

Policy and Resources Cabinet Board

19 February 2015

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

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

Quarterly Performance Management Data 2014-2015 – Quarter 3 Performance (1st April 2014– 31st December 2014)

Purpose of Report:

To report quarter 3 performance management data for the period 1st April 2014 to 31st December 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

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

Appendices

Quarterly Performance Management Data 2014-2015 – Quarter 3 Performance (1st April 2014– 31st December 2014) – APPENDIX 1 (PRB-190215-REP-CE-KJ)

Average Number of FTE Sick Days Lost per Employee in each Service Area – APPENDIX 2

List of Background Papers:

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

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

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Neath Port Talbot
Castell-nedd Port Talbot
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**Quarterly Performance Management Data 2014-2015 – Quarter 3
Performance (1st April 2014– 31st December 2014)**

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Section 1: Key points and summary of performance.

Key Points

In relation to the performance results available at the end of the 3rd quarter 2014/2015:-

We have seen a drop in overall performance when we compare to quarter 3 2013/2014. 60% (74) of our 124 comparable indicators improved or achieved maximum performance compared to 67% (76) of 114 comparable indicators for the same period last year. Also, more indicators have seen a drop in performance by 5% or more.

Adult Services and Public Protection had more measures improving in the period compared to last year. More of the Education, Economic Development, Homelessness and Private Sector Renewal indicators have had a drop in performance. There was an increase in comparable measures compared to last year which in the main, were made up from children's services and planning measures. Both saw an increase in the number of indicators improving and also some of these measures falling in performance by 5% or more. Section 2 of this report provides a data breakdown of the table below by service area and by scrutiny committee.

	Comparable Indicators in this period	Improved or Maximum* Performance	Maintained Performance	Marginally declined - within 5%	Performance declined by 5% or more
Quarter 3 2014-2015	124	60% (74)	2% (3)	15% (19)	23% (28)
Quarter 3 2013-2014	114	67% (76)	4% (5)	15% (17)	14% (16)

* - 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 increased slightly by 1.2% during this period from an average of 6.64 FTE days for the first nine months of 2013/14 to 6.72 days this year. The Council is not on track to meet the target to reduce sickness by 5% for the year.

Over the past few years we have concentrated on a strategy to reduce short term absences. This has led to a steady decrease in the number of working days lost due to sickness – going down from 11.3 days per full time equivalent (FTE) employee in 2009/10 to 9.19 days in 2013/14.

The current focus is on the management of long term sickness absence. We know that there are sometimes delays in getting to access the right support and services to help people return to work when they are ready to do so. During the last twelve months, 715 employees have been on long term sick (28 days or more consecutive sickness), totalling more than 45,000 working days lost. Currently there are 150 employees on long term sick.

A task force has been set up to identify opportunities to improve the management of long term sickness going forward. In addition, as requested by the Policy and Resources scrutiny committee sickness absence will now be a regular item on scrutiny committees' agendas.

The Corporate Health Group continues to promote healthy lifestyles and will be able to offer development opportunities by Wales Union Learning Fund resources.

Effective management of short term absences has seen the number of employees with 3 or more instances in a twelve month period fall from approximately 1,300 to current position of 715 employees in the last 4 years.

- Schools in NPT have secured an improvement in pupil attendance in both sectors, in particular in the primary sector with a 1.6% rise. Key Stage 4 results have maintained in line with 2012/13 performance with NPT continuing to compare favourably across Wales. Key Stage 2 results are steadily improving with Key Stage 3 maintaining their performance compared to 2012/13. There has been a rise in fixed and permanent exclusions in the Secondary sector and a rise in fixed exclusions in the Primary sector which NPT are actively working to decrease.
- During 2012/13, Children & Young People Services agreed monthly improvement targets for eight priority measures with the Care and Social Services Inspectorate for Wales (CSSIW). These targets have been further increased in 2014/15 and are reflected in the table below. During quarters 1,2 & 3 of 2014/15, the service has achieved the revised target for each of the eight measures.

Children & Young People Services		
8 Priority Measures for 2013-2014	Target for 2014-2015	Quarter 3 performance 2014-2015
The percentage of first placements of looked after children during the year that began with a care plan in place.	91%	100%
The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	91%	91.6%
The percentage of referrals that are re-referrals within 12 months.	28%	16.4%
The percentage of looked after children reviews carried out within statutory timescales during the year.	91%	96%
The percentage of initial assessments completed within 7 working days	71%	92%
The percentage of required core assessments completed within 35 working days.	71%	81%
The percentage of child protection visits undertaken within 6 weeks.	91%	100%
The percentage of qualified and unqualified	86%	90.1%

