

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

QUARTERLY PERFORMANCE MANAGEMENT DATA 2014-2015 – QUARTER 4 PERFORMANCE (1ST APRIL 2014– 31ST MARCH 2015)

Purpose of Report:

To report quarter 4 performance management data for the period 1st April 2014 to 31st March 2015 for Chief Executive's and Finance & Corporate Services Directorates and, the performance management data for the same period for services that are within the remit of the other four main Scrutiny Committees (CYPE, SCHH, E&H and ECR). This will enable the Policy & Resources Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

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.

Appendices

Quarterly Performance Management Data 2014-2015 – Quarter 4 Performance (1st April 2014– 31st March 2015) – APPENDIX 1 (PRB-090715-REP-CE-KJ)

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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**Quarterly Performance Management Data 2014-2015 – Quarter 4
Performance (1st April 2014– 31st March 2015)**

Report Contents:

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Section 1: Key points.

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

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

Children's Services

In February 2015, the Care and Social Services Inspectorate of Wales (CSSiW) completed a full inspection and the outcome was notified to the Council on 21st April 2015. As a consequence of the significant improvements made during the past two years, the CSSiW announced that the Serious Concerns Protocol had been lifted from Children's Social Services.

The service has consistently achieved the required standard for all of the 8 key priority measures that were initially agreed with CSSiW and are clearly being maintained as the Service moves forward. All 8 priority measures improved and exceeded their target in the year.

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

Education

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 on to decrease.

- **Improvement Objective 3 -Maximising Choice & Independence**

Adults Services

9 of the 11 adult services performance indicators have improved or achieved maximum performance during the period. We saw excellent progress in carers assessments and delayed transfers of care. As we have remodelled what we do, it has been a challenge to ensure if review performance is good enough. This is a main priority in 2015/16 and we have robust plans in place to improve performance.

Housing - Private Sector Renewal

We achieved our Corporate Improvement Plan revised target (285 days) and completed our Disabled Facilities Grant (DFG) on average in 252 days. This was a planned increase from last year's 204 days due to the introduction of the Rapid Adaptation Grants process which took smaller jobs out of the DFG process and also due to a number of more complex grants being completed. During 2014/2015 there were also a number of very complex extensions for children which were started in previous financial years. We were however able to complete more DFG's, 323 this year (287 last year) due to the average cost being lower than predicted allowing the budget to go further.

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

Economic Development

All three measures exceeded their targets as set in the Corporate Improvement Plan for 2014/15. A growing confidence in the local business community, resulting in an increase in number of enquiries that

the Business Development team handled throughout 2014/15 compared to the previous year. The availability of Enhanced Local Needs Support has also had a positive impact on the number of business enquiries in addition to the Business Development team continuing to be fully engaged with businesses leading to the requirement to deal with enquiries covering a wide range of issues and topics.

In terms of the number of jobs created and the number of new business start-up enquiries, during the year we saw a planned lower output compared to the previous year.

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

Waste Management

The Council is progressing with the implementation of its waste strategy and has achieved the 2015/16 statutory recycling and composting target of 58% during 2014/15. All six waste performance indicators have improved.

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

Sickness Management

Sickness across the Council has increased slightly (by 2.3%) to an average of 9.4 FTE (full time equivalent) for 2014-2015 compared to 9.19 FTE days last year. The Council did not meet its target to reduce sickness by 5% for the year.

Scrutiny Committee recently received a presentation outlining measures being taken to bring about a step change in levels of long term sickness absence.

- **Customer Services**

Customer waiting times (face to face contact at Neath and Port Talbot One Stop Shops) continues to improve with fewer customer walk offs. There has also been a marked reduction in the number of customers that we saw on a face to face basis 67,886 this year compared to 75,576 last year. This may be partly attributed to the introduction of and the promotion by staff of online service requests for customers. Also, through continued collaborative working with NPT Homes we have further reduced the number of incorrect enquiries made by their tenants to the Council. All customers who visit the One Stop Shops are encouraged to make use of online requests e.g. booking van permits, booking bulk collections, the ordering of recycling/refuse equipment. This naturally reduces the need for customers to attend in person or telephone. The

percentage of calls abandoned after 5 seconds has also improved on last year. Over the year there was an increase in the average time to answer telephone calls for previously documented reasons (including external influences). However, since addressing these we have seen a significant improvement in performance in the three month period January to March 2015 our across these measures which have been further improved during the 1st quarter of 2015-2016.

