



***POLICY & RESOURCES CABINET BOARD***

***12.00 pm THURSDAY, 4 SEPTEMBER 2014***

***COMMITTEE ROOM 1/2 - PORT TALBOT CIVIC CENTRE***

**PART 1**

1. To agree the Chairman for this Meeting
2. To receive any declarations of interests from Members
3. To receive the Minutes of the previous Policy and Resources Cabinet Board held on the 24th July 2014 (enclosed Blue) (*Pages 1 - 8*)

**Report of the Head of Corporate Strategy and Democratic Services (enclosed Yellow)**

4. Quarter 1 Performance Management Data - 2014/2015

**Report of the Director of Finance and Corporate Services (enclosed Pink)**

5. Monitoring Report on Existing FFP Savings
6. Miscellaneous Grants

**Report of the Head of Financial Services (enclosed Cream)**

7. Non-Domestic Rates - Enhanced Local Needs Scheme
8. Treasury Management Monitoring

**Report of the Head of Legal Services (enclosed Lilac)**

9. Corporate Services Comments, Compliments and Complaints Policy and Procedure Monitoring Report
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**

**Private Report of the Head of Financial Services (Exempt under Paragraph 14) (enclosed Peach)**

12. Housing Benefit Write Offs

**S.Phillips**  
**Chief Executive**

**Civic Centre**  
**Port Talbot**

**Monday, 1 September 2014**

**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).*

**EXECUTIVE DECISION RECORD**  
**CABINET BOARD – 24<sup>th</sup> JULY, 2014**  
**POLICY AND RESOURCES**

**Cabinet Board Members:**

Councillors: P.A.Rees (Chairman), Mrs.S.Miller and A.N.Woolcock

**Officers in Attendance:**

H.Jenkins, D.Rees, S.John, Mrs.A.Hinder and Miss G.Cirillo

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1. **APPOINTMENT OF CHAIRMAN**

Agreed that Councillor P.A. Rees be appointed Chairman for the meeting.

2. **MEMBER'S DECLARATION OF INTEREST**

The following Member made a declaration of interest at the commencement of the meeting:

Councillor.A.N.Woolcock - Re: Private Report of the Head of Financial Services – Item 2 Council Tax Write Offs - as one of the individuals listed is known to him.

3. **MINUTES OF THE POLICY AND RESOURCES CABINET BOARD HELD ON THE 19TH JUNE, 2014**

Noted by the Committee.

## **Report of the Director of Finance and Corporate Services**

### 4. **MISCELLANEOUS GRANTS**

#### **Decision:**

That the following applications be refused:

- (a) Kids Cancer Charity, Christian Lewis Trust, Cardiff;
- (b) Noddfa Community Centre, Glyncorrwg.

#### **Reasons for Decision:**

- (a) Kids Cancer Charity, Cardiff – not in accordance with criteria;
- (b) Noddfa Community Centre, Glyncorrwg – to award a grant would set precedence.

#### **Implementation of Decision:**

The decision will be implemented after the three day call-in period.

### 5. **COMMUNITY COUNCILS' MINOR PROJECTS SCHEME**

#### **Decision:**

That the following applications be approved:

- (a) Gwaun Cae Gurwen Community Council;
- (b) Crynant Community Council.

#### **Reason for Decision:**

The applications are in accordance with criteria.

#### **Implementation of Decision:**

The decision will be implemented after the three day call-in period.

**Report of the Head of Corporate Strategy and Democratic Services**

6. **WELSH LANGUAGE SCHEME: ANNUAL MONITORING REPORT 2013/2014 AND CORPORATE ACTION PLAN 2013/2016**

**Decision:**

That the report be noted.

**Report of the Head of ICT and Procurement**

7. **21<sup>ST</sup> CENTURY SCHOOLS LEARNING PROGRAMME**

**Decision:**

That Contract Procedure Rule 2 of the Council's Contract Procedure Rules relating to the invitation of tenders be suspended, and authorisation given to formally contract with Aspire2Be to provide the learning programme, as detailed in the circulated report, for a period of 2 years commencing 1<sup>st</sup> September 2014.

**Reason for Decision:**

To ensure that an appropriate provider is appointed to deliver the learning programme within relevant timescales.

**Implementation of Decision:**

The decision will be implemented after the three day call-in period.

8. **APPROVAL AND ADOPTION OF THE CORPORATE ICT STRATEGY**

**Decision:**

That the publication and adoption of the Corporate ICT Strategy be approved.

**Reason for Decision:**

To provide an Authority wide Strategy to be used by all Members, Council Staff and Service Managers to engage with the ICT Service in order to transform their services and delivery options to achieve associated improvements in citizen outcomes.

**Implementation of Decision:**

The decision will be implemented after the three day call-in period.

9. **FINANCE AND CORPORATE SERVICES BUSINESS PLANS**

**Decision:**

That the report be noted

10. **COUNCIL TAX AND BUSINESS RATES – REPRESENTATION AT MAGISTRATES COURT PROCEEDINGS**

**Decisions:**

1. That Lesley Lewis be authorised to represent the Authority in Proceedings before a Magistrates Court for the purpose of the recovery of Council Tax, and that Lynda Griffiths be removed from the list of authorised people;
2. That the revised list of people to represent the Authority in proceedings before a Magistrates Court for the purpose of the recovery of Council Tax and Business Rates, as detailed in the circulated report and listed below, be approved:  
Ms A Hinder  
Mrs P Hill  
Mrs R Stanbury  
Mrs S MacFarlane  
Mr A MacFarlane  
Mrs A Greenway  
Miss V Edwards  
Mrs L Lewis  
Mrs P Roberts  
Mrs I Smith

**Reason for Decisions:**

To update and confirm Officers authorised to represent the Authority at Magistrates Court proceedings, in pursuant to Section 223 of the Local Government Act 1972.

**Implementation of Decisions:**

The decisions will be implemented after the three day call-in period.

11. **BANK TENDER EVALUATION**

**Decision:**

That the contract for the provision of banking services be awarded to Santander for an initial period of five years commencing on the 1<sup>st</sup> November 2014 (and following the initial five year period, the contract may be extended annually for a further five years).

**Reason for Decision:**

To agree arrangements for the ongoing provision of banking services.

**Implementation of Decision:**

The decision will be implemented after the three day call-in period.

12. **TREASURY MANAGEMENT MONITORING REPORT**

**Decision:**

That the report be noted.

13. **ACCESS TO MEETINGS**

**Decision:**

That pursuant to Regulation 4(3) and (5) of Statutory Instrument 2001 No. 2290, the public be excluded for the following items of business which involved the likely disclosure of exempt information as defined in Paragraphs 12, 13 14, and 16 of Part 4 of Schedule 12A to the Local Government Act 1972.

**Private Report of the Head of Legal Services**

14. **VACANCY IN THE POST OF SENIOR CORONER FOR SWANSEA AND NEATH PORT TALBOT CORONER AREA**

**Decision:**

That the Head of Legal Services be given delegated authority to provide any nominations to the City and County of Swansea in order to constitute an appointment panel for a Senior Coroner and to take any other action necessary in order to secure the prompt appointment of a Senior Coroner, as detailed in the private circulated report, in consultation with the relevant Cabinet Member and the Chairman of the Policy and Resources Scrutiny Committee.

**Reason for Decision:**

To facilitate the prompt appointment of a permanent Senior Coroner.

**Implementation of Decision**

The decision will be implemented after the three day call-in period.

**Private Report of the Head of Financial Services**

15. **HOUSING BENEFIT WRITE OFFS**

**Decision:**

That the write off of Housing Benefit in the amounts as described in the private circulated report, be approved.



**Reason for Decision:**

The accounts are irrecoverable for the reasons given.

**Implementation of Decision:**

The decision will be implemented after the three day call-in period.

16. **COUNCIL TAX WRITE OFFS**

(Councillor Woolcock re-affirmed his interest in this item and withdrew from any discussions or voting thereon. Councillor Mrs.S.Miller substituted for this item only.)

**Decision:**

That the amount of Council Tax write offs, as described in the private circulated report, be approved.

**Reason for Decision:**

The accounts are irrecoverable.

**Implementation of Decision:**

The decision will be implemented after the three day call-in period.

17. **URGENT PRIVATE ITEM**

Because of the need to deal now with the matter contained in Minute No. 18 below, the Chairman agreed that this could be raised at today's meeting as an urgent item pursuant to Statutory Instrument 2001 No. 2290 (as amended).

**Reason:**

In order to provide the Cabinet Board with current information.

**Urgent Private Report of the Head of Legal Services**

18. **THIRD SECTOR REVIEW – INTERPLAY, JUDICIAL REVIEW**

**Decision:**

That the Cabinet Board note the success of the Authority in resisting judicial review on the matter.

**CHAIRMAN**

**POLICY & RESOURCES CABINET BOARD**

**4<sup>th</sup> SEPTEMBER 2014**

**CHIEF EXECUTIVE'S OFFICE**

**REPORT OF THE  
HEAD OF CORPORATE STRATEGY & DEMOCRATIC  
SERVICES**

**K. JONES**

**INDEX OF REPORT ITEMS**

**PART 1. Doc Code: PRB-040914-REP-CE-KJ**

<b>SECTION C – MATTER FOR MONITORING</b>		
<b>Report Item</b>	<b>Page Nos</b>	<b>Wards Affected</b>
1.Quarter 1 Performance Management Data - 2014/2015		ALL

## **Part 1, Section C, Item 3**

### **QUARTERLY PERFORMANCE MANAGEMENT DATA -**

#### **Purpose of Report:**

To report quarter 1 performance management data for the period 1<sup>st</sup> April 2014 to 30<sup>th</sup> June 2014 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.

#### **Background**

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:

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

## **Key Points**

In relation to the performance results available at the end of the 1<sup>st</sup> quarter 2014-2015:-

Overall, we improved or achieved maximum performance in 55.5% (61) of our 110 comparable indicators. However, performance declined by 5% or more in 30% (33) of our indicators compared to 18.2% (17) last year.

The change in overall performance is largely due to more indicators seeing a drop in performance in the period by 5% or more, notably in Children's Services and in one or two indicators across a range of service areas including Economic Development, Education, Chief Executive/Finance/Corporate Services and Private Sector Renewal.

	<b>Comparable Indicators in this period</b>	<b>Improved or Maximum* Performance</b>	<b>Maintained Performance</b>	<b>Marginally declined - within 5%</b>	<b>Performance declined by 5% or more</b>
<b>Quarter 1 2014-2015</b>	<b>110</b>	<b>55.5%</b>	<b>4.5%</b>	<b>10.0%</b>	<b>30.0%</b>
<b>Quarter 1 2013-2014</b>	<b>93</b>	<b>66.7%</b>	<b>2.2%</b>	<b>12.9%</b>	<b>18.2%</b>

\* - Achieving either 100% or 0% (where lower performance figure is better) performance, where there is no scope for improvement for the relevant performance indicator.

In relation to areas highlighted within the Corporate Improvement Plan as corporate improvement priorities:-

- Sickness across the Council has risen during this period from an average of 2.13 FTE days for the first three months of 2013-14 to 2.21 days this year, which is an increase of 3.8%. The Council has set a target to reduce sickness by 5% for the year. 12,480 FTE days were lost during the 1<sup>st</sup> quarter last year, compared to 12,611 FTE in the 1<sup>st</sup> quarter this year. The average number of FTE employees (permanent & temporary employees) has reduced by 112.

A task and finish group has recently reviewed the scope for further performance improvement in relation to sickness absence. There were three main areas identified:

1. The need for managers to continue to focus upon those employees with a short term persistent absence pattern - we have made significant improvement in this area moving from 1,477 staff identified with three or more absences to 686 at the last data.
  2. There is scope to reduce the number of days lost as a result of long term absence by improved case management.
  3. The Corporate Health Group are to mount a campaign focusing on mental health, this work is already in hand.
- Schools in NPT have secured a steady improvement in pupil attendance at Secondary School level. The percentage of pupils who achieved the Core Subject Indicator at Key Stage 2 (year 6) is steadily increasing and there is a marginal increase in the number of 11-19 yr olds in contact with the Youth Service. A more detailed explanation will be available in the second quarter when more of the data (2013-2014 academic year) is available.
  - During 2012-2013, Children & Young People Services agreed monthly improvement targets for eight priority measures with the Care and Social Services Inspectorate for Wales (CSSIW). These targets are subject to a year on year increase as reflected in the table below. During the first quarter of 2014-2015, the service has achieved the required standard for each of the eight measures.