workers that receive supervision within 28 calendar days.		
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- 9 of the 11 adult services performance indicators have improved or achieved maximum performance during the period which includes fewer delayed transfers of care, more people being supported in the community and 100% of carers of adult service users were offered an assessment or review of their needs in their own right during the year.
- The Council is progressing with the implementation of its waste strategy that seeks to ensure that the Council meets its statutory recycling target. Performance to date indicates that the Council is on course to achieve the Welsh Government's statutory recycling target of 58% by March 2016. Five of the six Waste indicators have seen an improvement with only one indicator (number 153) dropping, by 0.42%
- Two of the three Economic Development indicators have seen a drop in outputs compared to the quarter 3 period last year (comments provided below indicator numbers 133 & 134). It is anticipated that the service will meet its year end forecast output for these measures. In relation to the third measure, the Business Development Team receives enquiries from existing businesses for support on a range of issues such as property, rates relief, local contract opportunities, tendering, events, etc. In comparison with 2013/14 outputs have increased and the target set for this indicator for 2014/15 has already been achieved.
- Customer waiting times (face to face contact at Neath and Port Talbot One Stop Shops) continues to improve with fewer customer walk offs. Customer Services' other two key performance measures, average time to answer telephone calls and percentage of telephone calls abandoned after 5 seconds has seen a drop in performance.
- The average number of days for the completion of a Disabled Facilities Grant (DFG) has increased significantly from 197 last year to 260 days this period due to a greater number of more complex grants being completed. The service has also introduced a new Rapids Adaptation Grant where small/minor works are directed to Care & Repair; this grant does not follow the mandatory DFG application process and therefore is excluded from this data set; if these grants were taken into consideration the average time for delivery of a DFG would be 217 days. More detail is found below indicator 106.

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

- Youth Justice Service has continued to maintain service delivery consistently at 100% during 2014/15 for those children and young people requiring a substance misuse assessment and those who receive treatment or other intervention within the prescribed timescales. Improvement in the other areas has been maintained, and an increase in children's Education, Training or Employment hours has improved quarter on quarter this year.
- One indicator continues to achieve maximum performance but Homelessness performance has generally deteriorated somewhat as measured against the remaining five indicators. This is in the context of a 53% increase in statutory homeless cases presenting to the Housing Options Service and consequent 65% increase in necessary decision making; in respect of cases that continue to be increasingly complex. Deterioration also reflects the ever-increasing difficulty the Service is experiencing in securing suitable move-on accommodation; as the numbers provided by NPT Homes and other Housing Associations for nomination continues to decrease and the Social Lettings Agency faces growing and fierce competition for available suitable private rented sector accommodation. Effective early intervention and prevention work is nonetheless ongoing with the vast majority of those households who present to the Service.
- 8 out of 9 comparable Public Protection performance indicators have improved in the period (and the remaining one is to be discontinued in April 2015). The number of 'broadly compliant' food businesses is at its highest ever level and all high risk trading standards inspections will be completed by the year end. High risk inspections for animal health and health and safety have already been completed.
- Planning has seen mixed performance during the period with improvements in determining all other planning applications during the year within 8 weeks and average time taken from receipt of application to date decision is issued. Three measures have seen a drop in performance by 5% or more which relate to minor planning and householder planning applications determined within 8 weeks and applications where the quality of the development has been improved following negotiation by the case officer, explanations for these are found under indicators 126-128. 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.

- 100% of building control ‘full plan’ applications were checked within 15 working days .This has been achieved at the same time that there has been a reduction in the number of experienced staff employed within the Building Control Section as a result of contributions to the Council’s Forward Financial Plan. The number of full plan applications approved first time dropped marginally but continues with a high performance level of 96.6%.
- 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 1st April 2014 and a further four on 1st May 2014. The temporary closure of Pontardawe Library for refurbishment in November and December has also impacted on performance figures.
- Street scene, Asset Management and Highways (condition of roads) indicators are reported annually.

Section 2 - Summary of Quarterly Performance by Committee/Service Area - (quarter 3, 2013-2014 position in brackets)

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	5 (5)	0 (1)	3 (2)	4 (3)	1 (2)	13
P&R Total		5 (5)	0 (1)	3 (2)	4 (3)	1 (2)	13
2. Education	CYPE	8 (15)	2 (2)	5 (3)	7 (2)	0 (0)	22
3. Social Care – Youth Justice	CYPE	5 (3)	1 (1)	0 (0)	0 (2)	0 (0)	6
4. Social Care – Children’s Services	CYPE	24 (21)	0 (0)	3 (1)	4 (1)	14 (22)	45
CYPE Total		37 (39)	3 (3)	8 (4)	11 (5)	14 (22)	73
5. Social Care – Adults Services	SCHH	9 (6)	0 (0)	2 (4)	0 (1)	0 (0)	11
6. Housing – Homelessness and Housing Advice	SCHH	1 (4)	0 (0)	1 (1)	4 (1)	0 (0)	6
7. Housing – Private Sector Renewal	SCHH	2 (4)	0 (1)	0 (0)	3 (0)	2 (2)	7
8. Planning & Regulatory Services – Public Protection	SCHH	8 (5)	0 (0)	0 (1)	1 (4)	1 (0)	10
SCHH Total		20 (19)	0 (1)	3 (6)	8 (6)	3 (2)	34
9. Planning & Regulatory Services – Planning	ECR	3 (1)	0 (0)	2 (2)	3 (1)	1 (5)	9

