community of Pontardawe.

Inspector Cahill confirmed that PCSOs did not have the powers to arrest, but Special Constables did have these powers.

Members commented that Pontardawe and Aberavon had experienced a significant rise in crime and queried whether the police were aware of these trends also. Inspector Cahill stated that he was not the responsible officer for the Pontardawe area and did not have the statistics to hand, but re-iterated that it was important for the public to report any incidents so that the Police could review and re-allocate their resources according to demand.

Cabinet Members queried whether there were any electoral divisions or wards that Committee Members wanted Cabinet Members to visit with them to establish whether there were similar issues in other areas within the county borough. Cabinet Members stated that they had already made evening visits with local Members and the Police to Neath town centre, Aberavon, Port Talbot town centre and Briton Ferry.

Following scrutiny the Committee noted the anti-social behaviour update by Inspector Cahill.

CHAIRPERSON

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(DRAFT)
Community Safety and Public protection
Forward Work Programme 2017/18

Date of Meeting	Agenda Item	Cabinet Board	Officer
27 July 2017	Violence Against Women, Domestic Abuse and Sexual Violence (Final Strategy)	22 Sept 2017	Karen Jones
	Neath Town Centre Update Statement – discussions regarding future Committee work		Karen Jones/Chair
19 October 2017	PREVENT Plan	27 Oct 2017	Karen Jones
	Food and Feed Law Enforcement Performance	27 Oct 2017	Nicola Pearce/Mark Thomas
	Anti-Social Behaviour (presentation)	-	Karen Jones
17 January 2018	Anti-Social Behaviour – Update	-	Karen Jones
19 April 2018	Substance Misuse	-	Karen Jones

	Quarter 3 Performance Monitoring (17/18)	-	Nicola Pearce/Simon Brennan/Angela Thomas
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REGENERATION AND SUSTAINABLE DEVELOPMENT CABINET BOARD

2017/2018 FORWARD WORK PLAN (DRAFT)

REGENERATION AND SUSTAINABLE DEVELOPMENT CABINET BOARD

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly Monthly)	CDG/CMB	Community Safety & Public Protection Scrutiny Sub Committee	Contact Officer/Head of Service
20 April 2018	Quarter 3 Performance Monitoring (17/18) (Community Safety & Public Protection Data to Sub)	Monitor	Quarterly	CDG – 6 Feb 2018	19 April 2018	Shaun Davies
	Housing Renewal and Adaptation Service (HRAS) Financial Allocations 17/18	Decision	Annual	-	-	Angela Thomas/ Rob Davies

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To be programmed into new cycle:

- Business Plans (all)
- Energy Performance Report – Info – Annual - Simon Brennan/Chris Jones
- Minutes of Community Safety & Public Protection Scrutiny Sub Committee from 19 April 2018 – Monitor - Quarterly - Scrutiny Officer/ Scrutiny Chair
- SPG (x2) Biodiversity and Geodiversity; Landscape and Seascape (Post Consultation) - Decision - Topical - Nicola Pearce

REGENERATION AND SUSTAINABLE DEVELOPMENT CABINET BOARD

- Tai Tarian Progress Report – Monitor – Biannual - Linda Whittaker/Caroline Davies
- Rights of Way Improvement Plan (for May)
- Historic Environment SPG (Pre Consultation) – Decision – Topical (for July)

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Community Safety and Public Protection Scrutiny Sub Committee

19th April 2018

**JOINT REPORT OF
THE HEAD OF PLANNING AND PUBLIC PROTECTION – N. PEARCE
THE HEAD OF PROPERTY AND REGENERATION – S. BRENNAN
THE HEAD OF COMMISSIONING AND SUPPORT SERVICES -
ANGELA THOMAS
THE PRINCIPAL OFFICER FOR COMMUNITY SAFETY- S.MORRIS**

Matter for Monitoring

Wards Affected: ALL

PERFORMANCE INDICATORS FOR QUARTER 3 OF 2017/18

- 1 Quarterly Performance Management Data 2017-2018 – Quarter 3 Performance (1st April – 31st December 2017)

Purpose of the Report

- 2 To report quarter 3 performance management data for the period 1st April to 31st Dec 2017. This will enable the Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

- 3 In line with the Council's six improvement priorities embedded within the Corporate Improvement Plan, Environment scrutinise performance within Economic Development, Planning, Building Control and Asset Management. On the whole performance demonstrates improvement in line with what we planned to deliver, with statutory deadlines being met.