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

• **Youth Justice**

NPT Youth Offending Team has now amalgamated with Bridgend and Swansea to form the Western Bay Youth Justice and Early Intervention Service. NPT Youth Offending Team has improved its performance in 2014/15 and moves into Western Bay with a commitment to maintaining and developing its performance as part of Western Bay whilst ensuring local issues within Neath Port Talbot are addressed.

• **Homelessness and Housing**

Performance measured against one indicator continued at the maximum possible, one measure improved slightly and the remaining four measures deteriorated. This deterioration was in the context of a 30% increase in statutory homeless cases presenting to the Housing Options Service compared to the previous year, an ongoing increasing complexity of cases dealt with and continuing difficulty in securing suitable move-on accommodation. Effective early intervention and prevention work was nonetheless successful with the majority of those households who present to the Service

• **Public Protection**

Just 2 out of 8 comparable Public Protection performance indicators have declined in the period (percentage of significant breaches rectified for animal health purposes and contact with new businesses for Trading Standards), whilst 3 saw improved performance and 4 remained the same (3 of which achieved 100% performance). All significant breaches are dealt with as quickly as possible and new businesses are contacted at the earliest opportunity, once they are identified. This set of Public Protection performance indicators are therefore very positive.

• **Planning**

Planning has seen mixed performance during the period; improvements include determining all major and other planning applications during the year

within 8 weeks and reducing the average time taken for making a decision on applications. Some of the indicators saw a drop in performance which includes minor planning and householder planning applications determined within 8 weeks. Although not a measure in itself, overall the performance of the team in determining planning applications within the statutory 8 weeks has fallen this year from 78.5% to 76.8%, which is indicative both of the complexity of applications and appeals the team has had to deal with, and the recent pressures on staff resources. Nevertheless, despite these challenging times, officers remain committed to the delivery of a quality planning service, and will continue to ensure that Officers encourage and engage in 'front-loaded' negotiations, through the successful chargeable pre-application service. This was introduced in 2014 and is effective in reducing delays for developers later in the process.

- **Building Control**

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%.

- **Libraries**

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. Comparing like for like (with the remaining Libraries), visits are up 1.44%, Material Issued down 11.13%. The withdrawal of the Mobile Library service from Southern Powys has impacted on the Material Issued figures (withdrawal of funding from Powys).

- **Asset Management**

Six of the seven buildings categories have improved since last year. There has been slight improvement in condition of buildings that are good and satisfactory. The percentage of buildings in category C (poor) and the percentage of urgent and essential works has continued to drop, resulting from further reduction of poor/bad category buildings owned or leased by NPT.

- **Transport and Highways**

All six indicators have improved which include improved condition of our roads, a reduction in average time to repair street lamp failures during the year and a higher percentage of adults aged 60 or over who hold a

concessionary bus pass. With respect to roads, these have benefitted from several years of substantial additional funding, firstly the Council's three year Urban Streets Initiative and secondly additional WG Local Government Borrowing Initiative funding, both of which have ended.

- **Street Scene & Countryside Management**

We have increased the percentage of total length of 'Rights of Way' which are easy to use by members of the public and our highways and relevant land cleanliness has improved. The statutory fly tipping performance indicator has seen a drop in the performance outturn for the year, an explanation for this is reported under performance indicator number 163.