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
10. Planning & Regulatory Services – Building Control	ECR	1 (1)	0 (0)	1 (1)	0 (0)	0 (0)	2
11. Economic Development	ECR	1 (3)	0 (0)	0 (0)	2 (0)	0 (0)	3
12. Asset Management	ECR	0 (0)	0 (0)	0 (0)	0(0)	7 (7)	7
13. Leisure & Libraries	ECR	0 (2)	0 (0)	1 (1)	0 (0)	5 (3)	6
ECR TOTAL		5 (7)	0 (0)	4 (4)	5 (1)	13 (15)	27
14. Environment & Transport – Waste Management	E&H	5 (5)	0 (0)	1 (0)	0 (1)	0 (0)	6
15. Environment & Transport – Transport and Highways	E&H	2 (1)	0 (0)	0 (1)	0 (0)	4 (4)	6
16. Environment & Transport – Countryside Management	E&H	0 (0)	0 (0)	0 (0)	0 (0)	1 (1)	1
17. Environment & Transport – Street Scene	E&H	0 (0)	0 (0)	0 (0)	0 (0)	3 (3)	3
E&H Total		7 (6)	0 (0)	1 (1)	0 (1)	8 (8)	16
Total Number of Performance Indicators		74 (76)	3 (5)	19 (17)	28 (16)	39 (49)	163
Overall performance Percentage (of comparable measures)		60% (67%)	2% (4%)	15% (15%)	23% (14%)		

NB - Quarter 3, 2013-2014 position in brackets.

Section 3: Quarterly Performance Management Data and Performance key

2014-2015 – Quarter 3 Performance (1st April 2014 – 31st December 2014)

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







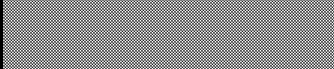



(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

(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 2013/2014 i.e. an overall performance indicator value for Wales.

(L) Local Performance Indicator set by the Council.

	Performance Key
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance is within 5% of previous years performance
	Performance has declined by 5% or more on previous years performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
	No comparable data (data not suitable for comparison / no data available for comparison)
	No All Wales data available for comparison.
	2013/14 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's). 18 of 43 comparable measures in upper quartile.
	2013/14 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's). 15 of 43 comparable measures in mid quartiles.
	2013/14 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's). 10 of 43 comparable measures in lower quartile.

1. Chief Executive's and Finance & Corporate Services

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
1	Benefits M001 (Local)	Percentage of new claims correctly assessed.	100%	100%		100%	100%	😊
2	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	N/a New	N/a New		13.13	11.38	↑
3	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	13 minutes	8 minutes		7.9 minutes	7.4 minutes	↑
4	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	1%	0.13%		0.14% 76 of 56,175	0.08% 37 of 49,700	↑
5	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.1%	97.3%	97.01%	84.9%	85.2%	↑
6	#CHR/002 (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.65	9.19	Data not yet available	6.64	6.72	v
7	CFH/006 (SID)	The percentage of undisputed invoices which were paid within 30 days.	92.4%	91.6%	91.5%	92.5%	91.1%	v
8	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%	97.0%	89.3%	85.9%	v

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

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





No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
9	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	99.4%	97.9%		97.9%	88.8%	↓
	The searches that have been over 10 days are due to the complex nature of searches against areas of land and also delays in getting responses to the enquiries from other internal departments.							
10	CHR/001 (SID)	The percentage of employees (including teachers and school based staff) who leave the employment of the local authority, whether on a voluntary or involuntary basis.	7.88%	9.63%	Data not yet available	6.92%	7.61%	↓
	The most significant increase in figures is linked to the downsizing of the organisation where employees have left under the Voluntary Redundancy scheme and demonstrates the actions the Council has been taking to reduce budgets.							
11	CS002 (Local)	Customer Services - Average time to answer telephone calls	28 seconds	30 seconds		30.5 seconds	39 seconds	↓
	Previous information regarding Contact Centre performance was included in the report for the Policy and Resources Committee on 27th November 2014 which included information on why performance had dropped in the contact centre and key actions for improving the service. A number of improvements have been made to the service since quarter 2 which has resulted in a reduction in abandoned calls and improved waiting times. In the three month period of October to December our abandoned call rate dropped to 5.02% and customer waiting times were reduced to 21 seconds. This has had a positive impact on the quarter 3 cumulative performance indicators.							
12	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	10.5%	12.87%		12.89%	14.71%	↓
	As above comment for CS002							
13	L(P) 13 (L) (Local)	Annual Savings (£)	£1,462,117	£797,516		Reported Annually	—	