<b>Children &amp; Young People Services</b>		
<b>8 Priority Measures for 2013-2014</b>	<b>Target for 2014-2015</b>	<b>Quarter 1 performance 2014-2015</b>
The percentage of first placements of looked after children during the year that began with a care plan in place.	<b>91%</b>	100%
The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	<b>91%</b>	95%
The percentage of referrals that are re-referrals within 12 months.	<b>28%</b>	14%
The percentage of looked after children reviews carried out within statutory timescales	<b>91%</b>	93.6%

during the year.		
The percentage of initial assessments completed within 7 working days	<b>71%</b>	94.6%
The percentage of required core assessments completed within 35 working days.	<b>71%</b>	82.1%
The percentage of child protection visits undertaken within 6 weeks.	<b>91%</b>	100%
The percentage of qualified and unqualified workers that receive supervision within 28 calendar days.	<b>86%</b>	86.3%

- 9 of the 11 adult services performance indicators have improved or achieved maximum performance. There were 11 delayed transfers of care for social care reasons between 1st Apr 2014 and 30th June 2014 compared to 9 for the same period last year, this is only a slight reduction in performance against increasing demand. A business case was approved by cabinet in May to expand reablement and acute response services (using a Welsh Government grant) that will better manage demand. We will see the start of the impact of the additional intermediate tier in Quarter 3.
- Since the adoption of the Council's new Waste Strategy there has been an improvement overall in the combined recycling and composting rate which increased from 54.72% to 58.57% compared to the same quarter last year. This improvement is due largely to the contribution made by more householders participating in the kerbside recycling scheme.
- The Economic Development indicators have seen a drop in performance compared to the quarter 1 period last year:
  1. Fewer jobs have been created in the period as a result of financial support by the authority (L(ED) 1). This been affected by the fact that no loans have been offered to date. Changes in European Regulations meant that the loan fund had to be registered with the Financial Conduct Authority by 31st March 2014 (which has been met) and confirmation of approval has yet to be received. The Business Development Team has processed a number of applications for funding to support investments in capital equipment, website

development, accreditations, training and general marketing activities, etc., which will be reflected in performance figures, reported next quarter.

2. There were fewer new business start-ups enquiries assisted through Business Services (L(ED) 2). Business advisors now attend Job Centre Plus and this has resulted in referrals to the monthly Enterprise Club being significantly reduced. However, as enquiries from other sources are developed, it is anticipated that the target set for this indicator for 2014/15 will be achieved.
  3. The Business Development Team receives enquiries from existing businesses for support (L(ED)3) on a range of issues such as property, rates relief, local contract opportunities, tendering, events, etc. It is therefore, anticipated that the target set for this indicator for 2014/15 will be achieved.
- Our Customer Services team has seen a drop in performance across some of their key measures during this period. The average time to answer telephone calls has increased from 29 seconds to 46 seconds with the percentage of abandoned telephone calls has almost doubled. Average face to face waiting times have also increased to almost 10 minutes. Explanations for drop in performance can be found below each indicator on pages 14 and 15.
  - The average end to end time for the delivery of disabled facilities grants has risen during this quarter 1 period to 274 days; this is a result of completing a higher number of more complex adaptations compared with the same quarter in 2013/14. This performance is just over the all Wales average of 271 days and would rank us 11th based on the all Wales delivery times for 2012/13. The continued service improvements within the Housing Renewal & Adaptation Service have resulted in the service being responsive to referrals for a DFG once received by the section. More detail can be found under indicator 106.

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

- Most of the 5 comparable youth justice measures saw changes when compared with the same period last year with 3 improving. However, with relatively low numbers during the first quarter period, small differences can have a significant effect on performance.
- 4 of the 6 homelessness performance indicators have improved/achieved maximum and two have seen a drop in performance, but this needs to be set against a backdrop of a 39% increase in presentations to the Housing Options



Service, resulting in the need to make and issue 84% more decisions. This increase in demand also contributed to the average number of days that all homeless households spent in bed and breakfast accommodation increasing by 11.6 days, but more significantly, the period saw Housing Association supply of move-on accommodation for nominated homeless household reduce to its lowest level in recent years. Performance remains above the All Wales figures for 2012-2013 for all six indicators.

- Four of the ten Public Protection performance indicators show a drop in performance, two of which were marginally lower than the same period last year and the remaining two either relate to small numbers of premises where falls in performance appear to be more dramatic than they are, or are due to an increase in demand.
- 5 of the 7 comparable planning performance indicators in the period have improved. Significant improvements have been achieved relating to the average time taken to validate and determine applications. Also improvements relating to the applications where the quality of development has been improved by Officers, which increased from 20% to 35.7%, mainly reflecting improved consistency of recording since Quarter 1 last year. Two of the indicators saw a drop in performance, relating to householder planning applications and minor planning applications determined during the year within 8 weeks but is balanced by the increase in performance for ‘all other’ planning applications which increased from 73.9 to 78.7 %. Overall, efforts will continue to ensure that Officers and applicants ‘front-load’ negotiations as part of our continuing commitment to delivering quality development quickly, and thus reducing delays later in the process.
- The figures for the Library Service cannot be compared like for like to the previous year’s performance, as NPTCBC ceded overall responsibility for five of the libraries to various community groups on 1<sup>st</sup> April 2014 and a further four on 1<sup>st</sup> May 2014. Furthermore opening hours for these four were considerably less (below 50%) in April. Therefore, from 1<sup>st</sup> May, the reported performance includes data of the 8 libraries the council has responsibility for, whereas it was 17 last year. It is expected that there will be a significant fall in people using the libraries and the number of materials issues per 1,000 population when comparing to 2013-2014 reported data.
- Street scene, Asset Management and Highways (condition of roads) indicators are reported annually.

## **Appendices**

Quarterly Performance Management Data 2014-2015 – Quarter 1 Performance (1<sup>st</sup> April 2014– 30<sup>th</sup> June 2014) – APPENDIX 1 (PRB-040914-REP-CE-KJ)

### **List of Background Papers:**

The Neath Port Talbot Corporate Plan - 2014/2017 “Rising to the Challenge”;

Policy & Resources Committee report date 30<sup>th</sup> July 2010 – Securing continuous improvement and scrutiny work programme.

### **Wards Affected:**

All

### **Officer Contact:**

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## **Quarterly Performance Management Data .**

**2014-2015 – Quarter 1 Performance (1<sup>st</sup> April 2014 – 30<sup>th</sup> June 2014)**

### **Contents:**

**Section 1: Summary of Quarterly Performance by Committee/Service Area.**

**Section 2: Quarterly Performance Management Data** (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).

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








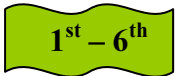
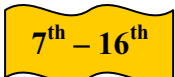

**(NSI) National Strategic Indicators (NSIs)** - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

**(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. The make-up of this data set will be defined by local authorities according to need and value, collated centrally and shared within the local government community to support service improvement. The Data Unit will maintain centrally defined data definitions and associated guidance.

**All Wales** The data shown in this column is the figure calculated using the base data supplied by all authorities for 2012/2013 i.e. an overall performance indicator value for Wales. **All Wales data for 2013/14 will be available early September and will be included in quarter 2 performance report.**

**(L)** Local Performance Indicator set by the Council.

	<b>Performance Key</b>
	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 years performance
	No comparable data (data not suitable for comparison / no data available for comparison)
	No All Wales data available for comparison.
	2012/13 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's). <b>10 of 43 comparable measures in upper quartile.</b>
	2012/13 NPT performance in mid quartiles (7 <sup>th</sup> – 16 <sup>th</sup> ) in comparison with All Wales national published measures (NSI & PAM's). <b>15 of 43 comparable measures in mid quartiles.</b>
	2012/13 NPT performance in lower quartile (17 <sup>th</sup> – 22 <sup>nd</sup> ) in comparison with All Wales national published measures (NSI & PAM's). <b>18 of 43 comparable measures in lower quartile.</b>

**Section 1 - Summary of Quarterly Performance by Committee/Service Area**

NB – 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.

Service Area	Scrutiny Committee	Improved or Maximum Performance	Maintained Performance	Marginally declined - within 5%	Performance declined by 5% or more	No Comparable data	Number of Performance Indicators
1. Chief Executive and Finance & Corporate Services	P&R	4	1	2	5	1	13
<b>P&amp;R Total</b>		<b>4</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>13</b>
2. Education	CYPE	5	1	3	2	11	22
3. Social Care – Youth Justice	CYPE	4	0	0	1	1	6
4. Social Care – Children’s Services	CYPE	20	0	3	7	15	45
<b>CYPE Total</b>		<b>29</b>	<b>1</b>	<b>6</b>	<b>10</b>	<b>27</b>	<b>73</b>
5. Social Care – Adults Services	SCHH	9	0	1	1	0	11
6. Housing – Homelessness and Housing Advice	SCHH	4	0	0	2	0	6
7. Housing – Private Sector Renewal	SCHH	1	1	0	3	2	7
8. Planning & Regulatory Services – Public Protection	SCHH	3	2	0	4	1	10
<b>SCHH Total</b>		<b>17</b>	<b>3</b>	<b>1</b>	<b>10</b>	<b>3</b>	<b>34</b>
9. Planning & Regulatory Services – Planning	ECR	5	0	0	2	2	9
10. Planning & Regulatory Services – Building Control	ECR	2	0	0	0	0	2
11. Economic Development	ECR	0	0	1	2	0	3
12. Asset Management	ECR	0	0	0	0	7	7
13. Leisure and Libraries	ECR	0	0	0	1	5	6
<b>ECR Total</b>		<b>7</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>14</b>	<b>27</b>

Service Area	Scrutiny Committee	Improved or Maximum Performance	Maintained Performance	Marginally declined - within 5%	Performance declined by 5% or more	No Comparable data	Number of Performance Indicators
14. Environment & Transport – Waste Management	E&H	4	0	0	2	0	6
15. Environment & Transport – Transport and Highways	E&H	0	0	1	1	4	6
16. Environment & Transport – Countryside Management	E&H	0	0	0	0	1	1
17. Environment & Transport – Street Scene	E&H	0	0	0	0	3	3
<b>E&amp;H Total</b>		<b>4</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>16</b>
<b>Total Number of Performance Indicators</b>		<b>61</b>	<b>5</b>	<b>11</b>	<b>33</b>	<b>53</b>	<b>163</b>
<b>Overall performance Percentage (of 119 comparable measures)</b>		<b>55.5%</b>	<b>4.5%</b>	<b>10.0%</b>	<b>30.0%</b>		

## Section 2 - Quarterly Performance Management Data

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>1. Chief Executive's and Finance &amp; Corporate Services</b>								
1	<b>Benefits M001</b> (Local)	Percentage of new claims correctly assessed.	100%	100%		No Data	100%	😊
2	<b>Benefits M002</b> (Local)	*Average days taken for new claims and changes of circumstances from application to assessment.	N/a New	9.6		11.4	8.5	↑
3	<b>CS004</b> (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	1%	0.13%		0.2%	0.08%	↑
4	<b>CFH/007</b> (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.1%	97.3%	96.7%	28.9%	29.2%	↑
5	<b>CHR/001</b> (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.	7.88%	9.63%	9.2%	1.8%	1.8%	↔
6	<b>#CHR/002</b> (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.65	9.19	10.6	2.13	2.21	▼
7	<b>CFH/006</b> (SID)	The percentage of undisputed invoices which were paid within 30 days.	92.4%	91.6%	89.8%	92.0%	91.7%	▼
8	<b>7.7(L)</b> (Local)	Percentage of standard searches carried out in 10 working days.	99.4%	97.9%		99.3%	94.3%	↓
The searches that have been over 10 days are for non residential standard searches that are far more complex to deal with than residential property standard searches.								

\* This measure replaces Average days taken for new claims from application to assessment, new claims and changes are dealt with in exactly the same manner with no prioritisation between the two. The service has decided to measure the combined figure for reporting purposes.