Section 2 - Summary of Quarterly Performance by Committee/Service Area - (quarter 4, 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	7 (7)	0 (0)	2 (4)	3 (2)	1 (0)	13 (13)
P&R Total		7 (7)	0 (0)	2 (4)	3 (2)	1 (0)	13 (13)
2. Education	CYPE	8 (15)	2 (2)	8 (3)	4 (2)	0 (0)	22 (22)
3. Social Care – Youth Justice	CYPE	5 (5)	0 (0)	0 (0)	0 (1)	1 (0)	6 (6)
4. Social Care – Children’s Services	CYPE	31 (33)	0 (0)	8 (3)	5 (4)	1 (5)	45 (45)
CYPE Total		44 (53)	2 (2)	16 (6)	9 (7)	2 (5)	73 (73)
5. Social Care – Adults Services	SCHH	9 (9)	0 (0)	2 (2)	0 (0)	0 (0)	11 (11)
6. Housing – Homelessness and Housing Advice	SCHH	2 (3)	0 (0)	1 (3)	3 (0)	0 (0)	6 (6)
7. Housing – Private Sector Renewal	SCHH	2 (4)	0 (0)	0 (1)	3 (0)	2 (2)	7 (7)
8. Planning & Regulatory Services – Public Protection	SCHH	6 (7)	1 (0)	1 (1)	1 (2)	1(0)	10 (10)
SCHH Total		19 (23)	1 (0)	4 (7)	7 (2)	3 (2)	34 (34)
9. Planning & Regulatory Services – Planning	ECR	4 (1)	0 (0)	1 (3)	3 (1)	1 (4)	9 (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 (2)	0 (0)	1 (0)	0 (0)	0 (0)	2 (2)
11. Economic Development	ECR	1 (3)	0 (0)	0 (0)	2 (0)	0 (0)	3 (3)
12. Asset Management	ECR	6 (6)	0 (0)	1 (1)	0 (0)	0 (0)	7 (7)
13. Leisure & Libraries	ECR	1 (4)	0 (1)	0 (1)	0 (0)	5 (0)	6 (6)
ECR TOTAL		13 (16)	0 (1)	3 (4)	5 (2)	6 (4)	27 (27)
14. Environment & Transport – Waste Management	E&H	6 (5)	0 (0)	0 (0)	0 (1)	0 (0)	6 (6)
15. Environment & Transport – Transport and Highways	E&H	6 (5)	0 (0)	0 (1)	0 (0)	0 (0)	6 (6)
16. Environment & Transport – Countryside Management	E&H	1 (0)	0 (0)	0 (1)	0 (0)	0 (0)	1 (1)
17. Environment & Transport – Street Scene	E&H	2 (1)	0 (0)	0 (1)	1 (1)	0 (0)	3 (3)
E&H Total		15 (11)	0 (0)	0 (3)	1 (2)	0 (0)	16 (16)
Total Number of Performance Indicators		98 (110)	3 (3)	25 (24)	25 (15)	12 (11)	163 (163)
Overall performance Percentage (of comparable measures)		65.0% (72.4%)	2.0% (2.0%)	16.5% (15.8%)	16.5% (9.8%)		

NB - Quarter 4, 2013-2014 position in brackets.

Section 3: Quarterly Performance Management Data and Performance key

2014-2015 – Quarter 4 Performance (1st April 2014 – 31st March 2015)