2. Education – Schools

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
14	EDU/002ii (NSI) Joint 1 st	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%	2.0%	0%	0%	😊
15	EDU/003 (NSI/PAM) 20 th	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%	84.6%	82.0%	84.1% (1,144 of 1,360 pupils)	↑
16	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	24.9	82.2	79.8	↑
17	EDU/011 (NSI/PAM) 6 th	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	486	537	505	537	540	↑
18	EDU/016a (PAM) 22 nd	Percentage of pupil attendance in Primary Schools.	93.1%	93.0%	93.7%	93.0%	94.6% (3,153,617 of 3,333,372 sessions)	↑
19	EDU/016b (PAM) 12 th	The percentage of pupil attendance in Secondary Schools.	92.3%	92.6%	92.6%	92.6%	93.5% (2,182,564 of 2,333,737 sessions)	↑

Note – Quarter 3 data for indicators 14 – 19 for 2014/15 is 2013/14 Full Academic Year data

2. Education –Schools - continued

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
20	EDU/004 (PAM) 	The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	68.8%	73.1%	77.2%	73.1%	73.1% (1,096 of 1,500 pupils)	↔
21	EDU/008a (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0.1 1 pupil	0.1 1 pupil	Data not yet available	0.1 1 pupil	0.1 1 pupil	↔
22	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%	17.0%	10.3%	10.1% (151 of 1,500 pupils)	∨
23	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	0.095%	0.107% 1,572 days	0.112% 1,598 days	∨
24	EDU/017 (NSI/PAM) 	The percentage of pupils aged 15 at the preceding 31 August in schools maintained by the local authority who achieved the level 2 threshold including a GCSE grade A-C in English or Welsh first language and Mathematics.	54.1%	56.0%	52.5%	56.0%	55.8%	∨
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%	0.3%	0.1% (2 of 1,619 pupils)	0.2% (3 of 1,667 pupils)	↓
Increase of 1 pupil on the previous academic year.								

Note – Quarter 3 data for indicators 20 – 25 for 2014/15 is 2013/14 Full Academic Year data

2. Education - Schools -continued

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
26	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%	20.0%	16.4%	15.4% (209 of 1,360 pupils)	↓
	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.							
27	EDU/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.26 10 pupils	1.0 8 pupils	Data not yet available	1.0 8 pupils	1.3 10 pupils	↓
	There has been an increase in permanent exclusions in the secondary sector and a rise in days lost due to fixed term exclusions in both sectors. Measures are now in place to look at these rises:- <ul style="list-style-type: none"> • Inclusion Review in place with behaviour / exclusions identified as a priority area. • Exclusions shared with Challenge Advisors as they occur. • Chronology that led to the exclusions is being audited in a sample of schools 							
28	EDU/009b (SID)	The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the academic year.	16.1	38.5	11.9	38.5	52.2	↓
	EDU009 guidelines states that the definition for Part Time provision is at least 10 hours per week. Neath Port Talbot Home Tuition policy states that pupils up to year 9 should receive 1 hour a day tuition, year 10 pupils 1.5 hours a day and year 11 pupils 2 hours a day. These are in conflict with EDU009 performance indication guidelines. There have also been extreme difficulties accommodating 3 SEN pupils due to their complex needs.							
29	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	0.013%	0.011% 186 days	0.016% 262 days	↓
	Same comment as EDU008 b above.							

Note – Quarter 3 data for indicators 26 – 29 for 2014/15 is 2013/14 Full Academic Year data

2. Education - Other

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
30	EDU/015b (NSI) Joint 1st	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%	100%	96.6%	100%*	100%*	😊
31	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	112	103		103*	77*	↑
32	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service.	27.48%	33.07%		23.83%	22.28% (3,211 of 14,411)	v
33	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	774	788		788*	790*	v
34	L(FP) 1+ (Local)	Number of full day childcare places provided.	1,707	1,800		1,776	1,616	↓
The decrease in the number of places can be attributed to the re-classification of childcare/day centres by CSSIW. The indicator definition will be re-addressed for 2015/16.								
35	EDU/015a (NSI) 20th	The percentage of final statements of special education need issued within 26 weeks including exceptions	27.7%	32.0%	69.6%	32.0%*	23.37%*	↓
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								

*- Calendar year data -12 months data

3. Social Care - Youth Justice

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
36	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%	90.4%	98%	100%	😊
37	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%	96.6%	100%	100%	😊
38	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%	1.2%	39.5%	42%	↑
39	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%	16.1%	-8.6%	95%	↑
40	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%	-1.7%	-9.38%	3%	↑
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%	5.3%	0%	0%	↔

Note – Quarter 3 data for 2014/15 for SCY indicators is provisional data.