# The sickness PI, CHR002 is a Public Accountability Measure (PAM) with effect from 1<sup>st</sup> April 2014.

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>1. Chief Executive's and Finance &amp; Corporate Services</b>								
9	CFH/008 (SID)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	97.3%	98.1%		38.4%	33.1%	↓
	<p>Our collectable debt (the amount of non domestic rates we need to collect) increased in June 2014 as one company in our borough had an increase in their rateable value which led to a £2.2m increase in rates payable from the 1st April 2014. As we were not in a position to collect this increase in rates from April (only advised of increase in June), our collection rate for the 1st quarter is lower than the same period last year (we will collect this increased debt from July 2014 to January 2015). In addition to this we delayed issuing reminder bills this year as the Welsh Government announced a new Retail Relief Scheme for 2014/15, this meant businesses fitting the criteria for the grant would be awarded up to £1,000 off their rates bill, and we did not want to issue reminder bills to those waiting for the additional relief. The Retail Relief has now been awarded to those businesses that have applied and recovery action is now up to date and the collection rate should steadily increase.</p>							
Page 22	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	13 minutes	8 minutes		8 minutes	9.9 minutes	↓
	<p>Increase in average wait times from 8 minutes to 9.9 minutes as compared to the same quarter in the previous financial year. This increase was predominantly down to staff in Port Talbot One Stop Shop not using the ticket machine to call customers; this resulted in the waiting times in this site increasing to 23 minutes for the month of May. Staff have been reminded of the importance of calling customers via the ticket machine as this has an impact on the statistics that are extracted from the ticket machine and reported to scrutiny committee. This reminder led to an improvement in customer waiting times for the month of June which reduced to 4 minutes.</p>							





No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>1. Chief Executive's and Finance &amp; Corporate Services –Continued</b>								
11	CS002 (Local)	Customer Services - Average time to answer telephone calls	28 seconds	30 seconds		29 seconds	46 seconds	↓
	<p>The Contact Centre had an increase in the number of calls for the Council during Quarter 1. A member of full time staff left in March 2014 and was not replaced due to the anticipated integration of CCTV staff in to the Contact Centre Service from 1/4/2014. However, this change was delayed until 9/6/2014 with the necessary induction and extensive training of CCTV staff commencing from that date and expected to continue well in to the Quarter 2 period due to the resulting erratic shift rota covering the combined posts. Sickness absence, annual leave and extended parental leave resulted in a general reduction in staffing availability with an immediate knock on effect on our call responses despite utilising One Stop Shop staff to help take calls besides. Additionally, the complexity of dealings at the first point of contact for the Council has increased our call handling times For example as we are enter the Summer period we receive more recycling enquiries from the public as historically this demand seasonally increases. Additionally recycling performance is increasing which inevitably increases public enquiries to the Contact Centre.</p> <p>On line requests for bulk collections and refuse and recycling ordering service are increasing with future projects planned to reduce the reliance on telephone calls into the Contact Centre. For example the introduction of an online van permit scheme and the booking of Council owned establishment building maintenance repair jobs being directly logged by departments.</p> <p>As the summer holiday period has commenced Contact Centre staff take extended annual leave over this time. 3 temporary agency staff will help to cover over this historically busier period although their operational knowledge and experience will be limited.</p>							
12	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	10.5%	12.87%		11.67%	22.19%	↓
	This Performance indicator is linked to the one above (CS002) and the above comment will apply for both indicators.							
13	L(P) 13 (L) (Local)	Annual Savings (£)	£1,462,117	£797,516		Reported Annually		—



No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>2. Education</b>								
14	EDU/015b (NSI) Joint 1 <sup>st</sup>	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100% #	100% #	95.9%	*100%	*100%	😊
15	EDU/003 (NSI/PAM) 18 <sup>h</sup>	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.	80.6%	82.0%	82.8%	82.0%	#84.1%	↑
Page 24	EDU/016b (PAM) 11 <sup>th</sup>	The percentage of pupil attendance in Secondary Schools.	92.3%	92.6%	92.1%	92.6%	#93.52%	↑
	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	112#	103#		59	32	↑
	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service.	27.48%	33.07%		8.99%	10.91%	↑
19	EDU/004 (PAM) 17 <sup>h</sup>	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.	68.8%	73.1%	72.7%	73.1%	#73.1%	↔

\* Data is collected on a calendar year basis; therefore quarter 1 data is for the period 1<sup>st</sup> January to 30<sup>th</sup> June -6 months data.

# Annual data for 2013-2014 Academic year

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>2. Education</b>								
20	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%	10.3%	16.8%	10.3%	#10.1%	<b>v</b>
21	L(FP) 1+ (Local)	Number of full day childcare places provided.	1,707	1,800		1762	1712	<b>v</b>
22	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	774#	788#		737	763	<b>v</b>
Page 25	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	16.5%	16.4%	20.3%	16.4%	#15.4%	↓
	The decrease is due to the annual variation in take up of Welsh language education. It is expected that the percentage of pupils receiving a Teacher Assessment in Welsh first language will remain fairly consistent over the next 2 to 3 years.							
24	EDU/015a (NSI) 	The percentage of final statements of special education need issued within 26 weeks including exceptions	27.7%	32.0%	71.3%	*28.8%	*25%	↓
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.								










\* Data is collected on a calendar year basis; therefore quarter 1 data is for the period 1<sup>st</sup> January to 30<sup>th</sup> June -6 months data.  
# Annual data for 2013-2014 Academic year

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>2. Education – Continued</b>								
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.	0.2%	0.1%	0.4%	<b>Data available Quarter 2</b>	—	
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%	0%	5.7%	<b>Data available Quarter 2</b>	—	
Page 26	EDU/008a (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0.1 <b>1 pupil</b>	0.1 <b>1 pupil</b>	0.1	<b>Data available Quarter 2</b>	—	
	EDU/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.26 <b>10 pupils</b>	1.0 <b>8 pupils</b>	0.6	<b>Data available Quarter 2</b>	—	
29	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.	50.4	82.2	19.5	<b>Data available Quarter 3</b>	—	

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>2. Education – Continued</b>								
30	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.	16.1	38.5	4.4	Data available Quarter 3		—
31	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.012% 191 days	0.011% 174 days	0.011%	Data available Quarter 2		—
32	EDU/010b (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.111% 1,658 days	0.107% 1,568 days	0.122%	Data available Quarter 2		—
33	EDU/011 (NSI/PAM) 10 <sup>th</sup>	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	486	537	468	Data available Quarter 2		—
34	EDU/016a (PAM) 21 <sup>st</sup>	Percentage of pupil attendance in Primary Schools.	93.1%	93.0%	93.9%	Data available Quarter 3		—
35	EDU/017 (NSI/PAM) 9 <sup>th</sup>	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.	54.1%	56%	50.7%	Data available Quarter 2		—

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>3. Social Care - Youth Justice</b>								
36	SCY/003b (SID)	The percentage of those children and young people with an identified need for treatment or other intervention, who receive that within ten working days of the assessment.	100%	100%	92.9%	100%	100%	😊
37	SCY/001b (SID)	The percentage change in the average number of hours of suitable Education, Training or Employment (ETE) children and young people receive while within the youth justice system by: Young people above statutory school age.	-9.7%	38.2%	9.5%	-22.6%	288%	↑
38	SCY/003a (SID)	The percentage of children and young people in the youth justice system identified via screening as requiring a substance misuse assessment that commence the assessment within five working days of referral.	92.7%	98.5%	87.5%	94.4%	100%	↑
39	SCY/002a (SID)	The percentage change in the proportion of children and young people in the youth justice system with suitable accommodation at the end of their court order compared with before the start of their court order.	4.1%	-3.7%	-1.2%	-27.3%	9.1%	↑
40	SCY/001a (SID)	The percentage change in the average number of hours of suitable Education, Training or Employment (ETE) children and young people receive while within the youth justice system by Children and young people of statutory school age.	0%	25.8%	5.2%	118.9%	28%	↓
<p>During quarter 1 2013/14, 4 young people increased their hours from 37 to 81 hours. This year, 5 young people hours increased from 75 to 96 hours. Although the percentage increase is less, the starting hours of education the young people received was higher this year and a positive increase was still achieved. Most of the measures saw changes when compared with the same period last year with 3 improving. However, with relatively low numbers during the first quarter period, small differences can have a significant effect on performance.</p>								
41	SCY/002b (SID)	The percentage change in the proportion of children and young people in the youth justice system with suitable accommodation upon their release from custody compared with before the start of their custodial sentence.	-20%	0%	13.1%	*N/a	*N/a	—

\* - No young people to report on in Quarter 1 that fit the relevant criteria for this performance indicator.


No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>4. Social Care – Children’s Services</b>								
42	*SCC/001a (SID from 2014-15) 	<b>Priority Measure:</b> The percentage of first placements of looked after children during the year that began with a care plan in place.	58.4%	100%	89.1%	100%	100%	
43	SCC/013ai (SID)	The percentage of open cases of children who have an allocated social worker - Children on the child protection register.	99.8%	100%	99.7%	100%	100%	
44	SCC/013bi (SID)	The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan - Children on the child protection register.	0%	0%	0.2%	0%	0%	
45	*SCC/030a (SID from 2014-15) 	The percentage of young carers known to Social Services who were assessed.	100%	100%	92.3%	100%	100%	
46	SCC/001b (SID)	For those children looked after whose second review (due at 4 months) was due in the year, the percentage with a plan for permanence at the due date.	69.5%	89.8%	91.7%	86.4%	96.8%	
47	SCC/006 (SID)	The percentage of referrals during the year on which a decision was made within 1 working day.	93.1%	97.2%	97.2%	96.4%	96.6%	
48	SCC/007a (SID)	The percentage of referrals during the year that were allocated to a social worker for initial assessment.	48.5%	94.1%	63.8%	89.3%	93.7%	



\* No longer a Public Accountability Measure (with effect from 2014-15)

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>4. Social Care – Children’s Services – Continued</b>								
49	SCC/007b (SID)	The percentage of referrals during the year that were allocated to someone other than a social worker for initial assessment.	6.3%	4.4%	8.3%	8.2%	4.3%	↑
50	SCC/010 (SID)	<b>Priority Measure:</b> The percentage of referrals that are re-referrals within 12 months.	35.9%	22.1%	27.0%	25.3%	14%	↑
51	SCC/013aiii (SID)	The percentage of open cases of children who have an allocated social worker - Children in need.	66.3%	67.8%	74.5%	69.4%	72.9%	↑
52	SCC/013biii (SID)	The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan - Children in need.	29.4%	32.2%	21.0%	28.5%	27.1%	↑
53	SCC/021 (SID)	<b>Priority Measure:</b> The percentage of looked after children reviews carried out within statutory timescales during the year.	69.2%	95.0%	91.9%	90.9%	93.6%	↑
54	SCC/025 (PAM) 21 <sup>st</sup>	<b>Priority Measure:</b> The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	68.3%	86.9%	83.0%	80.5%	95%	↑
55	SCC/030b (SID)	The percentage of young carers known to Social Services who were provided with a service.	84.2%	64.7%	89.4%	40%	42.9%	↑
56	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.	N/a	93.0%	90.1%	90.1%	97.9%	↑



No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>4. Social Care – Children’s Services – Continued</b>								
57	SCC/041a (NSI) 22 <sup>nd</sup>	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	20.0%	69.8%	89.5%	50%	69.2%	↑
58	SCC/042a (SID)	<b>Priority Measure:</b> The percentage of initial assessments completed within 7 working days.	38.1%	80.6%	73.1%	64.8%	94.6%	↑
59	SCC/042b (SID)	The average time taken to complete initial assessments that took longer than 7 working days to complete.	30	17.6	20	20	11.5	↑
60	SCC/043a (SID)	<b>Priority Measure:</b> The percentage of required core assessments completed within 35 working days.	48.7%	70.2%	76.6%	72.6%	82.1%	↑
61	SCC/43b (SID)	The average time taken to complete those required core assessments that took longer than 35 days.	68	55.6	65	48	44.2	↑
62	SCC/013a <sup>iii</sup> (SID)	The percentage of open cases of children who have an allocated social worker - Children looked after.	95.2%	98.7%	94.9%	99.6%	98.8%	▼
63	SCC/034 (SID)	The percentage of child protection reviews carried out within statutory timescales during the year.	87.2%	97.5%	96.1%	99.4%	98%	▼
64	SCC/044a (SID)	The percentage of children looked after who were permanently excluded from school during the previous academic year	0%	0%	0%	0%	0.4%	▼
65	SCC/011a (PAM) 11 <sup>th</sup>	The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen by the Social Worker.	79.2%	68.3%	75.4%	86.6%	67.6%	↓