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







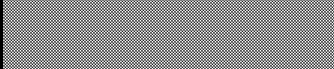



(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

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

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

All Wales The data shown in this column is the figure calculated using the base data supplied by all authorities for 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	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
1	Benefits M001 (Local)	Percentage of new claims correctly assessed.	100%		100%	100%	😊
2	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	N/a New		7.53	6.86	↑
3	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	13 minutes		8 minutes	6.8 minutes	↑
4	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	10.5%		12.87%	12.47%	↑
5	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	1%		0.13%	0.08% 53 of 67,886	↑
6	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.1%	97.01%	97.3%	97.5%	↑
7	CFH/008 (SID)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	97.3%	97.0%	98.1%	100.7%	↑
	In 2014/15 the net collectable debit decreased in March 2015 due to a significant decrease in Rateable Value for Tata Steel. As Tata Steel had already paid their rates based on the higher Rateable Value and the refund was not actioned until 2015/16, the Business Rates team had effectively received more income than rates due for that financial year hence the 100.7% collection rate. Had the refund to Tata Steel been actioned in the same financial year (i.e 2014/15) the collection rate would have been 98.2%.						
8	#CHR/002 (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.65	Data not yet available	9.19	9.4	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	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
9	CFH/006 (SID)	The percentage of undisputed invoices which were paid within 30 days.	92.4%	91.5%	91.6%	90.7%	V
10	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	99.4%		97.9%	86.3%	↓
	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.						
11	CS002 (Local)	Customer Services - Average time to answer telephone calls	28 seconds		30 seconds	33 seconds	↓
	During the first 2 quarters of 2014-2015 the Contact Centre experienced very high levels of demand for a number of previously reported reasons including strike action after effects and the introduction of new Recycling routines. These had a considerable effect on telephone demand and our ability to answer increased customer call volumes. Measures were put in place to address these concerns such as the introduction of a specific Interactive Voice Recognition system (Press 1 for Refuse and Recycling etc.) on the 686868 telephone number and the introduction of new working methods using alternative faster computer systems. From the end of the second quarter, improvements have been made in our key performance indicators. However, the high call demand in the first two quarters of the year has meant that even though we have made very good improvements in the second half of the year, the average time remains slightly higher than last year due to this high demand period at the beginning of the year.						
12	L(P) 13 (L) (Local)	Annual Savings (£)	£1,462,117		£797,516	£534,399	↓
	The savings generated through procurement activity are reliant on the contracts that have been undertaken during that period and the ability to measure savings against an existing contract or service provision. In 2012-2013, the figures were largely inflated by the huge savings recorded in home to school transport which had never been subject to any previous form of competition. In 2013-2014, we also recorded large Home To School Transport savings of £347k, whilst this year it's a more modest but still significant £100k. These alone, would account for the difference and reduction year on year						
13	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%	Data not yet available	9.63%	Data not yet available	—

2. Education – Schools

No	PI Reference	PI Description	2012/13 Actual (2011/12 Academic year)	All Wales 2013/14 (2012/13 academic year)	Quarter 4 2013/14 (2012/13 academic year)	Quarter 4 2014/15 (2013/14 academic year)	Direction of Improvement
14	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%	2.0% Joint 1 st	0%	0%	😊
15	EDU/003 (NSI/PAM)	The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	80.6%	84.6% 20 th	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	24.9	82.2	79.8	↑
17	EDU/011 (NSI/PAM)	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	486	505 6 th	537	540	↑
18	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	93.1%	93.7% 22 nd	93.0%	94.6% (3,153,617 of 3,333,372 sessions)	↑
19	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	92.3%	92.6% 12 th	92.6%	93.5% (2,182,564 of 2,333,737 sessions)	↑

2. Education – Schools - continued

No	PI Reference	PI Description	2012/13 Actual (2011/12 Academic year)	All Wales 2013/14 (2012/13 academic year)	Quarter 4 2013/14 (2012/13 academic year)	Quarter 4 2014/15 (2013/14 academic year)	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%	77.2% 19th	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	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%	17.0% 14th	10.3%	10.0% (150 of 1,500 pupils)	v
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	0.095%	0.107% 1,572 days	0.112% 1,598 days	v
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%	52.5% 7th	56.0%	55.8%	v
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%	0.3% 7th	0.1% (2 of 1,619 pupils)	0.2% (3 of 1,667 pupils)	v

2. Education - Schools -continued

No	PI Reference	PI Description	2012/13 Actual (2011/12 Academic year)	All Wales 2013/14 (2012/13 academic year)	Quarter 4 2013/14 (2012/13 academic year)	Quarter 4 2014/15 (2013/14 academic year)	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%	20.0%	16.4%	15.4% (209 of 1,360 pupils)	v
	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/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.012% 191 days	0.013%	0.011% 186 days	0.016% 262 days	v
	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/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.26 10 pupils	Data not yet available	1.0 8 pupils	1.3 10 pupils	↓
	Same comment as EDU010a above						
29	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	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.						