4. Social Care – Children’s Services

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
42	*SCC/001a (SID from 2014-15) Joint 1st	Priority Measure: The percentage of first placements of looked after children during the year that began with a care plan in place.	58.4%	100%	90.9%	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%	99.9%	100%	100%	😊
44	SCC/013aii (SID)	The percentage of open cases of children who have an allocated social worker - Children looked after.	95.2%	99.1%	95.2%	99.1%	100%	😊
45	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%	0%	0%	😊
46	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%	0.9%	4.5%	0.9%	0%	😊
47	*SCC/030a (SID from 2014-15) Joint 1st	The percentage of young carers known to Social Services who were assessed.	100%	100%	85.9%	100%	100%	😊
48	Local	Priority Measure: The percentage of child protection visits undertaken within 6 weeks. .	N/a New	99.6%		99.6%	100%	😊
49	SCC/006 (SID)	The percentage of referrals during the year on which a decision was made within 1 working day.	93.1%	97.2%	96.3%	96.9%	98.5%	↑

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


4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
50	SCC/007a (SID)	The percentage of referrals during the year that were allocated to a social worker for initial assessment.	48.5%	94.1%	75.5%	91.8%	94.4%	↑
51	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%	7.9%	6.2%	4.1%	↑
52	SCC/010 (SID)	Priority Measure: The percentage of referrals that are re-referrals within 12 months.	35.9%	22.1%	22.2%	23.3%	16.4%	↑
53	SCC/011b (NSI) 16 th	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%	42.9%	39.2%	41.8%	↑
54	SCC/013aiii (SID)	The percentage of open cases of children who have an allocated social worker – Children in need.	66.3%	68.0%	76.4%	65.4%	70.7%	↑
55	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%	31.8%	19.6%	31.1%	28.4%	↑
56	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%	90.0%	88.7%	90.9%	↑
57	SCC/021 (SID)	Priority Measure: The percentage of looked after children reviews carried out within statutory timescales during the year.	69.2%	95.0%	95.9%	92.9%	96%	↑
58	SCC/025 (PAM) 14 th	Priority Measure: The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	68.3%	86.9%	85.3%	86.0%	91.6%	↑

4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
59	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%	88.3%	92.1%	96.4%	↑
60	SCC/041a (NSI) 21 st	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	20.0%	69.8%	89.2%	40.0%	77.8%	↑
61	SCC/042a (SID)	Priority Measure: The percentage of initial assessments completed within 7 working days.	38.1%	80.6%	71.9%	77.7%	92%	↑
62	SCC/042b (SID)	The average time taken to complete initial assessments that took longer than 7 working days to complete.	30	18	19	18.3	14.1	↑
63	SCC/043a (SID)	Priority Measure: The percentage of required core assessments completed within 35 working days.	48.7%	70.2%	81.2%	69.3%	81%	↑
64	SCC/43b (SID)	The average time taken to complete those required core assessments that took longer than 35 days.	68	56	58	48.7	44.5	↑
65	Local	Priority Measure: The percentage of qualified and unqualified workers that receive supervision within 28 calendar days.	N/a New	92.5%		82.9%	90.1%	↑
66	SCC/030b (SID)	The percentage of young carers known to Social Services who were provided with a service.	84.2%	64.7%	80.1%	65.2%	64.7%	∨
67	SCC/034 (SID)	The percentage of child protection reviews carried out within statutory timescales during the year.	87.2%	97.5%	98.1%	99.4%	98.5%	∨

4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
68	SCC/041b (SID)	The percentage of eligible, relevant and former relevant children that have been allocated a personal advisor.	96.0%	100%	92.7%	100%	96.3%	▼
69	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%	93.4%	93.7%	87.8%	↓
The slight drop in performance is a result of a small number of reviews being completed out of timescale.								
70	SCC/011a (PAM) 	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%	78.9%	70.9%	66.1%	↓
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. 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.								
71	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%	89.9%	95.3%	89.6%	↓
The decrease in performance is a result of the delay in the completion of a small number of Section 47 enquiries.								
72	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%	62.7%	87.0%	75%	↓
It is recognised that this is an area which requires development and work is ongoing to improve mechanisms for capturing this information more accurately.								