No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>4. Social Care – Children’s Services – Continued</b>								
66	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.	43.1%	38.7%	37.5%	45.2%	40.6%	↓
	<p>In 2012-2013 the service was not following appropriate child care procedures. In 2013-2014, the service introduced training on procedures for all social workers which included the need to do a “desk top” initial assessment prior to a child protection investigation; these circumstances would not expect a child to be seen/seen alone as part of the initial assessment. As this is a recent change in practice it would have not been in place when last year’s performance was reported.</p> <p>In terms of performance, if the “desk top” assessments were excluded from the calculation of this Performance Indicator, then our performance would show an overall improvement when compared to the same period last year.</p> <p>The above comment applies to both indicators SCC/011a &amp; b.</p>							
67	SCC/013bii (SID)	The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan - Children looked after.	0.6%	1.3%	4.4%	0.4%	1.2%	↓
	The six children in question are having respite in residential accommodation only therefore they do not require a social worker.							
68	SCC/014 (SID)	The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion.	67.8%	93.5%	87.4%	100%	89.2%	↓
	Performance has decreased slightly during quarter 1 as a result of the additional pressure placed on the service by the increase in the number of initial conferences required.							
69	SCC/015 (SID)	The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference.	82.3%	91.4%	88.4%	96.1%	85.7%	↓
	The decrease in performance can be attributed to the increase in the number of children added to the Child Protection Register during the first quarter of the year which increased the required number of initial core group meetings and put more pressure on the service to meet the timescales.							

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>4. Social Care – Children’s Services – Continued</b>								
70	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.	63.6%	85.7%	65.0%	86.7%	70%	↓
The method of recording this data has recently changed; there have been few technical issues with the new system so not all of the necessary data has been captured. In addition, only a small number of children are involved in this process which can have a significant impact on performance.								
	SCC/041b (SID)	The percentage of eligible, relevant and former relevant children that have been allocated a personal advisor.	96.0%	100%	96.3%	100%	84.6%	↓
71	The slight drop in performance is the result of two children not being allocated a personal advisor during the period. Personal Advisors used to be allocated six months before the child reached 16 years of age, before they were transferred to Route 16. However, this system has recently been changed, now when a child reaches 16 they are immediately transferred to Route 16 then allocated a personal advisor within three months of their 16 <sup>th</sup> Birthday. One of the cases was allocated an advisor a few days after the three month deadline. The second case is still being managed intensively by the original social worker in the case management team due to extenuating circumstances							
72	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.	15.8%	15.7%	13.7%	<b>Reported Annually</b>		—
73	SCC/004 (NSI/PAM) 	The percentage of children looked after on 31 March who have had three or more placements during the year.	8.7%	6.0%	9.4%	<b>Reported Annually</b>		—
74	SCC/007c (SID)	The percentage of referrals during the year that did not proceed to allocation for initial assessment.	45.2%	1.5%	28.0%	2.6%	2%	—
75	SCC/022a (SID)	The percentage attendance of looked after pupils whilst in care in primary schools.	90.1%	93.1%	94.4%	<b>Reported Annually</b>		—
76	SCC/022b (SID)	The percentage attendance of looked after pupils whilst in care in secondary schools.	83.8%	89.7%	90.6%	<b>Reported Annually</b>		—

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>4. Social Care – Children’s Services – Continued</b>								
77	SCC/033d (NSI) 22 <sup>nd</sup>	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	72.2%	95.7%	93.4%	Reported Annually		—
78	SCC/033e (NSI) 14 <sup>th</sup>	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.	92.3%	100%	93.2%	Reported Annually		—
Page 34	SCC/033f (NSI) 16 <sup>th</sup>	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.	46.2%	63.6%	56.4%	Reported Annually		—
80	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.	52.9%	42.1%	46.1%	Reported Annually		—
81	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.	33.3%	55.6%	30.4%	Reported Annually		—
82	SCC/037 (NSI) 19 <sup>h</sup>	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	162	335	221	Reported Annually		—

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>4. Social Care – Children’s Services – Continued</b>								
83	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.	3.8	4.0	6.3	Reported Annually		—
84	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.	No data reported	82.1%	86.4%	No data reported	82.8%	—
85	Local	<b>Priority Measure:</b> The percentage of child protection visits undertaken within 6 weeks. .	N/a New	99.6%		Reported from quarter 2	100%	—
86	Local	<b>Priority Measure:</b> The percentage of qualified and unqualified workers that receive supervision within 28 calendar days.	N/a New	92.5%		Reported from quarter 2	86.3%	—

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>5. Social Care - Adults Services</b>								
87	SCA/018a (PAM) Joint 1 <sup>st</sup>	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%	86.8%	100%	100%	😊
88	SCA/019 (NSI/PAM) Joint 1 <sup>st</sup>	The percentage of adult protection referrals completed where the risk has been managed.	100%	100%	91.84%	100%	100%	😊
Page 36	SCA/002a (NSI) 6 <sup>th</sup>	The rate of older people (aged 65 or over): Supported in the community per 1,000 population aged 65 or over at 31 March.	99.98	107.8	77.53	99.76	110.24	↑
90	SCA/003a (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 18-64.	91.17%	92.45%	93.87%	91.79%	93.74%	↑
91	SCA/003b (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 65+	79.4%	81.98%	83.5%	81.55%	83.19%	↑
92	SCA/007 (NSI) 19 <sup>th</sup>	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	76.1%	81.7%	80.9%	77.0%	81.9%	↑

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>5. Social Care – Adult Services – Continued</b>								
93	SCA/018b (SID)	The percentage of carers of adult service users who had an assessment in their own right during the year.	23.9%	20.0%	38.7%	12.6%	14.1%	↑
94	SCA/018c (SID)	The percentage of carers of adult service users who were assessed during the year who were provided with a service.	44.6%	66.7%	62.8%	14.3%	71.4%	↑
95	SCA/020 (PAM) 	The percentage of adult clients who are supported in the community during the year.	82.6%	85%	86.16%	84.6%	86.53%	↑
Page 37	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.	23.36	23.86	20.63	23.31	23.68	v
	SCA/001 (NSI) 	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	5.97	3.49	4.57	0.73	0.89	↓
97	There were 11 delayed transfers of care for social care reasons between 1st Apr 2014 and 30th June 2014 compared to 9 for the same period last year. There is only a slight reduction in performance against increasing demand. A business case was approved by cabinet in May to expand reablement and acute response services (using a Welsh Government grant) that will better manage demand. We will see the start of the impact of the additional intermediate tier in Quarter 3.							

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>6. Housing – Homelessness and Housing Advice</b>								
98	HHA/016 (SID)	The average number of days all homeless families with children spent in bed and breakfast accommodation.	0	0	22.97	0	0	😊
99	HHA/002 (SID)	The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless.	71	62	131	80	58.7	↑
100	HHA/013 (NSI/PAM) 2 <sup>nd</sup>	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	97.1%	95.2%	62.6%	95.5%	96.6%	↑
101	HHA/017b SID	The average number of days that all homeless households spent in other forms of temporary accommodation.	111.97	106.49	125.99	141.13	108.26	↑
102	HHA/008 (SID)	The percentage of homeless presentations decided within 33 working days.	96.6%	96.4%	88.6%	97.8%	91.7%	↓
	Of the 181 homeless presentations, 166 were decided within 33 days equal to 91.7%, compared to 90 out of 92 for the same period 2013/14. Although the indicator has decreased slightly in comparison to the same period last year, this indicator still reflects the effective monitoring of statutory decisions, which have doubled in comparison to last year's 1st quarter, highlighting the increasing demand on the Housing Options Service.							
103	HHA/017a (SID)	The average number of days that all homeless households spent in bed and breakfast accommodation	16.02	16.61	39.49	9.76	21.39	↓
	23 homeless households spent time in B&B accommodation equating to a total of 492 days, an average of 21.39. This indicator reflects the ongoing difficulty to move applicants on from interim accommodation resulting in the need to use bed & breakfast accommodation and the ongoing difficulty to source permanent accommodation for vulnerable households who may be ineligible with the housing providers in the Borough							




No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>7. Housing - Private Sector Renewal</b>								
104	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	386	310	359	346	320	↑
105	PSR/007a (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	1.7%	1.4%	37.3%	1.4%	1.4%	↔
106	PSR/002 (NSI/PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	244	204	271	202	274	↓
	8 <sup>th</sup>	<p>The average number of days for the completion of a DFG has increased significantly during this reporting period due to a greater number of more complex grants being completed, this has equated to 16 extensions in this reporting period compared to 4 in the same period in 2013/14.</p> <p>The service has also introduced a new Rapid Adaptations Grant where small/minor works are directed to Care &amp; Repair; this grant does not follow the mandatory DFG application process and therefore is excluded from this data set.</p> <p>The continued service improvements within the Housing Renewal &amp; Adaptation Service have resulted in the service being responsive to referrals for a DFG once received by the section. The total number of DFG's completed during this reporting period has increased to 81, compared to 59 in the same reporting period in 2013/14.</p>						
107	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.	5.28%	37.38%	5.11%	21.4%	19.16%	↓
	7 <sup>th</sup>	<p><b>1,681</b> properties were identified as long term vacant at 1<sup>st</sup> April 2014 compared with <b>1,375</b> in the same period of 2013. <b>322</b> properties identified as being re-occupied up to 30<sup>th</sup> June 2014, compared to <b>294</b> as at 30<sup>th</sup> June 2013.</p> <p>The Council and partner agencies are making a concentrated effort to deal with Empty Homes, which is making owners of empty properties increasingly aware of the proactive approaches being taken to reduce wasted housing resources in Neath Port Talbot. In addition, reactive statutory enforcement action is being used by Environmental Health at Empty Properties, which focuses the owner's attention to the options available to bring the property up to a standard for sale or rental.</p> <p>There are many external factors out of our control which can influence the performance figure, including the economic climate and changes in the housing market in general.</p>						

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>7. Housing - Private Sector Renewal coninued</b>								
108	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	233	197	268	194	269	↓
	73 DFG's were delivered to Adults, at an average of 269 calendar days per DFG (This compares to 54 DFG's delivered at an average of 194 days during the same period 13/14). The average time taken to deliver a DFG to adults has increased by 75 days during this reporting period due to a greater number of more complex grants being completed, this has equated in 12 extensions being completed in this reporting period compared to 2 in the same period in 2013/14.							
109	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%	16.5%	0%	0%	—
110	PSR/007c (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Are subject to enforcement activity.	0%	0.2%	3.1%	0.2%	0%	—
<b>8. Planning and Regulatory Services - Public Protection</b>								
111	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	70.4%	78.7%	79.4%	43.5%	54.5%	↑
112	PPN/008i (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Trading Standards	60%	56%	54%	31%	32%	↑
113	PPN/009 (PAM) 20 <sup>th</sup>	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	83.02%	92.2%	86.63%	88.2%	93.69%	↑
114	PPN/001iv (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Health and Safety	100%	100%	99%	0%	0%	↔
115	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	90%	77.3%	79.5%	80%	80%	↔

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>8. Planning and Regulatory Services - Public Protection</b>								
116	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	100%	96%	13%	3%	↓
	Out of a possible 30 high risk businesses that were selected for inspection, 1 was inspected compared to 4 out of 30 for the same period in 2013/14. The department has been subject to an intensive week long audit by the Food Standards Agency which required considerable input and preparation from the manager of the section and all food and feed qualified staff. This has also meant that there have been debriefing sessions and action plans drawn up as a result. Of the 30 businesses to be inspected, 3 were due in the first quarter of the year, one of which is already subject to an ongoing investigation. All 30 businesses will be inspected by the 31st March 2015.							
117	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	99%	82%	99%	20%	19%	↓
	Out of a possible 390 high risk food businesses that were to be inspected during the year, 74 were carried out in this period, compared to 71 out of 354 for the same period in 2013/14. There is only marginal change from our performance last year for this indicator.							
118	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%	100%	100%	50%	33%	↓
	Out of a possible 3 high risk animal health businesses that were selected for inspection, 1 was inspected during this period, compared to 2 out of 4 for the same period in 2013/14. The sheep market at Neath is the highest risk business the department has and is visited weekly. Of the remaining two businesses, one of them may need to be visited by alternative means or in conjunction with a WG agency. All businesses will be visited by the end of March 2015.							
119	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	56%	79%	83%	68%	55%	↓
	Of the 33 new businesses identified by Food Hygiene, 18 were identified as subject to a risk assessment visit or returned a self-assessment questionnaire for this period. This decline in performance is due to an increase in demand for this work over the same period last year ie; 50% more new businesses being identified. The actual number of businesses that we dealt with over this quarter is more than the same period last year							
120	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.	44%	100%	53%	100%	* N/a	—



\* There were no new businesses detected for Animal health in this period.