2. Education - Other

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
30	EDU/015b (NSI)	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%	96.6% Joint 1 st	100%*	100%*	😊
31	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	112		103*	77*	↑
32	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service.	27.48%		33.07%	30.24%	∨
33	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	774		788*	790*	∨
34	L(FP) 1+ (Local)	Number of full day childcare places provided.	1,707		1,800	1,624	↓
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)	The percentage of final statements of special education need issued within 26 weeks including exceptions	27.7%	69.6% 20 th	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	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 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%	90.4%	98.5%	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%	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%	1.2%	25.8%	50.5%	↑
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%	16.1%	38.2%	71.3%	↑
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%	-1.7%	-3.7%	2.6%	↑
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%	5.3%	0%	n/a	—
No young people had a closed custodial sentence within that period therefore nothing to measure for this indicator.							

NB - The above Youth Justice indicators will be not be reported after 2014-15 and will be replaced in 2015-16 by new regional 'Western Bay' measures which will be reported to Children, Young People and Education Scrutiny Committee on a six monthly basis. These will include a new 'Mental Health Measure'.

4. Social Care – Children’s Services

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
42	*SCC/001a (SID from 2014-15)	Priority Measure: The percentage of first placements of looked after children during the year that began with a care plan in place.	58.4%	90.9% Joint 1 st	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%	99.9%	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%	0%	😊
45	*SCC/030a (SID from 2014-15)	The percentage of young carers known to Social Services who were assessed.	100%	85.9% Joint 1 st	100%	100%	😊
46	SCC/030b (SID)	The percentage of young carers known to Social Services who were provided with a service.	84.2%	80.1%	64.7%	100%	😊
47	Local	Priority Measure: The percentage of child protection visits undertaken within 6 weeks. .	N/a New		99.6%	100%	😊
48	SCC/044a (SID)	The percentage of children looked after who were permanently excluded from school during the previous academic year	0%	0.1%	0%	0%	😊

*- 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	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
49	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%	13.8% 15 th	15.7%	10.7%	↑
50	SCC/006 (SID)	The percentage of referrals during the year on which a decision was made within 1 working day.	93.1%	96.3%	97.2%	98.5%	↑
51	SCC/010 (SID)	Priority Measure: The percentage of referrals that are re-referrals within 12 months.	35.9%	22.2%	22.1%	15.4%	↑
52	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%	78.9% 20 th	68.3%	74.4%	↑
53	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%	42.9% 16 th	38.7%	47.1%	↑
54	SCC/013aii (SID)	The percentage of open cases of children who have an allocated social worker - Children looked after.	95.2%	95.2%	99.1%	99.6%	↑
55	SCC/013aiii (SID)	The percentage of open cases of children who have an allocated social worker – Children in need.	66.3%	76.4%	68.0%	71.8%	↑
56	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%	19.6%	31.8%	25.5%	↑

4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
57	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%	4.5%	0.9%	0.4%	↑
58	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%	89.9%	93.5%	94.4%	↑
59	SCC/021 (SID)	Priority Measure: The percentage of looked after children reviews carried out within statutory timescales during the year.	69.2%	95.9%	95.0%	96.6%	↑
60	SCC/022a (SID)	The percentage attendance of looked after pupils whilst in care in primary schools.	90.1%	95.1%	93.1%	94.2%	↑
61	SCC/025 (PAM)	Priority Measure: The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	68.3%	85.3% 14 th	86.9%	91.9%	↑
62	SCC/034 (SID)	The percentage of child protection reviews carried out within statutory timescales during the year.	87.2%	98.1%	97.5%	98.5%	↑
63	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%	51.6%	42.1%	57.1%	↑
64	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%	37.2%	55.6%	57.1%	↑
65	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	88.3%	93.0%	97.2%	↑