4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
73	SCC/007c (SID)	The percentage of referrals during the year that did not proceed to allocation for initial assessment.	45.2%	1.5%	16.7%	1.9%	1.5%	—
74	SCC/002 (NSI) 15 th	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%	13.8%	Reported Annually		—
75	SCC/004 (NSI/PAM) 6 th	The percentage of children looked after on 31 March who have had three or more placements during the year.	8.7%	6.4%	8.3%	Reported Annually		—
76	SCC/022a (SID)	The percentage attendance of looked after pupils whilst in care in primary schools.	90.1%	93.1%	95.1%	Reported Annually		—
77	SCC/022b (SID)	The percentage attendance of looked after pupils whilst in care in secondary schools.	83.8%	89.7%	91.6%	Reported Annually		—
78	SCC/033d (NSI) 12 th	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		—
79	SCC/033e (NSI) Joint 1 st	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%	85.9%	Reported Annually		—




4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
80	SCC/033f (NSI) 8 th	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%	54.8%	Reported Annually		—
81	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%	51.6%	Reported Annually		—
82	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%	37.2%	Reported Annually		—
83	SCC/037 (NSI) 4 th	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	162	335	262	Reported Annually		—
84	SCC/044a (SID)	The percentage of children looked after who were permanently excluded from school during the previous academic year	0%	0%	0.1%	Reported Annually		—
85	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	6.8	Reported Annually		—
86	SCC/045 (PAM) 20 th	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	82.2%	89.6%	No data reported	87.1%	—

5. Social Care - Adults Services

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
87	SCA/018a (PAM) Joint 1 st	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%	85.8%	100%	100%	😊
88	SCA/019 (NSI/PAM) Joint 1 st	The percentage of adult protection referrals completed where the risk has been managed.	100%	100%	94.45%	99.0%	100%	😊
89	SCA/001 (NSI) 11 th	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	5.97	3.49	4.70	3.08	2.41	↑
90	SCA/002a (NSI) 5 th	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	74.48	101.53	103.91	↑
91	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%	93.84%	92.75%	94.17%	↑

5. Social Care – Adult Services – c ontinued

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
92	SCA/007 (NSI) 	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	76.1%	81.7%	81.1%	74.8%	77.8%	↑
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%	39.4%	17.82%	17.95%	↑
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%	63.8%	46.3%	79.6%	↑
95	SCA/020 (PAM) 	The percentage of adult clients who are supported in the community during the year.	82.6%	85%	86.33%	87.2%	87.7%	↑
96	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	19.84	23.01	23.16	v
97	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%	83.71%	85.07%	84.85%	v

6. Housing – Homelessness and Housing Advice

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
98	HHA/016 (SID)	The average number of days all homeless families with children spent in bed and breakfast accommodation.	0	0	22.91	0	0	😊
99	HHA/013 (NSI/PAM) <i>* See Below</i>	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	97.1%	95.2%	66.4%	95.0%	94.3%	∇
100	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	135	66.5	74.97	↓
<p>It took 11,096 working days to discharge duty on the 148 statutory homeless presentations during the period, i.e. an average of 74.97 working days. For the same period in 2013/14 it took 6,451 working days to discharge duty on 97 statutory homeless presentations, i.e. an average of 66.5 working days. Although performance has decreased somewhat, i.e. by 8.47 days/13%, there has been a 53% increase in the number of homeless presentations and consequent 65% increase in the number of qualifying duties discharged, compared to the same period last year.</p>								
101	HHA/008 (SID)	The percentage of homeless presentations decided within 33 working days.	96.6%	96.4%	87.5%	98.0%	85.04%	↓
<p>Of the 428 homeless presentations, 364 were decided within 33 days. This equates to 85.04% compared to 98.01% for the same period 2013/14. This deterioration in performance reflects the proportion of the greatly increased presentations reported on above in respect of HHA/02 which complex cases were requiring extensive enquires to be made in order to inform the homelessness decision.</p>								

6. Housing – Homelessness and Housing Advice -continued

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
102	HHA/017a (SID)	The average number of days that all homeless households spent in bed and breakfast accommodation	16.02	16.61	35.57	11.43	16.69	↓
	<p>43 homeless households spent time in B&B accommodation totaling 718 days; ie an average of 16.69 days per household.</p> <p>Explanation for 17a & 17b : This deterioration in performance reflects the ever-increasing difficulty the Service is experiencing in securing suitable move-on accommodation; as the numbers provided by NPT Homes and other Housing Associations for nomination continues to decrease and the Social Lettings Agency faces growing and fierce competition for available suitable private rented sector accommodation.</p>							
103	HHA/017b SID	The average number of days that all homeless households spent in other forms of temporary accommodation.	111.97	106.49	159.19	100.36	110.90	↓
	<p>71 homelessness households spent time in other forms of temporary accommodation totaling 7,874 days; ie an average of 110.90 per household.</p>							

* - A Wales Audit Office report (published in 2013 identified a wide variation in how local authorities interpret guidance for indicator HHA/013 relating to homelessness prevention, resulting in a wide variation of performance reported. Due to these variations, the Welsh Government Statistical Release will advise in the publication of this data that the indicator should not be compared across local authority boundaries, however comparisons can be made over time within individual local authorities.