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; Environment will:

- Scrutinise the performance of all services 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.
- Promote innovation by challenging the status quo and encourage different ways of thinking and options for service delivery

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

Financial Impact

5 The performance described in the report is being delivered against a challenging financial background.

Equality Impact Assessment

6 None required.

Workforce Impacts

7 During 2016/17, the Environment Directorate saw a further downsizing of its workforce (by 7 employees) as it sought to deliver savings of 1.6 million in the year.

Legal Impacts

8 This progress 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 2017-2018– Quarter 3 Performance (1st April to 31st Dec 2017) – APPENDIX 1

Appendix 2- Community Safety Service Report Card 2017-18

List of Background Papers

- 15 The Neath Port Talbot Corporate Improvement Plan - 2016/2019 “Rising to the Challenge”;

<https://www.npt.gov.uk/7340>

Officer Contact

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**Quarterly Performance Management Data 2017-2018– Quarter 3
Performance (1st April to 31st Dec 2017)**

Report Contents:

Section 1: Key Points

Section 2: Quarterly Performance Management Data and Performance Key

Section 3: Compliments & Complaints Data

Section 1: Key Points

Planning

With the exception of indicators PLA/M001 – ‘average time taken from receipt of application to validation of application - days’ and PLA/M002 – ‘average time taken from receipt of application to date decision is issued – days’ – the Quarter 3 figures show improvement in all performance indicators compared against the same period in 2016/17.

While it will remain essential to focus on PLA/M001 and PLA/M002, as indicated in previous quarterly reports these figures have been skewed by a number of applications where applications have been “re-registered” for procedural reasons (thus significantly increasing the receipt – valid time) along with a number of very old applications having been “cleared out”, having taken a number of years to determine. While necessary to include these in the overall average, omitting such applications significantly reduces the number of days, indicating that the service continues to register and determine applications expeditiously in the majority of cases, albeit there remains work to do to clear old cases from the system.

As indicated above, the overall picture of determination of applications is shown to be very positive compared with the same period last year. In addition to the 95.5% of applications which were determined 'in time' (which includes an agreed extension of time between the council and applicant), the increased focus on improving performance on major applications (PLA/M004) has also started to pay dividends in incrementally improved performance with 45% of major applications in the year to date determined inside 8 weeks.

Building Control

Both performance indicators show improvement from the same quarter in 2016/17.

Whilst BCT004 shows a minimal drop in performance from the preceding quarter (due to annual leave), it must be stressed that at no time have any statutory deadlines been missed.

Housing – Private Sector Renewal

Largely properties that are brought back into use are outside of the control of the service, for example, they are affected by external factors such as the local housing market. Performance indicator PSR/004 has been replaced by PAM/013 and guidance has clarified that only direct action taken by Local Authorities that results in long term empty properties being brought back into use is recorded.

The number of licenced Houses in Multiple Occupation (HMO) has reduced from 6 to 5. However, the percentage has dropped slightly due to an decrease in the number of HMO's that require a licence.

Public Protection

95.61% of food establishments were "broadly" compliant with food hygiene standards, being a slight increase on last year's performance within the same period which was 93.84%. The percentage of high risk businesses inspected for food hygiene is slightly lower (at 67%) than the same period last year (was 76%) - this is mainly due to other work of the section involving investigation of offending businesses taking precedence.

The percentage of high risk businesses that have been inspected by Trading Standards is higher than the same time last year 87.5% compared to 69.6%). The team that largely deals with the inspection programme is

currently working to achieve its proactive obligations whilst reactive demand is lower. Some investigations have begun as a result of these inspections, reflecting the risk of the business. This should not affect the section meeting the 100% target.