4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
66	SCC/041a (NSI)	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	20.0%	89.2% 21 st	69.8%	83.9%	↑
67	SCC/042a (SID)	Priority Measure: The percentage of initial assessments completed within 7 working days.	38.1%	71.9%	80.6%	91.9%	↑
68	SCC/042b (SID)	The average time taken to complete initial assessments that took longer than 7 working days to complete.	30	19	18	14.2	↑
69	SCC/043a (SID)	Priority Measure: The percentage of required core assessments completed within 35 working days.	48.7%	81.2%	70.2%	84.4%	↑
70	SCC/43b (SID)	The average time taken to complete those required core assessments that took longer than 35 days.	68	58	56	44.3	↑
71	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	89.6% 20 th	82.2%	88.6%	↑
72	Local	Priority Measure: The percentage of qualified and unqualified workers that receive supervision within 28 calendar days.	N/a New		92.5%	93.8%	↑
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%	8.3% 6 th	6.4%	6.9%	▼

4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
74	SCC/007a (SID)	The percentage of referrals during the year that were allocated to a social worker for initial assessment.	48.5%	75.5%	94.1%	93.1%	▼
75	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%	7.9%	4.4%	5.5%	▼
76	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%	90.0%	91.4%	88.4%	▼
77	SCC/022b (SID)	The percentage attendance of looked after pupils whilst in care in secondary schools.	83.8%	91.6%	89.7%	85.4%	▼
78	SCC/033d (NSI)	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	72.2%	93.4% 12 th	95.7%	95.2%	▼
79	SCC/041b (SID)	The percentage of eligible, relevant and former relevant children that have been allocated a personal advisor.	96.0%	92.7%	100%	96.8%	▼
80	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%	93.4%	89.8%	86.5%	▼
81	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%	62.7%	85.7%	77.1%	↓
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	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
82	SCC/033e (NSI)	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19.	92.3%	85.9% Joint 1 st	100%	90%	↓
	The small numbers of young people in this category impact on the figures. The young people affected were in transitional arrangements pending their subsequent move to suitable accommodations.						
83	SCC/033f (NSI)	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19.	46.2%	54.8% 8 th	63.6%	40.0%	↓
	The significant drop in in part can be attributed to the complex needs of the young people.						
84	SCC/037 (NSI)	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	162	262 4 th	335	296	↓
	Results vary depending on cohort of the children. However the Corporate Parenting Panel is focusing on improving the educational attainment of Looked After Children.						
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	6.8	4.0	5.3	↓
	Fixed term exclusions will be a priority for NPT in 2015-16						
86	SCC/007c (SID)	The percentage of referrals during the year that did not proceed to allocation for initial assessment.	45.2%	16.7%	1.5%	1.4%	—

5. Social Care - Adults Services

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
87	SCA/018a (PAM)	The percentage of carers of adult service users who were offered an assessment or review of their needs in their own right during the year.	100%	85.8% Joint 1 st	100%	100%	😊
88	SCA/019 (NSI/PAM)	The percentage of adult protection referrals completed where the risk has been managed.	100%	94.45% Joint	100%	100%	😊
89	SCA/001 (NSI)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	5.97	4.70 11 th	3.49	3.21	↑
90	SCA/002a (NSI)	The rate of older people (aged 65 or over): Supported in the community per 1,000 population aged 65 or over at 31 March.	99.98	74.48 5 th	107.8	111.46	↑
91	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	19.84 20 th	23.86	21.71	↑

5. Social Care – Adult Services – c ontinued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
92	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%	93.84%	92.45%	93.27%	↑
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%	39.4%	20.0%	40.48%	↑
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%	63.8%	66.7%	71.35%	↑
95	SCA/020 (PAM)	The percentage of adult clients who are supported in the community during the year.	82.6%	86.33% 16 th	85%	88.9%	↑
96	SCA/003b (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 65+	79.4%	83.71%	81.98%	81.66%	v
97	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%	81.1% 13 th	81.7%	79.3%	v