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>9. Planning and Regulatory Services – Planning</b>								
121	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	96.6%	95.5%	90.5%	93.4%	97.2%	↑
122	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	83.5%	73.9%	69.8%	73.9%	78.7%	↑
123 Page 12	PLA/M001 (Local)	Average time taken from receipt of application to validation of application -days	N/a New	30.1 days		28.6 days	23.2 days	↑
	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	N/a New	87.6 days		78.9 days	68.8 days	↑
	125	PLA/M003 (Local)	Percentage of applications where the quality of the development has been improved (following negotiation by the case officer either at pre-application stage or during the course of the application).	N/a New	36%		20%	35.7%



No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>9. Planning and Regulatory Services – Planning Con't</b>								
126	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	75.5%	71.3%	61.5%	71.2%	67.5%	↓
	The drop in performance was a consequence of the complexity of the type of applications determined during this quarter and pressures on staff resources in a busy quarter, but is balanced by the increase in performance for 'all other' planning application which increased from 73.91 to 78.65 %. Overall, efforts will continue to ensure that Officers and applicants 'front-load' negotiations as part of our continuing commitment to delivering quality development quickly, and thus reducing delays later in the process.							
127	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	98.0%	94%	83.3%	94.6%	86.3%	↓
	While the drop in performance is regrettable, this has been as a result of an unusually high number (11 out of 80) of householder applications requiring additional negotiations to make the developments acceptable, which in part led to some delays in submission of amendments by applicants. In addition, 2 of the 11 applications were delayed as a result of the need to ensure local Councillors concerns were addressed. Overall, efforts will continue to ensure that Officers and applicants 'front-load' negotiations as part of our continuing commitment to delivering quality development quickly, and thus reducing delays later in the process.							
128	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.	27%	69%	44%	<b>Reported Annually</b>		—
129	PLAM/004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	N/a New	23.1%		N/a New	37.5%	—
<b>10. Planning and Regulatory Services – Building Control</b>								
130	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	97%	99%	95%	100%	100%	😊
131	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	96.1%	98.1%	91.9%	100%	100%	😊

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>11. Economic Development</b>								
132	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	651	682		186	182	v
133	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	137	255		70	30	↓
	Performance for this indicator has been affected by the fact that no loans have been offered to date. Changes in European Regulations meant that the loan fund had to be registered with the Financial Conduct Authority by 31st March 2014 (which was met) and confirmation of approval has yet to be received. The Business Development Team has processed a number of applications for funding to support investments in capital equipment, website development, accreditations, training and general marketing activities, etc., which will be reflected in the figure, reported next quarter.							
Page 14	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	349	429		121	75	↓
	Business advisors now attend Job Centre Plus and this has resulted in referrals to the monthly Enterprise Club being significantly reduced. However, as enquiries from other sources are developed, it is anticipated that the target set for this indicator for 2014/15 will be achieved.							



No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>12. Corporate Health – Asset Management</b>								
135	CAM/001ai (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.1%	7.2%	16.8%	<b>Reported Annually</b>		—
136	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	35.0%	41.2%	56.2%			—
137	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	46.2%	42.2%	23.7%			—
138	CAM/001aiv (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	11.7%	9.45%	3.3%			—
139	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	19.4%	15.2%	9.7%			—
140	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	59.9%	60.6%	53.3%			—
141	CAM/001 biii (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	20.7%	24.2%	37.0%			—

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>13. Leisure and Libraries</b>								
142	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.	5,839	5,696	8,864	1,496	*1,332	↓
* Due to the school holiday period and bursars now working only term time, that data for public usage at schools is not available for quarter 1 but will be included with quarter 2 cumulative data.								
Page 4 of 14	LCL/001(b) (NSI) 	The number of people using Public Libraries during the year, per 1,000 population.	6,831	6,839	5,968	1,691	1,327	—
	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	4,146	4,190	4,780	1,066	834	—
The figures for the Library Service cannot be compared like for like to the previous years performance, as NPTCBC ceded overall responsibility for five of the libraries to various community groups on 1st April 2014 and a further four on 1st May 2014. Furthermore opening hours for these four were considerably fewer (less than 50%) in April. Therefore, from 1st May, the reported performance includes data of the 8 libraries the council has responsibility for, whereas it was 17 last year. It is expected that there will be a significant fall in people using the libraries and the number of materials issues per 1,000 population when comparing to 2013-2014 reported data.								
145	LCL/002b (SID)	The percentage of available computer hours, in use.	46%	48%	38%	<b>Reported Annually</b>		—
146	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	78%	83%	69%			—
147	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	8	8	9			—



No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>14. Environment &amp; Transport – Waste Management</b>								
148	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.	48.33%	54.04%	52.26%	54.72%	58.57%	↑
149	WMT/004b (NSI/PAM) 	The percentage of municipal waste collected by local authorities sent to landfill.	20.3%	14.04%	41.03%	16.1%	10.70%	↑
Page 47	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.15%	0.18%	1.91%	0.12%	0.24%	↑
	WMT/010iii (SID)	The percentage of local authority municipal waste: Collected as source segregated bio-wastes and composted or treated biologically in another way.	13.27%	15.76%	18.24%	16.21%	23.25%	↑
152	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	34.92%	38.09%	32.11%	38.39%	35.07%	↓
This increase in performance for WMT009b (indicator 148 above), has off-set the reduction in performance of WMT/010(ii) and WMT/012 which was caused by the third party outlets changing the specification for the fuel produced at the MREC which resulted in less fuel being sent for incineration and as a consequence less bottom ash was recycled.								
153	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	27.54%	29.33%	4.63%	26.0%	15.10%	↓
This increase in performance for WMT009b above, has off-set the reduction in performance of WMT/010(ii) and WMT/012 which was caused by the third party outlets changing the specification for the fuel produced at the MREC which resulted in less fuel being sent for incineration and as a consequence less bottom ash was recycled.								

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>15. Environment &amp; Transport – Transport and Highways</b>								
154	THS/007 (NSI) 4 <sup>th</sup>	The percentage of adults aged 60 or over who hold a concessionary bus pass.	91.8%	88.9%	84.8%	92.2%	89.7%	▼
155	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.94	1.83	4.30	1.64	1.83	↓
	During this quarter, it took 1.83 days on average to repair street light failures which is slightly higher than the 1.64 days of quarter 1 last year, but continues to maintain the service below 2 days.							
Page 48	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	7.9%	6.8%	5.3%	<b>Reported Annually</b>		—
157	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	6.7%	5.2%	7.5%			—
158	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	9.6%	8.2%	18.8%			—
159	THS/012 (PAM) 7 <sup>th</sup>	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	8.0%	6.7%	13.4%			—

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2012/13	Quarter 1 2013/14	Quarter 1 2014/15	Direction of Improvement
<b>16. Environment &amp; Transport - Countryside Management</b>								
160	CMT/001 (SID)	The percentage of total length of 'Rights of Way' which are easy to use by members of the public.	68%	67%	54%	Reported in Quarter 2		—
<b>17. Environment &amp; Transport - Street Scene</b>								
161	STS/005b (PAM) 	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	83%	98.5%	95.8%	Reported Annually		—
162	STS/005a (SID)	The cleanliness Indicator	70	67.6	72			—
163	STS/006 (NSI) 	The percentage of reported fly tipping incidents cleared within 5 working days.	95.25%	81.10%	92.16%			—

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## POLICY AND RESOURCES

### CABINET BOARD

4 SEPTEMBER 2014

## FINANCE AND CORPORATE SERVICES

### REPORT OF THE DIRECTOR OF FINANCE AND CORPORATE SERVICES – H. J. JENKINS

## INDEX OF REPORT ITEMS

Part 1 - Doc. Code: PRB-040914-REP-FS

<b>SECTION A - MATTERS FOR DECISION</b>		
<b>Report Item</b>		<b>Wards affected</b>
1. Monitoring Report on Existing FFP Savings		All
2. Miscellaneous Grants		All

# **1. MONITORING REPORT ON EXISTING FFP SAVINGS**

## **1.1 Introduction**

This report seeks to give members an update on progress against the current savings proposals as approved by Members at its January 2014 meeting in the Forward Financial Plan (FFP) for the Corporate Services Directorate.

## **1.2 Background**

The current FFP provides savings strategies that enable the Council to set a balanced budget each year. The current plan covers the period 2014/15 (current year) to 2017/18.

Each of the five Heads of Service in Corporate Services has responsibility for delivering a number of the strategies in the FFP and the following paragraphs give details of whether or not there is an expectation that the 2014/15 savings associated with the strategies will be achieved.

A full list of the Corporate Services' savings strategies are attached as Appendix 1.

## **1.3 Current position on FFP proposals**

**Head of Human Resources (Mr G. Jones)** is the responsible officer for strategies numbered Corp 525 to Corp 526. All strategies are currently on target to deliver the stated savings in full.

**Head of Corporate Strategy and Democratic Services (Mrs Karen Jones)** is the responsible officer for strategies Corp 527 to Corp 557. Of these, only Corp 531 will not be delivered, however alternative savings have been identified through vacancy savings within the service. All the other strategies are on target to be delivered in full.

**Head of ICT Services (Mr Steve John)** is the responsible officer for strategies numbered Corp 558 to Corp 564. Currently, all strategies are on target to deliver the stated savings in full.

**Head of Legal Services (Mr David Michael)** is the responsible officer for strategies numbered Corp 504 to Corp 519. All these strategies are on target to deliver the stated savings in full.

**Head of Financial Services (Mr David Rees)** is the responsible officer for strategies numbered Corp 520 to Corp 524. Only Corp 520 will not be delivered, due to delays in the Department of Work and Pensions' implementation of their proposals with regard to the administration of Housing Benefits. In terms of 2014/15, the savings will be achieved through vacancy savings in the division. All the other strategies identified will be achieved in full.

For the future years, some alternative savings strategies and proposals will be brought to Members for approval as part of the 2015/16 budgeting process.

### **Recommendation**

- 1.4 It is recommended that Members note the position for delivering the savings in the current financial year and that some alternative proposals will be submitted for future years' savings as part of the 2015/16 budget process.

### **Reason for proposed decision**

- 1.5 To ensure that savings proposals included within the 2014/15 Budget and FFP to 2017/18 are on target for delivery.

### **List of Background Papers**

- 1.6 Budget 2014-15 and Forward Financial Plan savings to 2017-18.

### **Appendices**

Appendix 1 – Corporate Savings Strategy.

### **Wards Affected**

All.

### **Officer Contact**

For further information on this report item, please contact:

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## **COMPLIANCE STATEMENT**

### **1. MONITORING REPORT ON EXISTING FFP SAVINGS**

#### **(a) Implementation of Decision**

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

#### **(b) Sustainability Appraisal**

Community Plan Impacts:

Economic Prosperity	Positive
Education and Lifelong Learning	Positive
Better Health and Well Being	Positive
Environment and Transport	Positive
Crime and Disorder	No impact

Other Impacts:

Welsh Language	No impact
Sustainable Development	Neutral
Equalities	Positive
Social Inclusion	Positive

#### **(c) Consultation**

There has been no requirement under the Constitution for external consultation on this item.