7. Housing - Private Sector Renewal

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
104	PSR/004 (NSI) 3 rd	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%	9.23%	31.56%	37.42%	↑
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%	Data not yet available	1.4%	1.63%	↑
106	PSR/002 (NSI/PAM) 6 th	The average number of calendar days taken to deliver a Disabled Facilities Grant.	244	204	239	197	260	↓
	<p>253 DFG's were delivered during the current period, at an average of 260 days per DFG. (This compares to 223 DFG's delivered at an average of 197 days during the same period 2013/14). The average number of days for the completion of a Disabled Facilities Grant (DFG) has increased significantly during this reporting period due to a greater number of more complex grants being completed. There were a greater number of complex grants for children resulting in a higher number of extensions.</p> <p>The average number of days for the completion of a DFG can be split into 2 areas, from referral to OT authorisation is 122 days and from OT authorisation to completion is 138 days.</p> <p>Two children at the same property in particular had a DFG each taking 1622 days to complete due to the complexity of their needs and the works involved. Excluding these 2 exceptional cases the average number of days to complete DFG's is 249 days.</p> <p>The service has also introduced a new Rapids Adaptation Grant where small/minor works are directed to Care & Repair; this grant does not follow the mandatory DFG application process and therefore is excluded from this data set; if these grants were taken into consideration the average time for delivery of a DFG would be 217 days.</p>							
107	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	386	310	Data not yet available	283	485	↓
	<p>23 DFG's were delivered to Children & Young People, at an average of 485 calendar days per DFG (This compares to 12 DFG's delivered at an average of 283 days during the same period 2013/14). The average time for completing a DFG for children has increased with the overall time taken being substantially higher than the average time for adults due to each referral having more extensive and complex works completed. There was also an increase in the number of grants completed for children. Two children at the same property in particular had a DFG, each taking 1622 days to complete due to the complexity of their needs and the works involved. Excluding the 2 exceptional cases where the DFG's took 1622 days to complete, the average number of days to complete DFG's in this reporting period for children is 377 days.</p>							

7. Housing - Private Sector Renewal - continued

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
108	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	233	197	Data not yet available	192	237	↓
	230 DFG's were delivered to Adults, at an average of 237 calendar days per DFG (This compares to 211 DFG's delivered at an average of 192 days during the same period 2013/14). The average time taken to deliver a DFG to adults has increased due to a number of smaller adaptations now being channelled through the Rapid Adaptation Grants in place of the traditional DFG; if these grants were included in the data then the average time for delivery of a DFG to an adult would be 207 days.							
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%	Data not yet available	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%		0.2%	0%	—

8. Planning and Regulatory Services - Public Protection

111	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%	100%	96%	67%	100%	😊
112	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%	No data available	57%	100%	😊
113	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	100%	99%	69%	70%	↑
114	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	99%	82%	97%	53%	55%	↑

8. Planning and Regulatory Services - Public Protection - continued

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
115	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	70.4%	78.7%	87.7%	71%	81%	↑
116	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	90%	77.3%	92.6%	73%	80%	↑
117	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%	92%	66%	70%	↑
118	PPN/009 (PAM) 8 th	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	83.02%	92.2%	90.3%	90.1%	93.6%	↑
119	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%	60%	55%	49%	↓
	Of the 283 new businesses identified by Trading Standards, 140 were subject to a Trading Standards risk assessment visit or self-returned self-assessment questionnaire for this period. All businesses are sent a self assessment questionnaire as they are detected. At the end of every quarter reports are run from the database to detect businesses that have been detected by other departments, and they are then contacted in the same manner. Many of these businesses are types which would be considered low risk, or unlikely to have many trading standards related enforcement issues. With increasing demands on the service it would be poor use of resources to send officers out to inspect premises such as hairdressers, child minders (which have little or no Trading Standards risk), non food retailers (such as card shops) and beauty salons. New businesses that are likely to be higher risk are given a higher priority to visit; these would include toy manufacturers or importers, food manufacturers or importers, packers of goods by weight or volume, car dealers, feed mills, and traders with of poor control systems and that regularly infringe. Consequently the Trading Standards Manager recommends removal of this performance indicator from 1 st April 2015 as it is not reflective of the work carried out by the department.							
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%	61%	50%	* See note	—

Note - There were no new businesses identified during this reporting period.

9. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
121	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	96.6%	95.5%		94.9%	96.5%	↑
122	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	83.5%	73.9%	70.3%	74.2%	79.2%	↑
123	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	N/a New	87.6 days		86.9 days	81.4 days	↑
124	PLA/M001 (Local)	Average time taken from receipt of application to validation of application -days	N/a New	30.1 days		30.07 days	30.52 days	▼
125	PLAM/004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	N/a New	23.1%		25%	23.8%	▼
126	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	75.5%	71.3%	63.3%	74.2%	61.9%	↓
	The percentage of minor planning applications determined during the year within 8 weeks dropped from 74.2% to 61.9%, which remains a consequence of the complexity of the type of application determined and pressures on staff resources, but is partly balanced by the increase in performance for ‘all other’ planning application - PLA/004 d) – which increased from 74.2% to 79.25%.							

9. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
127	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	98.0%	94%	86.3%	93.2%	88.1%	↓
	The percentage of householder planning applications determined during the year within 8 weeks - remains high at close to 88% but falls short of the high standards set in recent years. The relatively poor Q1 performance has affected these cumulative figures, although the performance in Q3 (October – December) taken by itself (89%) demonstrates improvement in challenging times.							
128	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%		35.4%	29%	↓
	The percentage of applications where the quality of the development has been improved - has dropped in comparison with the same quarter last year. Nevertheless, this figure is largely dependent on the nature of applications that are received during any quarter and, as a consequence, is subject to minor fluctuations throughout the year. The cumulative figure was 29% of applications requiring the intervention of Officers to improve proposals to make them more acceptable. This reduction in the overall number of applications requiring improvement can be attributed to the fact that the Department received a greater number of applications which were acceptable upon submission, and as such did not require negotiation.							
129	PLA/006(b) (NSI) 5 th	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%	37%	Reported Annually		—

10. Planning and Regulatory Services – Building Control

130	BCT/004 (SID)	Percentage of Building Control ‘full plan’ applications checked within 15 working days during the year.	96.1%	98.1%	93.6%	98.8%	100%	😊
131	BCT/007 (SID)	The percentage of ‘full plan’ applications approved first time.	97%	99%	97%	98.8%	96.2%	v

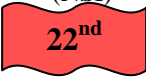

11. Economic Development

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
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		496	554	↑
133	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	137	255		176	133.5	↓
	Performance output for this indicator was affected by the fact that the Loan Fund was not available for the first six months of 2014/15. This was due to changes in consumer credit regulations which required the Fund to be registered with the Financial Conduct Authority. This has now been done and the Council has received confirmation that applications for loan funding can resume. This should impact on the figures reported by the end of the year. In addition, there are a number of approved applications that are still being processed and we anticipate that these outputs will reflect in the figure reported at the end of the year. It is anticipated that the target set for this indicator for 2014/15 will be achieved.							
134	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	349	429		318	264	↓
	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.							

12. Corporate Health – Asset Management

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
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%	16.4%	Reported Annually		—
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%	57.3%			—
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%	22.8%			—
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%	3.6%			—
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%	8.4%			—
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%	52.0%			—
141	CAM/001biii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 – Desirable work	20.7%	24.2%	39.5%			—



13. Leisure and Libraries

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
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	8,954	4,334 (607,161 visits)	4,172 (583,695 visits)	v
143	LCL/001(b) (NSI) 	The number of people using Public Libraries during the year, per 1,000 population.	6,831	6,839	5,851	5,124 (717,872 visits)	4,238 (592,808 visits)	—
144	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	4,146	4,190	4,424	3,170 (444,103 issued)	2,402 (336,106 issued)	—
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 1st April 2014 and a further four on 1st May 2014. The temporary closure of Pontardawe Library for refurbishment in November and December has also impacted on performance.								
145	LCL/002b (SID)	The percentage of available computer hours, in use.	46%	48%	39%	Reported Annually	—	
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		—	

14. Environment & Transport – Waste Management

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
148	WMT/009b (NSI/PAM) 14 th	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%	54.33%	54.21%	58.61%	↑
149	WMT/004b (NSI/PAM) 3 rd	The percentage of municipal waste collected by local authorities sent to landfill.	20.3%	14.04%	37.72%	14.8%	11.30%	↑
150	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.15%	0.18%	2.06%	0.16%	0.29%	↑
151	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%	18.49%	16.23%	20.92%	↑
152	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	27.54%	29.33%	9.11%	24.8%	28.0%	↑
153	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	34.92%	38.09%	33.80%	37.82%	37.40%	v



15. Environment & Transport – Transport and Highways

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
154	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.94	1.83	4.75	1.65	1.54	↑
155	THS/007 (NSI) 	The percentage of adults aged 60 or over who hold a concessionary bus pass.	91.8%	88.9%	84.3%	88.9%	90.1%	↑
156	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	7.9%	6.8%	4.5%	Reported Annually	—	
157	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	6.7%	5.2%	6.1%		—	
158	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	9.6%	8.2%	18.9		—	
159	THS/012 (PAM) 	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%	13.2%		—	

16. Environment & Transport - Countryside Management

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 3 2013/14	Quarter 3 2014/15	Direction of Improvement
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%	69%	Data reported twice a year in QTR 2 & QTR 4.		—

17. Environment & Transport - Street Scene

161	STS/005b (PAM) 	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	83%	98.5%	96.8%	Reported Annually		—
162	STS/005a (SID)	The cleanliness Indicator	70	67.6	73.2			—
163	STS/006 (NSI) 	The percentage of reported fly tipping incidents cleared within 5 working days.	95.25%	81.10%	95.03%			—