The majority of significant breaches associated with animal health have been rectified, but this has meant that there has been a drop in the number of high risk premises being inspected as resources have been allocated to complaints and investigations. It is anticipated that both figures will improve by the end of the financial year.

The percentage of identified new businesses which were subject to a food hygiene risk assessment visit is similar to that of last year. All businesses are coached and advised prior to the commencement of trading to help raise standards and attain legal compliance. The risk assessment inspection can only take place when the business is trading, therefore, there is always a lag period between food businesses becoming registered and actually having an unannounced inspection.

Economic Development

Throughout this financial year, the Team have had to deal with a high volume of enquiries, particularly from existing businesses looking for support to enable them to expand and grow. Many of these investments, once completed, will have a positive effect on the local economy as new private sector investment is secured to support the creation of new jobs and safeguard existing employment.

The Team are also working closely with the Port Talbot Waterfront Enterprise Zone Board to attract new investment and jobs to the area while providing support to many local businesses within the Tata supply chain affected by continuing uncertainties within the steel industry. The aim of this support is to help local businesses diversify and enter new markets to not only secure their future, but further promote economic growth. Outputs achieved to date are in the process of being confirmed and will be reported at the end of March 2018. This will have a positive effect on the final KPI's reported for the Economic Development service for 2017/18.

Through the South West Workways+ project, the Team is delivering training and paid work experience opportunities to long-term unemployed across the region to help them get their lives and those of their families back on track.

In addition, referrals from partners such as the Department of Works and Pensions and Welsh Government, is ensuring that individuals considering self-employment are being referred to the Council's Enterprise Club for valuable advice and guidance.

Asset Management

Local Authority buildings conditions and maintenance are annual indicators and will be reported during the quarter 4 period of 2017/18.

Section 2: Quarterly Performance Management Data and Performance Key







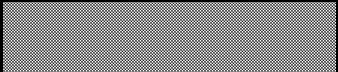
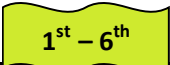
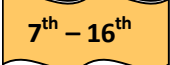
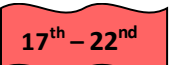
2017/2018 – Quarter 3 Performance (1st April 2017 – 31st Dec 2017)

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

(PAM) Public Accountability Measures – a revised set of national indicators for 2017/18. Following feedback from authorities the revised performance measurement framework was ratified at the WLGA (Welsh Local Government Association) Council on 31 March 2017. These measures provide an overview of local government performance and how it contributes to the national well-being goals. This information is required and reported nationally, validated, and published annually.

All Wales - The data shown in this column is the figure calculated using the base data supplied by all authorities for 2015/2016 i.e. an overall performance indicator value for Wales.

(Local) Local Performance Indicator set by the Council and also includes former national data sets (such as former National Strategic Indicators or Service Improvement Data – SID's) that continue to be collected and reported locally.

	Performance Key
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance is within 5% of previous year's 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.
	2016/17 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's).
	2016/17 NPT performance in mid quartiles (7th – 16th) in comparison with All Wales national published measures (NSI & PAM's).
	2016/17 NPT performance in lower quartile (17th – 22nd) in comparison with All Wales national published measures (NSI & PAM's).

1. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 3 2016/17	NPT Quarter 3 2017/18	Direction of Improvement
1	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	96.1 days	85.8 days (69,442 over 809 applications)		84.7 days (49,816 total days – 588 determined applications)	93.9 days (58195 total days over 620 applications)	↓
2	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	31.5 days	14.2 days (11,509 over 809 applications)		15.4 days (9,034 total days – 588 determined applications)	18.7 days (11591 total days over 620 applications)	↓
Page 25	As has been reported in previous quarters, although increasing from the previous year's figures, the receipt to validation figures (PLA/M001) together with the receipt to decision issued figures (PLA/M002) are both skewed by a number of very old applications, including a number where applications have been "re-registered" for procedural reasons (thus significantly increasing the receipt – valid time), which have distorted the overall figures and unfairly reflect the overall day to day performance. Consideration is to be given to the possibility of changing this to exclude re-registered applications going forward given that they distort overall performance.							
3	PLA/004d (Local)	The percentage of all other planning applications determined during the year within 8 weeks.	79%	77.5% (224 of 289 applications)		76.9% (160 of 208 applications)	82.2% (175 of 213 applications)	↑
4	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	16%	14.8% (4 of 27 applications)		14.3% (2 of 7 applications)	45.5% (5 of 11 applications)	↑
5	PLA/004c (Local)	The percentage of householder planning applications determined during the year within 8 weeks.	95.1%	95.3% (284 of 289 applications)		93.8% (210 of 224 applications)	97.3% (213 of 219 applications)	↑
6	PLA/004b (Local)	The percentage of minor planning applications determined during the year within 8 weeks.	66.1%	63.1% (123 of 195 applications)		57.7% (82 of 142 applications)	82.5% (146 of 177 applications)	↑
7	PLA/002 (Local)	The percentage of applications for development determined during the year that were approved	96.3%	97.3% (787 of 809 applications)		96.6% (568 of 588 applications)	95% (589 of 620 applications)	v

1. Planning and Regulatory Services – Planning (Cont.)

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 3 2016/17	NPT Quarter 3 2017/18	Direction of Improvement
8	PAM/018	Percentage of all planning applications determined in time				New Indicator	95.5% (592 of 620 applications)	—
9	PAM/019	Percentage of planning appeals dismissed				New Indicator	61.5% (8 of 13 appeals)	—

2. Planning and Regulatory Services – Building Control

Page	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 3 2016/17	NPT Quarter 3 2017/18	Direction of Improvement
20	BCT/007 (Local)	The percentage of 'full plan' applications approved first time.	99.02%	96.62% (143 of 148)		95.75%	98.28% (114 of 116)	↑
11	BCT/004 (Local)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	95.12%	95.95% (142 of 148)		95.86%	96.55% (112 of 116)	↑

3. Planning and Regulatory Services – Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 3 2016/17	NPT Quarter 3 2017/18	Direction of Improvement
12	PAM/013	The percentage of empty private properties brought back into use			8.79% 1st	Reported Annually		—
13	PAM/014	Number of new homes created as a result of bringing empty properties back into use				Reported Annually		—
14	PSR/007a	Of the 448 houses in multiple occupation known to the Local Authority, the percentage that: Have a full licence	1.35%	1.36%		1.34%	1.15% (5 of 448)	v

3. Planning and Regulatory Services – Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 3 2016/17	NPT Quarter 3 2017/18	Direction of Improvement
15	PSR/007b	Of the 448 houses in multiple occupation known to the Local Authority, the percentage that: Have been issued with a licence with conditions attached	0%	0%		0%	0%	—
16	PSR/007c	Of the 448 houses in multiple occupation known to the Local Authority, the percentage that: Are subject to enforcement activity	0%	0%		0%	0%	—

4. Housing - Private Sector Renewal

No.	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 3 2016/17	NPT Quarter 3 2017/18	Direction of Improvement
17	PAM/015	The average number of calendar days taken to deliver a Disabled Facilities Grant.	228	232	224 11th	235	231	↑
18	PSR/009a (Local)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people.	354	451		422	434	▼
18	The average number of calendar days taken to deliver Disabled Facilities Grants for Children and young people has increased during this period. This is attributed to an increase in more complex adaptations completed during this period.							
19	PSR/009b (Local)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults.	220	219		223	220	↑