## Corporate Savings Strategy

## Appendix 1

Ref	Board	Description	Lead	Main Impacts	2014/15 £000	2015/16 £000	2016/17 £000	2017/18 £000
CORP504	PRB	Support Services/Childcare Legal	D Michael	Savings from utilising additional childcare funds	30.0	0.0	0.0	0.0
CORP505	PRB	Childcare Legal	D Michael	Fees & savings in running costs	10.0	0.0	0.0	0.0
CORP506	PRB	Legal	D Michael	Bring in house and procure legal work	10.0	50.0	0.0	0.0
CORP507	PRB	Property/Corporate Law	D Michael	Delete paralegal post (1fte) & contracts officer post (1fte)	41.0	0.0	0.0	0.0
CORP508	PRB	Childcare Legal	D Michael	Reduce running costs and agency staff	8.0	0.0	0.0	0.0
CORP509	PRB	Childcare Legal	D Michael	Reduce external legal fees	7.5	7.0	0.0	0.0
CORP510	PRB	Childcare Legal	D Michael	Delete legal typist (1fte)	14.0	0.0	0.0	0.0
CORP511	PRB	Litigation/ commercial law	D Michael	Bring service in house - currently purchased from another authority	30.0	0.0	0.0	0.0
CORP512	PRB	Litigation/ commercial law	D Michael	Reduce cost of insurance legal work	0.0	30.0	0.0	0.0
CORP513	PRB	Registrar	D Michael	Increase income and reduce cost of supplies & services	6.0	0.0	0.0	0.0
CORP514	PRB	Mailroom	D Michael	Increase income/reduce base budget	20.0	0.0	0.0	0.0
CORP515	PRB	Corporate Support	D Michael	Reduce salary budget and reduce supplies & services	7.0	0.0	0.0	0.0
CORP516	PRB	Legal Dept.	D Michael	Reduce books & periodicals	3.0	0.0	0.0	0.0
CORP517	PRB	Legal	D Michael	Deletion of trainee solicitor post after post holder qualifies.	25.0	0.0	0.0	0.0
CORP518	PRB	Legal	D Michael	Support services ER/VR	41.0	0.0	0.0	0.0
CORP519	PRB	Legal	D Michael	Salary budget - pension cost savings	14.0	0.0	0.0	0.0
CORP520	PRB	Benefits	D Rees	Rationalisation of benefit work & changes from DWP	27.0	57.0	27.0	27.0
CORP521	PRB	Finance & Revenues - staff savings	D Rees	Restructure of service and systems. Savings created from deletion of vacant posts and VR exercise.	340.0	65.0	0.0	0.0
CORP522	PRB	Misc. Expenditure Heads	D Rees	Base budget and procurement reductions across various expenditure heads	79.0	110.0	0.0	0.0

## Corporate Savings Strategy

## Appendix 1

Ref	Board	Description	Lead	Main Impacts	2014/15 £000	2015/16 £000	2016/17 £000	2017/18 £000
CORP523	PRB	Finance & Revenues - IT costs	D Rees	Saving in running costs	12.0	0.0	0.0	0.0
CORP524	PRB	Fin Serv & Revs	D Rees	Staff savings - ERVR	200.0	39.0	0.0	0.0
CORP525	PRB	Rationalisation and re-modelling of functions and services	G Jones	Staff restructure	42.0	43.0	38.0	36.0
CORP526	PRB	Human Resources/Unions	G Jones	Service review - staff reductions	130.0	33.0	0.0	0.0
CORP527	PRB	Customer contact - remodel one stop shop services at Pontardawe - integration of OSS with other services operating from that office	K Jones	Reduction in posts corporate strategy	20.0	0.0	0.0	0.0
CORP528	PRB	Rationalisation and re-modelling of functions and services	K Jones	14/15 savings identified - reduction in posts - communications £44k, reduction in mayoralty £15k. Future year strategy yet to be identified	59.0	61.0	54.0	50.0
CORP529	PRB	One Stop Shop/Customer Services	K Jones	Increase fees & charges - identity photographs	5.0	0.0	0.0	0.0
CORP530	PRB	One Stop Shop/Customer Services	K Jones	Reduce staff hours - voluntary via flexible working	10.0	0.0	0.0	0.0
CORP531	PRB	One Stop Shop/Customer Services	K Jones	De-clustering of CSO (customer services officer) posts	12.5	12.5	0.0	0.0
CORP532	PRB	One Stop Shop/Customer Services	K Jones	Reduce stationery, uniforms	0.5	0.0	0.0	0.0
CORP533	PRB	One Stop Shop/Customer Services	K Jones	Reduce staff as more services placed on-line	0.0	30.0	0.0	0.0
CORP534	PRB	Electoral	K Jones	Income generated through introduction of individual electoral registration	0.0	20.0	0.0	0.0
CORP535	PRB	Civic and Mayoralty	K Jones	Cease twinning activities	2.0	0.0	0.0	0.0
CORP536	PRB	Civic and Mayoralty	K Jones	Reduce expenditure on mayoralty	10.0	0.0	0.0	0.0
CORP537	PRB	Democratic Services	K Jones	Reduce contribution to member IT costs	3.0	0.0	0.0	0.0
CORP538	PRB	Democratic Services	K Jones	Reduce stationery budget - committee admin	0.0	10.0	0.0	0.0
CORP539	PRB	Democratic Services	K Jones	Cease production of council diary	2.0	0.0	0.0	0.0
CORP540	PRB	Democratic Services	K Jones	Reduce staff hours -voluntary via flexible working	7.0	0.0	0.0	0.0
CORP541	PRB	Democratic Services	K Jones	Modernise service - reduce staff costs	0.0	25.0	0.0	0.0
CORP542	PRB	Democratic Services	K Jones	Stop courier service for members	0.0	10.0	0.0	0.0
CORP543	PRB	Democratic Services	K Jones	Stop teas, coffees etc. for all meetings	2.0	0.0	0.0	0.0

## Corporate Savings Strategy

## Appendix 1

Ref	Board	Description	Lead	Main Impacts	2014/15 £000	2015/16 £000	2016/17 £000	2017/18 £000
CORP544	PRB	Corporate Strategy	K Jones	Reduce printing expenditure	3.0	0.0	0.0	0.0
CORP545	PRB	Corporate Strategy	K Jones	Reduce corporate health group budget	2.0	0.0	0.0	0.0
CORP546	PRB	Corporate Strategy	K Jones	Reduce comms & marketing budget - engagement activities	5.0	0.0	0.0	0.0
CORP547	PRB	Corporate Strategy	K Jones	Remove contribution to third parties budget	15.0	0.0	0.0	0.0
CORP548	PRB	Corporate Strategy	K Jones	Reduce Wales Audit Office fees	5.0	0.0	0.0	0.0
CORP549	PRB	Corporate Strategy	K Jones	Remove contribution to surveys budget - engagement activities	5.0	0.0	0.0	0.0
CORP550	PRB	Corporate Strategy	K Jones	Reduce older persons strategy budget - engagement activities	3.0	0.0	0.0	0.0
CORP551	PRB	Corporate Strategy	K Jones	Reduce number of newspapers purchased	0.7	0.0	0.0	0.0
CORP552	PRB	Change Management	K Jones	Reduce activity	110.0	0.0	0.0	0.0
CORP553	PRB	CEX - General Dept.	K Jones	Reduce salaries budget - HoS flexible retirement and other budget reductions	50.0	0.0	0.0	0.0
CORP554	PRB	CEX - General Dept.	K Jones	Remove wellbeing budget	1.0	0.0	0.0	0.0
CORP555	PRB	CEX - General Dept.	K Jones	Remove safeguarding budget	6.0	0.0	0.0	0.0
CORP556	PRB	CEX - General Dept.	K Jones	Vacancy factor	35.0	0.0	0.0	0.0
CORP557	PRB	CEX	K Jones	Staff savings - corporate strategy and communications team	54.0	0.0	0.0	0.0
CORP558	PRB	ICT staff reductions	S John	Efficiencies, recharge costs to projects, transformation reserve	30.0	30.0	30.0	30.0
CORP559	PRB	ICT	S John	Reduce employee support costs	37.0	0.0	0.0	0.0
CORP560	PRB	ICT	S John	Reduce Hardware and software budgets	140.0	0.0	0.0	0.0
CORP561	PRB	ICT	S John	Staff savings via ER/VR and deletion of posts	90.0	70.0	0.0	0.0
CORP562	PRB	ICT	S John	Reduce contribution into IT renewals reserve	100.0	0.0	0.0	0.0
CORP563	PRB	Procurement	S John	Reduce base budget	15.0	0.0	0.0	0.0
CORP564	PRB	ICT	S John	Reduction in hardware purchases	50.0	0.0	0.0	0.0

## **2. MISCELLANEOUS GRANTS APPLICATIONS**

### **Existing Policy Statement**

- 2.1
- a) Each application will be considered on its merits.
  - b) The Committee will only approve applications for financial assistance from voluntary or charitable organisations which are manifestly committed to voluntary endeavours of a local nature. This will not preclude the consideration of applications where the disposal of funds is outside the area but still provides significant benefits for the people from the Neath Port Talbot area.
  - c) No applications will be considered from religious bodies except relating to church halls and other premises where there is significant community use of the property for non-religious activities.
  - d) No applications will be considered from other public funded bodies such as community councils, hospital trusts, etc. or where the benefit may be in lieu of their contributions such as appeals for hospital equipment.
  - e) Applications from individuals may be considered where both the person and the community derive a benefit.
  - f) No grants will be made to any individual or organisation whose prime purpose is to distribute their funds to other charitable bodies.

### **Budget for 2014/15**

- 2.2 The following grants are included and have been approved within this budget:-

	<b>Budget 2014/15 £</b>
Citizen Advice Bureau	82,680
Neath Port Talbot Council for Voluntary Service	45,494
Racial Equality Council	15,900
Maintenance of Mechanics Institute (in lieu of grant aid to Antiquarians & Archives)	14,037
West Glamorgan Association for the Blind	2,100
One-off grants	949
Total	<u>161,160</u>

### **New Grant Applications**

2.3 Please see Appendix 2.

**Recommendation**

2.4 It is recommended that Members:

- Decide on the applications set out in Appendix 2.

**Reason for proposed decision**

2.5 To decide on the funding application.

**List of Background Papers**

Letters of application.

**Appendices**

Appendix 2 –Miscellaneous Grant Applications.

**Wards Affected**

Various.

**Officer Contact**

Mr H J Jenkins – Director of Finance & Corporate Services  
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## **COMPLIANCE STATEMENT**

### **MISCELLANEOUS GRANTS APPLICATIONS**

(a) **Implementation of Decision**

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

(b) **Sustainability Appraisal**

Community Plan Impacts:

Economic Prosperity	Positive
Education and Lifelong Learning	Positive
Better Health and Well Being	Positive
Environment and Transport	Positive
Crime and Disorder	No impact

Other Impacts:

Welsh Language	No impact
Sustainable Development	Neutral
Equalities	Positive
Social Inclusion	Positive

(c) **Consultation**

There has been no requirement under the Constitution for external consultation on this item.

**MISCELLANEOUS GRANT APPLICATIONS**

<b>Applicant</b>	<b>Purpose</b>	<b>Amount Request/ Cost of "Project"</b>	<b>Previous Support</b>	<b>Comments</b>
Glyncorwg AFC Glyncorwg	Lease of Playing Field at Ynyscorwg Park, Glyncorwg	£700 p.a.	None	25 year lease with rent reviews every 5 years. Previously grant aided as part of Affiliated Sports Clubs of Glyncorwg company (now dissolved) for football and rugby
Trustees of Glyncorwg RFC Glyncorwg	Lease of Playing Field at Ynyscorwg Park, Glyncorwg	£1100 p.a.	None	25 year lease with rent reviews every 5 years. Previously grant aided as part of Affiliated Sports Clubs of Glyncorwg company (now dissolved) for football and rugby
Neath Pensioners Association Neath	Lease of the Neath Pensioners' Association Hall Neath	Increase of annual rent of £2,650 backdated to 1 April 2011	Grant of £2400 to fully cover rent in place since April 2006	25 year lease since 1 April 2006. Rent initially set at £2400 p.a. subject to 5 yearly rent reviews. Grant at 90% to be offered from April 2014, to be reviewed in line with rent review period. Grant to fully cover



				backdated rent to April 2011
Pontardawe Arena Partnership Pontardawe	Natural Play Area Glantawe Riverside	£350 p.a.	None	25 year lease with rent reviews every 5 years. Grant request to cover rent subject to review in line with rent review period
Pontardawe Arena Partnership Pontardawe	Glantawe Riverside Park	£2,000 p.a. with effect from 1 December 2013	Peppercorn rent of £1.00 p.a. since December 2008 for 5 years	25 year lease with rent reviews every 5 years.