5. Planning and Regulatory Services – Public Protection

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 3 2016/17	NPT Quarter 3 2017/18	Direction of Improvement
20	PPN/001ii (Local)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	100%	100%		76%	67% (225 of 335)	↓
<p>The achievement of 100% of this target is being sought by the end of Q4. Recent legal investigations into certain non-compliant businesses has used resources and held back the achievement of certain other inspections. An action plan is in place, as the achievement of this PI by Q4 remains a priority for the service.</p>								
21	PPN/001iii (Local)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health	100%	100%		60%	50% (3 of 6)	↓
Page 29	<p>The majority of animal health significant breaches have been rectified, but this has meant that there has been a drop in the number of high risk premises being inspected as resources have been allocated to complaints and investigations. An action plan is in place, to ensure the achievement of this PI by Q4.</p>							
22	PPN/007i (Local)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards	73.5%	79.2%		69.6%	67.7% (21 of 31)	v
23	PAM/023 (formerly PPN/009)	The percentage of food establishments that meet food hygiene standards	92.7%	94.92%	95.16% 13th	93.84%	95.61% (1068 of 1117)	↑

5. Planning and Regulatory Services – Public Protection (Cont.)

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 3 2016/17	NPT Quarter 3 2017/18	Direction of Improvement
24	PPN/008ii (Local)	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	92%	97%		90%	85% (88 of 104)	↓
	The percentage of new businesses subject to a risk assessment visit for food hygiene has declined compared to the same period last year- primarily due to other reactive work being distributed within the section due to a system review of the service and the temporary secondment of one member of staff to assist with pressures arising within the wider Environmental Health service dealing with landslide issues at Ystalyfera.							
Page 30	PPN/001i (Local)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards	100%	95.6%		69.6%	87.5% (14 of 16)	↑
	The percentage of high risk businesses that have been inspected by Trading Standards is higher than the same time last year. The team that largely deals with the inspection programme is currently working to achieve its proactive obligations whilst reactive demand is lower. Some investigations have begun as a result of these inspections, reflecting the risk of the business. Two businesses remain, one of which is subject to an ongoing investigation which is likely to be resolved by the end of the financial year.							
26	PPN/007ii (Local)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health	100%	81.8%		60%	70% (7 of 10)	↑
	There are a number of breaches that have yet to be rectified by the service, they are currently being dealt with. This figure will improve by the end of the financial year.							

6. Economic Development

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 3 2016/17	NPT Quarter 3 2017/18	Direction of Improvement
27	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	271	341		222	186	↓
The number of people attending the Council's Enterprise Club, which provides advice and guidance on self-employment, was lower than anticipated during the first 3 months of the year. However, outputs have risen significantly enough throughout quarter 2 and 3 to anticipate that final outputs will be more in line with expectations to achieve targets set for 2017/18.								
28	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	184	131		85	64	↓
29	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	584	628		367	396	↑

7. Corporate Health – Asset Management

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 3 2016/17	NPT Quarter 3 2017/18	Direction of Improvement
30	CAM/001ai (Local)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.68%	15.02%		Reported Annually		—
31	CAM/001aiii (Local)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	38.22%	32.26%				—
32	CAM/001bii (Local)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 2 – Essential work	50.76%	50.03%				—
32	CAM/001biii (Local)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 – Desirable work	27.29%	30.53%				—
34	CAM/001aii (local)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	43.33%					—
35	CAM/001aiv (Local)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	11.27%	9.39%	1.9% 11th	Reported Annually		—
36	CAM/037 (Local)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	4.4%	2.8%				—
37	CAM//001bi (Local)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 – Urgent work	21.95%	19.44%				—

Section 3: Compliments and Complaints

2017/2018 – Quarter 3 (1st April 2017 – 31st Dec 2017) – Cumulative Data for Regeneration & Sustainable Development Board

	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.

Page	PI Description	Full Year 2015/16	Full Year 2016/17	Quarter 3 2016/17	Quarter 3 2017/18	Direction of Improvement
33 1	<u>Total Complaints - Stage 1</u>	3	6	3	4	↓
	a - Complaints - Stage 1 upheld	0	0	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	5	2	4	
	c -Complaints - Stage 1 partially upheld	0	1	1	0	

No	PI Description	Full Year 2015/16	Full Year 2016/17	Quarter 3 2016/17	Quarter 3 2017/18	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	15	7	4	4	↔
	a - Complaints - Stage 2 upheld	0	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	15	7	4	4	
	c- Complaints - Stage 2 partially upheld	0	0	0	0	
Page 34	<u>Total - Ombudsman investigations</u>	0	1	1	2	↓
	a - Complaints - Ombudsman investigations upheld	0	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	1	1	2	
4	Number of Compliments	5	10	4	6	↑
<p>Complaints – No Stage 1 complaints were recorded this quarter however four Stage 2 complaints were recorded this quarter as was the same last year.</p> <p>Compliments – No compliments were recorded in quarter 3 of this year.</p> <p>Welsh Language – No Welsh Language complaints were recorded in quarter 3 of this year.</p>						

Service Report Card 2017-2018

Community Safety Service

Section 1: Brief description of the service

Page 3

The Neath Port Talbot Community Safety Team consists of four full time posts which are core funded, the remaining seven members of staff are grant funded or funded by partners. The team is co-located in Neath Police Station with South Wales Police Community Safety Team and works in partnership on a wide variety of Community Safety issues including :-

Anti-Social Behaviour : Giving advice, information and support to residents who are suffering from harassment alarm or distress.

Domestic Abuse : Supporting high risk victims of Domestic violence, providing the link between Neath Port Talbot and Welsh Government, Home Office and the Police & Crime Commissioner. Working with third sector partners to provide a holistic service that meets the needs of victims.

Community Cohesion: Including hate crime, modern slavery and the resettlement of refugees.

PREVENT: Discharging the Local authority duty under the Counter Terrorism and Security Act 2015

Crime Prevention: Undertaking security surveys and giving advice to local residents regarding safety and security. Undertaking crime prevention talks.

Awareness raising: Organising and attending Engagement days and events to promote general and specific campaigns and initiatives.

Education: working with schools and colleges to promote messages of healthy relationships, Internet safety and personal safety.

Campaigns: Developing and promoting campaigns to combat particular crime trends and to increase reporting .e.g. Paws on patrol, Neighbourhood watch.

Projects: Planning and undertaking seasonal projects throughout the County Borough e.g. Property post coding, Cycle thefts, Operation BANG (Be A Nice Guy)

Initiatives: Maintaining initiatives that provide security for the most vulnerable members in the community e.g. Feel Safe initiative and the Stop Repeat scheme.

Social Media: The team is very proactive and innovative and is involved in a range of diverse projects and initiatives, some of which are annual events, some run for a specific period and some are ongoing. One of the main priorities is to positively promote the work of the team so that all residents are aware of whom they can go to for help and advice on all issues of crime and disorder.

**Section 2:
Service Objectives 2017-18**

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
1: Complete the consultation and finalise the VAWDASV local Strategy and Implement Domestic Abuse Delivery Plan	<ul style="list-style-type: none"> • Consultation launch • Finalise Strategy • Develop and implement a delivery plan • Develop and implement sub groups 	Elinor Wellington	Oct 2017 Completed	Victims of Domestic Abuses needs will be better met with safe interventions and positive outcomes
2: Assess the impact and implications of the National Training framework for Domestic Abuse being introduced by Welsh Government	<ul style="list-style-type: none"> • Roll out group one training • Roll out Ask and Act training • Undertake evaluation 	Rachel Dixon	April 18	Professional will have a greater awareness of the impact of all forms of Domestic Abuse Professionals will have a better understanding of how to refer victims to appropriate services
3: Identify and secure funding for Neath Port Talbot Domestic Abuse staff	<ul style="list-style-type: none"> • Police & Crime Commissioner Funding • Regional Welsh Government funding • Target Hardening funding 	Sian Morris	April 18 Completed	All Domestic Abuse staff are grant funded for 2018/19
4: Maintain current levels of Anti-social Behaviour and repeat victims	<ul style="list-style-type: none"> • Promote 101 as contact for reporting ASB • Maintain low levels of ASB 	Paul Lewis	April 18	Increased reporting will identify hot spot areas Current levels of ASB are low Current levels of repeat victims are low