## **POLICY & RESOURCES CABINET BOARD**

**4<sup>TH</sup> SEPTEMBER 2014**

### **FINANCE & CORPORATE SERVICES**

#### **REPORT OF THE HEAD OF FINANCIAL SERVICES – DAVID REES**

#### **INDEX OF REPORT ITEMS**

**PART 1 - Doc.Code: PRB-040914-REP-FS-DR**

<b>SECTION A – MATTERS FOR DECISION</b>		
1.	Non-Domestic Rates – Enhanced Local Needs Scheme	All
<b>SECTION B – MATTERS FOR INFORMATION</b>		
2.	Treasury Management Monitoring	All

## **SECTION A - MATTERS FOR DECISION**

### **ITEM 1**

#### **NON-DOMESTIC RATES – ENHANCED LOCAL NEEDS SCHEME**

##### **1. Introduction**

1.1 This report recommends the authority adopt a new Business Rates Discretionary Policy called Enhanced Local Needs Scheme to those businesses meeting the qualifying criteria. The relief is fully funded by the Welsh Government up to the value of £159,612 and relates to the period 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015.

##### **2. Background**

2.1 As part of the Welsh Government's Business Rate Policy Developments the Minister for Economy, Science and Transport recognises that the postponement of the 2015 NDR revaluation may have an effect on certain types or locations of business ratepayers in the Council's area. The purpose of the funding under this new scheme is to support the authority in respect of expenditure incurred by providing relief to businesses that are likely to be most negatively impacted by postponement of revaluation or to support businesses that meet local economic development priorities. Each Authority must determine for themselves how to use this grant, but must comply with the provisions contained in Section 47 of the Local Government Finance Act 1988 which gives the Council the ability to grant discretionary rate relief where it so determines.

##### **3. Enhanced Local Needs Scheme - Eligibility**

3.1 The funding available is limited and therefore businesses already in receipt of or eligible for other forms of relief, for example, Small Business Rates Relief, Open for Business Relief, Wales Retail Relief, will not be eligible to apply.

3.2 Other ineligible premises are those that are occupied by:

- Public bodies
- Professional Services
- Financial Services
- Businesses that are part of a national chain
- Where a business occupies more than one premises, only one will qualify

3.3 In order to fully utilise the funding it is proposed that the ratepayer will be entitled to 25% relief off their non-domestic rates in 2014/15 where:

- The business is existing
- The business premises has a rateable value of less than £25,000
- The business is located in the County Borough
- The applicant demonstrates the contribution it makes to the local economy
- The relevant State Aids criteria are met.

3.4 Funding will be awarded on a first come first served basis and is application based. Applications must be returned within one month of being invited.

3.5 Within Neath Port Talbot there are currently 78 businesses that have a rateable value of less than £25,000 and do not benefit from any other form of relief. These businesses will be invited to apply for the Enhanced Local Needs Scheme and any assistance required in completing the forms will be provided by the Business Development Team.

3.6 Successful applications from the businesses identified will fully use the funding available. However, should some businesses not apply within the required time-scale, or on applying be found to be ineligible, additional businesses will be invited to apply. In these circumstances, the rateable value of applicants' premises would be £25,000 or more.

#### **4. Recommendation**

4.1 It is recommended that Neath Port Talbot County Borough Council adopts the scheme as outlined and provide the relevant rate relief where qualifying criteria are met.

#### **5. Reason for Proposed Decision**

5.1 To allow the Enhanced Local Needs Grant to be paid to businesses that meet the laid down criteria.

#### **List of Background Papers**

Local Government Finance Act 1988

Welsh Government "Enhanced Local Needs Scheme" Grant offer

#### **Wards Affected**

All

## **Officer Contact**

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**COMPLIANCE STATEMENT**  
**BUSINESS RATE RELIEF SCHEMES –**  
**ENHANCED LOCAL NEEDS SCHEME**

**Implementation of Decision**

The decision is proposed for immediate implementation.

**Sustainability Appraisal**

Community Plan Impacts:

Economic Prosperity	Positive
Education and Lifelong Learning	No impact
Better Health and Well Being	Positive
Environment and Transport	Positive
Crime and Disorder	Positive

Other Impacts:

Welsh Language	No impact
Sustainable Development	Positive
Equalities	No impact
Social Inclusion	Positive

**Consultation**

There has been no requirement under the Constitution for external consultation on this item.

## SECTION B - MATTERS FOR INFORMATION

### ITEM 2

#### TREASURY MANAGEMENT MONITORING 2014/15

##### 1. Purpose of Report

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

##### 2. Rates of Interest

2.1 Bank base rates continue to be at an all time low of 0.5% (since 5<sup>th</sup> March 2009) and detailed below are the changes in the bank base rate since April 2008.

<b>Effective Date</b>	<b>Bank Rate</b>
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%

2.2 The following table provides examples of external borrowing costs as provided by the Public Works Loans Board as at 12<sup>th</sup> August 2014:.

	<b>Equal Instalments of Principal</b>		<b>Annuity</b>		<b>Maturity</b>	
	<b>Previous 09 July 2014</b>	<b>Current 12 August 2014</b>	<b>Previous 09 July 2014</b>	<b>Current 12 August 2014</b>	<b>Previous 09 July 2014</b>	<b>Current 12 August 2014</b>
	%	%	%	%	%	%
5-5.5 years	2.40	2.35	2.41	2.36	3.08	2.99
10-10.5 years	3.08	2.99	3.12	3.03	3.79	3.65
20-20.5 years	3.79	3.65	3.88	3.72	4.31	4.11
35-35.5 years	4.24	4.05	4.32	4.13	4.38	4.18
49.5-50 years	4.37	4.17	4.39	4.19	4.34	4.15



### 3. General Fund Treasury Management Budget

- 3.1 The following table sets out the treasury management budget for 2014/15 and consists of a gross budget for debt charges i.e. repayment of debt principal and interest, and interest returns on investment income.

<b>2013/14 Actual £'000</b>		<b>2014/15 Original Budget £'000</b>
15,017	Principal and Interest charges	16,890
2,176	Contribution to Treasury Management Equalisation Reserve to fund SSIP and other Capital Programme over the next 3 years.	
<b>17,193</b>	<b>Subtotal Expenditure</b>	<b>16,890</b>
	<b>Investment Income</b>	
(778)	- Total	(654)
189	- less allocated to other funds	200
<b>(589)</b>	<b>Subtotal Income</b>	<b>(454)</b>
<b>16,604</b>	<b>Net General Fund</b>	<b>16,436</b>

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

### 4. Borrowing

- 4.1 No borrowing has been carried out since the last report.

### 5.1 Investment Income

In line with the Council's Investment Strategy, the 2014/15 Original Budget for investment income is £654k; treasury management investment income generated to date amounts to £433k. Members should note that the majority of investments are classified as 'specified' i.e. up to 12 months and are currently with the major banks including Barclays, Lloyds Group, Bank Santander, Clydesdale, RBS and Nationwide BS.

- 5.2 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.
- 5.3 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:

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

#### Icelandic Bank Update

- 5.4 Members should note the following position in relation to the recovery of monies from investments in Icelandic related banks.
- 5.5 There have been no further dividends received since the last report. The tables below show the amounts outstanding.

**Table 1 – Original Investments**

<b>Bank</b>	<b>Original Investment</b>	<b>Amount of Principal Repaid</b>	<b>Current Outstanding Investment</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Heritable	9,000	8,597	403
KSF	3,000	2,516	484
	<b>14,000</b>	<b>13,113</b>	<b>887</b>

**Table 2 – Investments Held in Escrow Accounts – Icelandic Kroner**

<b>Bank</b>	<b>Investment (Sterling Equivalent) £'000</b>	<b>Amount Repaid £'000</b>	<b>Outstanding Investment £'000</b>
New Glitnir	387	0	387

- 5.6 Some of the investments matured by the old Glitnir have resulted in cash being held in the form of Icelandic Kroner. In line with Icelandic law, the Kroner is not tradable and can only be spent within Iceland. The Local Government Association is pursuing ways of transferring these investments to realise repayments into Sterling. These new investments with the new bank are held in an Escrow Account in the name of the local authority and generating interest in excess of 4%.

### **List of Background Papers**

Treasury Management Files  
PWLB Notice Number 310/14

### **Appendix**

None

### **Wards Affected**

All

### **Officer Contact**

For further information on this report item, please contact:

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## **POLICY & RESOURCES CABINET BOARD**

**4<sup>TH</sup> SEPTEMBER 2014**

### **FINANCE & CORPORATE SERVICES**

#### **REPORT OF HEAD OF LEGAL SERVICES MR. DAVID MICHAEL**

#### **INDEX OF REPORT ITEM – PRB-040914-REP-FS-DM**

<b>SECTION C – MATTER FOR MONITORING</b>		
<b>Report Item</b>		<b>Wards Affected</b>
1. Corporate Services Comments, Compliments & Complaints Policy and Procedure Monitoring Report		Baglan, Skewen, Briton Ferry, Cimla, Aberavon, Glynneath, Cwmafan, Margam & Godre'r Graig.

## **ITEM NO. 1**

### **CORPORATE COMMENTS, COMPLIMENTS & COMPLAINTS POLICY AND PROCEDURE MONITORING REPORT**

#### **1.1. Purpose of Report**

The purpose of this report is to advise Members on comments, compliments and complaints which have been received through the Authority's Complaints Policy by the Finance & Corporate Services Directorate and Chief Executives Directorate for the period from 1<sup>st</sup> April 2013 to 31<sup>st</sup> March, 2014.

#### **1.2. Background**

1.2.1. The following number of comments, compliments and complaints have been received by the F&CS and CEX Directorate:-

Comments – 0  
Compliments – 24  
Complaints – 15

#### **1.2.2. Compliments**

21 compliments were received in the One Stop Shop and relate to the follow:-

- Thanks for excellent service
- Polite friendly and helpful when dealing with bus pass query
- Rapid response to exchange of bins online
- Impressed with service of online contact for recycling boxes
- Neath Reception helped write a letter regarding dropped kerb
- Professional and helpful staff at Contact Centre
- Thanks for investigating a query which had been addressed to the Leader

- Patience and understanding from staff whilst dealing with her son
- Thanked staff for their help with a claim
- Thank you card received for help
- Thank you letter received for attention given
- Thank you letter received for help filling in forms for bus pass
- DVD showed and training course was very good
- Thanked an Employee for helping him at an interview
- Lovely Social Care Institute for Excellence film about work in Brynsiriol
- Excellent customer service for Blue Badge enquiry
- Excellent service when renewed Blue Badge
- Excellent treatment and was very helpful with disability
- Professionalism and care and support
- Help and time given to support training models
- Gratitude during the two day date trial and intervening months

1.2.3. **Other compliments relating to Chief Executive and Finance and Corporate Services**

- From a resident thanking a Benefits employee for being helpful, courteous and informative at all times when he has visited Neath.
- From the Welsh Transport Regiment (Cardiff) commenting upon how well the Armed Forces Community Covenant signing event went. This event was organised to coincide with the Flag Raising Ceremony organised by Mayoral Services.
- A resident complimented an employee for his help during a Benefits interview which took place at Neath Civic Centre.

#### 1.2.4. **Complaints – Stage 1**

##### **Case 1 (1)**

1.2.4.1 May, 2013 – A business owner invested money for advertising in a free brochure for the Registration Service. After signing, and the brochure was in its draft form, the company went into liquidation, subsequently the money the business paid to advertise was lost. The business owner's complaint was against the Registration Service for not informing them that the company was in liquidation.