	<ul style="list-style-type: none"> • Maintain low levels of Repeat victims 			
5: Set up a Prevent Action Group, finalise the Neath Port Talbot PREVENT Action Plan and implement the plan	<ul style="list-style-type: none"> • Identify appropriate agencies to sit on the PAG • Develop a Prevent Action Plan • Implement the Prevent Action Plan 	Sian Morris/Elinor Wellington	Dec 17 Completed	<p>Raise awareness of Partners of their responsibilities under the Counter Terrorism legislation</p> <p>Discharge the LAs responsibilities under the legislation</p>
6: Roll out WRAP 3 training to first tranche of all front line staff	<ul style="list-style-type: none"> • Train trainers to deliver the training • Implement a training schedule • Develop a referral pathway to evaluate the training 	Neath Port Talbot Training section	April 19	<p>Council employees and partner agencies are more aware of the signs of radicalisation</p> <p>Council employees and partners are aware of the referral pathway</p>
7: Set up a VAWDASV Communications and Engagement group, develop a communications plan and deliver the Objective One actions	<ul style="list-style-type: none"> • Identify appropriate partners to sit on the group • Develop a communications plan • Implement the Communications plan • Implement Objective one of the delivery plan 	Sian Morris	Sept 17 Completed	<p>Council employees partners and residents of the County Borough are more aware of Domestic Abuse campaigns and feel more confident in reporting incidents of DA</p> <p>Local employers have an Employee Domestic Abuse policy</p>
8: Increase the membership of Paws on Patrol scheme	<ul style="list-style-type: none"> • Promote the scheme on social media • Hold quarterly Paws on Patrol events 	Kelly John	On-going	<p>Increasing crime prevention awareness in the County Borough</p> <p>Encouraging responsible dog ownership</p>

	<ul style="list-style-type: none"> • Produce and disseminate a bi-monthly Newsletter 			Encouraging local residents to report Anti-social Behaviour
9: Increase number of followers on the Community Safety twitter and Facebook accounts	<ul style="list-style-type: none"> • Promote social media contact details • Hold monthly engagement events • Work in partnership with local agencies to maximise circulation 	Grant Botterill	On-going	Residents of the LA are made aware of local campaigns and initiatives Residents of the LA are given Crime Prevention and security advice Increased partnership working
10: Organise Engagement events to promote Community Safety and Crime Prevention messages	<ul style="list-style-type: none"> • Hold intelligence led engagement events throughout the County Borough • Deliver appropriate and relevant crime prevention messages 	Grant Botterill/Lisa Voisey	On-going	Residents of the LA are given Crime Prevention and security advice Increased partnership working Targeting hard to reach area with key messages
11: Develop and maintain the Business Crime Reduction Partnership (BCRP) increasing membership and income	<ul style="list-style-type: none"> • Promoting the BCRP scheme in both town centres • Encouraging membership to the scheme • Generating income for the post holders salary 	Sian Morris/Grant Botterill	On-going	Reducing Crime and Anti-social behaviour in the town centres

**Section 3:
Service Performance Quadrant 2016-17**

Progress on Service Priorities.....

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016 – 17 Actual (Full year)	2017-18 Qtr. 1	2017 - 18 Qtr. 2	2017 -18 Qtr. 3
Service Measure 1 : Number of engagement events (Priority 10)	75	64	70	22	28	26
Service Measure 2: Number of residents spoken to(Priority 10)	12,076	11,637	11,900	4,500	3,200	3,800
Service measure 3: Number of contacts of Facebook (Priority 9)	435	748	908	72	68	62
Service Measure 4: Number of contacts on Twitter (Priority 9)	614	868	1,082	81	85	90
Service Measure 5: Number of Anti-social Behaviour incidents (Priority 4)	2,423	2,239	1,936	655	602	481
Service Measure 6: Number of repeat victims (Priority 4)	6	6	5	5	5	4
Service Measure 7: Number of referrals to the IDVA service (Priority 3)	265	344	450 (TBC)	160	200	130
Service Measure 8: Number of new Paws on Patrol members	100	200	236	50	53	61