1.2.4.2. Conclusion:- The complaint was investigated and it was confirmed that the Registration Service were not liable in this case as they had no knowledge of the company going into liquidation prior to the signing of the contracts with the Company. It was also noted that the contract was between the business owners and the Company that went into liquidation not the Registration Service. The complaint was not upheld and was responded to within the set timescale.

##### **Case 1 (2)**

1.2.4.3 June, 2013 - A complaint was received from a resident regarding his Council Tax arrears payment plan which was taken out of his salary without his permission.

1.2.4.4. Conclusion:- The complaint was investigated and an apology was issued and reimbursement of the money was made. The complaint was investigated within the set timescale.

##### **Case 1 (3)**

1.2.4.5. August, 2013 - A complaint was received from a resident and passed to the Council from the Ombudsman's office, the complaint is regarding her Council Tax arrears which were passed to the Bailiffs, the complainant stated that she had paid by the deadline, she then received a letter from Council Tax stating that she still owed the money.



- 1.2.4.6. Conclusion:- The complaint was investigated and an apology was issued and an explanation confirmed that the money was received in her account the same day the letter demanding the payment was sent. The complaint was investigated within the set timescale.

**Case 1 (4)**

- 1.2.4.7. September, 2013 - A complaint was received from a resident regarding single person discount for Council Tax. The resident had been unable to provide evidence of the whereabouts of her ex-partner, therefore causing a delay in the discount held on her account.

- 1.2.4.8. Conclusion:- The complaint was investigated and it was agreed that the discount be awarded. The complaint was investigated within the set timescale.

**Case 1 (5)**

- 1.2.4.9. September, 2013 – A resident complained about the bilingual messages on the comfort message (whilst on hold) waiting to speak to someone on 686868.

- 1.2.4.10. Conclusion – It was explained that our message is bilingual because of Council policy and also that she didn't have to wait any longer than needed because of the message. This was completed within the set timescale.

**Case 1 (6)**

- 1.2.4.11. December, 2013 – a complaint was received by a resident who had an agreement to pay monthly towards his Council Tax arrears. However, the resident had failed to keep to payment arrangements in previous years therefore Bailiffs were sent to collect the debt.

- 1.2.4.12. Conclusion – After the resident making contact, a further monthly payment arrangement was made but it was emphasised to the complainant that failure to keep to this new agreed payment arrangement may result in further recovery action. This complaint

was not upheld but a further arrangement was made with the complainant and was completed within the set timescale.

#### 1.2.5. **Complaints – Stage 2**

##### **Case 2 (1)**

1.2.5.1. July, 2013 - A complaint was received from a resident regarding an issue he had with the Council Tax banding of his property and wanted to receive interest on the amount of overpayment he had made.

1.2.5.2. Conclusion:- The complaint was investigated and the resident was informed that it is not the Authority's responsibility to band properties and that the responsibility lies with the Commissioners of Inland Revenue. He was also notified that there are no provisions within the Local Government Finance Act 1992 to provide interest on money refunded. The complaint was not upheld and responded to within the 20 working day guideline. The complainant has been referred to the Ombudsman.

##### **Case 2 (2)**

1.2.5.3. August, 2013 – A complaint was received from a resident with regards to the refusal of his offer to make an agreement to pay his Council Tax arrears, being misled by officers of the Authority and the seizure of a motorcycle which was claimed was owned by his son.

1.2.5.4. Conclusion – The complaint was investigated and it was found that the resident had a past history of non-compliance to payment arrangements made in previous years, therefore it was felt that this case did not justify recalling the debt. The motorcycle was registered and insured to the resident therefore was distrained by the Enforcement Officers to satisfy the outstanding liability order for the debt. The complaint was not upheld and was replied to within the 20 working day deadline

### **Case 2 (3)**

- 1.2.5.5. August, 2013 – A complaint was received from a Chairman of a Residents' Association against a member of staff for supplying the wrong information, being rude and racially abusive and to the way in which the initial complaint had been conducted.
- 1.2.5.6. Conclusion – The complaint was investigated and it was found that there was a genuine misunderstanding and unintentional error made by the member of staff and that at no time was the member of staff intentionally rude or racially abusive to the complainant. It was also found that the initial complaint was dealt with in an appropriate manner. The complaint was not upheld and was replied to within the 20 working day deadline.

### **Case 2 (4)**

- 1.2.5.7. September, 2013 – A complaint was received from a resident outside the borough and passed to the Authority from the Ombudsman's office. The resident was awarded a payment by the Ombudsman to cover costs which the Authority had agreed to pay. The Complainant was asked, by letter, to telephone a designated Officer to confirm whether he was willing to accept the payment and conclude matters. The complainant telephoned but at the time he was unable to speak to the designated Officer and was put through to another Senior Officer who had no specific knowledge of the case. The complainant demanded that the payment be speeded up and transferred into his bank account promptly but was informed that an urgent payment was not possible at that time. The complainant therefore made a complaint against the Officer who spoke to him initially and demanded compensation.
- 1.2.5.8. Conclusion:- The complaint was investigated to find that the Officer who had spoken to the complainant had no knowledge of the matter and was under no obligation to speed up the payment. The Officer who had been designated to deal with the case returned the complainants telephone call and made arrangements for an immediate payment and the monies were transferred from the Authority's account into the complainants account by 4.00 p.m. that day. In respect of the request for compensation, no

commitment was made in offering settlement on a particular date therefore no compensation was granted. The complaint was not upheld and responded to within the 20 day guidelines.

#### **Case 2 (5)**

- 1.2.5.9. September, 2013 – A complaint was received from a resident regarding a Council Tax payment which was taken out of her account twice in error. The resident had tried to pay online but was not able to proceed through to the approval stage, therefore contacted the office to ask if it had been paid, she was told that it had not reached her account and she subsequently paid again over the phone. When her account had updated the following day, two payments were taken.
- 1.2.5.10. Conclusion:- The complaint was investigated and found to be an error, an apology was made and procedures put in place to make sure it didn't happen again. The complaint was not upheld and responded to within the 20 day guidelines.

#### **Case 2 (6)**

- 1.2.5.11. October to December, 2013 – Various complaints received from a resident of the County Borough who was due to be made homeless. The complainant had been in receipt of Housing Benefits but had not declared earnings. He complained that he had been lied to and there had been a lack of support offered by Officers of the Authority and Officers of the Authority being unwilling to meet with him.
- 1.2.5.12. Conclusion – The complaint was investigated and it was found that the complainant had been treated with respect by Officers at all times. It was found that the complainant and complaint had been dealt with in an appropriate manner. The complaints were not upheld and were investigated within the 20 working day deadline.

## **Case 2 (7)**

1.2.5.13. November, 2013 – A complaint was received by a resident who had not promptly advised the Authority of a change in circumstances and an allegation of fraud was made against her, when the complainant disputed this, an investigation was conducted by the Prosecution Panel of the Authority. The Panel accepted that an offence had occurred and the complainant was offered a final warning but was unwilling to accept this due to the fact that by doing so the complainant was accepting that an offence had taken place. The complainant was then offered three choices:-

- a) To receive a caution which would not result in a penalty or police record, just a formal warning but would be an admittance to fraud;
- b) Taking the case to Court;
- c) An administrative penalty with no admittance of fraud.

The complainant accepted an administrative penalty whilst still disputing that an offence had been committed and was informed that she had 28 days to change her mind as to whether to accept the penalty. No further correspondence was received.

1.2.5.14. Conclusion – It was explained to the complainant that under Section 112 (1)(a) of the Social Security Administration Act 1992 it is the duty of the claimant to advise the Authority promptly of any change in circumstances. In this instance, although the complainant stated that she had informed the Authority, neither the complainant nor the Authority were able to find any record and therefore it was deemed that they were not informed promptly. The complaint was not upheld and was undertaken within the 20 day working deadline. The resident responded and was taking her complaint up with the Ombudsman.

## **Case2 (8)**

1.2.5.15. January, 2014 – A complaint was received by a resident who had been unable to pay her Council Tax on New Year's day, due to closure of office.

1.2.5.16. Conclusion – Provided with other options to pay, automated, internet and direct debit. The complaint was not upheld and was investigated within the 20 working day deadline.

### **1.2.6. Appendices**

None.

### **1.2.7. Recommendation**

That the comments, compliments and complaints monitoring report be noted.

### **1.2.8. List of Background Papers**

Oracle Complaints System

### **1.2.9. Wards Affected**

Baglan, Skewen, Briton Ferry, Cimla, Aberavon, Glynneath, Cwmafan, Margam & Godre'r Graig.

### **1.2.10. Officer Contact**

Mr. David Michael – Head of Legal Services

Tel No: 01639 763368

Email: [d.michael@npt.gov.uk](mailto:d.michael@npt.gov.uk)

Ali Forbes/Linda White, Complaints Team, Support Services,  
Finance & Corporate Services

Tel: 01639 763933/763932

Email: [a.forbes@npt.gov.uk](mailto:a.forbes@npt.gov.uk) / [l.white@npt.gov.uk](mailto:l.white@npt.gov.uk)

## **POLICY & RESOURCES CABINET BOARD**

**4<sup>TH</sup> SEPTEMBER 2014**

### **FINANCE & CORPORATE SERVICES**

#### **PRIVATE REPORT OF THE HEAD OF FINANCIAL SERVICES – DAVID REES**

#### **INDEX OF REPORT ITEMS**

(Not for publication pursuant to Regulation 5(2) & (5) of Statutory Instrument 2001 No. 2290 and Paragraph 14 of Part 4 of Schedule 12A to the Local Government Act 1972. Pursuant also to Paragraph 21 of the Schedule, and in all the circumstances of the case, the public interest in maintaining the exemption, is considered to outweigh the public interest in disclosing the information.)

#### **PART 2 - Doc.Code: PRB-040914-REP-FS-DR-PX**

<b>SECTION A – MATTERS FOR DECISION</b>		
<b>Report Item</b>		<b>Wards Affected</b>
1. Housing Benefit Write Offs		Cwmavon, Port Talbot

**Not for publication by virtue of paragraph(s) 12 & 14**

## **SECTION A – MATTERS FOR DECISION**

### **ITEM 1**

#### **HOUSING BENEFITS WRITE OFFS**

##### **1. Purpose of Report**

1.1 To consider writing off of irrecoverable debt.

##### **2. Background**

2.1 From time to time, it is necessary to recommend Housing Benefit overpayment accounts for write off either where those accounts are irrecoverable by statute or where those accounts have become impossible to recover from the debtor.

2.2 Overpayments which have arisen as a result of a local authority or Department of Works and Pensions error, to which the claimant has not contributed, are not recoverable by statute.

2.3 The amounts written off by this authority are very small in comparison with the total debts raised. The total value of invoices raised in 2013/14 was £1.4m. Most of these overpayments arise as a result of claimants not advising us of changes in their circumstances.

2.4 The total Housing Benefit paid in 2013/14 was approximately £51m to approximately 15,000 beneficiaries.

##### **3. Accounts for Write Off**

3.1 Invoice Number 1676462-£1349.17  
Mr R Hughes 46 Mariners Quay, Aberavon  
Deceased



#### **4. Summary**

4.1 The total value of invoices recommended for write off is £1349.17. The invoice relates to a deceased debtor.

#### **5. Recommendation**

5.1 It is recommended that Members approve the write off of the amounts as described in the report.

#### **Reason for Proposed Decision**

The accounts are irrecoverable for the reasons given.

#### **List of Background Papers**

Housing Benefit files

#### **Wards Affected**

Aberavon, Port Talbot

#### **Officer Contact**

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Mr Kevin Davies – Principal Benefits Officer

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## COMPLIANCE STATEMENT

### HOUSING BENEFITS WRITE-OFFS

(a) **Implementation of Decision**

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

(b) **Sustainability Appraisal**

**Community Plan Impacts:**

Economic Prosperity	No impact
Education and Lifelong Learning	No impact
Better Health and Well Being	No impact
Environment and Transport	No impact
Crime and Disorder	No impact

**Other Impacts:**

Welsh Language	No impact
Sustainable Development	No impact
Equalities	No impact
Social Inclusion	No impact

(c) **Consultation**

There has been no requirement under the Constitution for external consultation on this item.