6. Housing – Homelessness and Housing Advice

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 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	22.91	0	0	😊
99	HHA/013 (NSI/PAM)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	97.1%	66.4% <i>* See note</i>	95.2%	95.5%	↑
100	HHA/008 (SID)	The percentage of homeless presentations decided within 33 working days.	96.6%	87.5%	96.4%	92.2%	v
101	HHA/002 (SID)	The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless.	71	135	62	74	↓
		It took 13,784 working days to discharge duty on the 186 statutory homeless presentations during the period, i.e. an average of 74 working days. For the same period in 2013/14 it took 8,237 working days to discharge duty on 132 statutory homeless presentations. There has been 19% deterioration in performance against this indicator but this is in the context of a 30% increase in the volume of cases to which the measure applies.					
102	HHA/017a (SID)	The average number of days that all homeless households spent in bed and breakfast accommodation	16.02	35.57	16.61	17.51	↓
		45 homeless households spent time in B&B accommodation totaling 788 days. Explanation for 17a & 17b : This deterioration in performance is reflective of the ongoing and increasing difficulty in securing suitable move-on accommodation for statutory homeless households.					
103	HHA/017b SID	The average number of days that all homeless households spent in other forms of temporary accommodation.	111.97	159.19	106.49	127.20	↓
		80 homelessness households spent time in other forms of temporary accommodation totaling 10,176 days.					

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

7. Housing - Private Sector Renewal

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
104	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%	9.23% 3 rd	37.38%	68.59%	↑
105	PSR/007a (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	1.7%	Data not yet available	1.4%	1.63%	↑
106	PSR/002 (NSI/PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	244	239 6 th	204	252	↓
	We achieved our Corporate Improvement Plan revised target (285 days) and completed our Disabled Facilities Grant (DFG) on average in 252 days. This was a planned increase from last year's 204 days due to the introduction of the Rapid Adaptation Grants process which took smaller jobs out of the DFG process and also due to a number of more complex grants being completed. During 2014/2015 there were also a number of very complex extensions for children which were started in previous financial years. We were however able to complete more DFG's, 323 this year (287 last year) due to the average cost being lower than predicted allowing the budget to go further.						
107	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	386	Data not yet available	310	437	↓
	30 DFG's were delivered to Children & Young People, at an average of 437 calendar days per DFG, compared to 18 at an average of 310 days in the previous 12 months. Explanation for increase as per indicator 106 above.						

7. Housing - Private Sector Renewal - continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 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	Data not yet available	197	233	↓
	293 DFG's were delivered to Adults, at an average of 233 calendar days per DFG, compared to 269 at an average of 197 days in the previous 12 months. Explanation for increase as per indicator 106 above.						
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%	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%	—

8. Planning and Regulatory Services - Public Protection

111	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	99%	100%	100%	😊
112	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%	96%	100%	100%	😊
113	PPN/001iv (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Health and Safety	100%	No data available	100%	100%	😊
114	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	99%	97%	82%	98%	↑

8. Planning and Regulatory Services - Public Protection - continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 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%	87.7%	78.7%	86.8%	↑
116	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	83.02%	90.3% 8 th	92.2%	92.8%	↑
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%	92%	79%	79%	↔
118	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%	60%	56%	51.6%	∨
119	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	90%	92.6%	77.3%	71.4%	↓
	Of the 7 significant breaches that required rectification during the year, 5 were rectified by intervention for Animal Health. Most of the infringements recorded relate to animal movement and tagging of animals. All sheep, goats, cows and pigs have identification tags and when they are moved, licenses are issued. Failure for these to be present or completed is deemed a breach. Although regarded as infringements, they can be resolved easily by advising the keepers of the animals. The bulk of these issues have been resolved swiftly; or referred to neighbouring authorities for further action. Just recently a joint investigation has been completed with the Animal & Plant Health Agency into storage of animal by-products on a premises, which has diverted resources from routine inspections. The recording of infringements by the Animal Health section has improved considerably, and this figure is more reflective of the work that is being carried out than in previous years. Like Trading Standards, it would be unprofessional to resolve the more serious infringements without a thorough and formal investigation, and this can take a few months.						
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%	61%	100%	N/a*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	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 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%	96.4%	↑
122	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	83.5%	70.3%	73.9%	79%	↑
123	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	N/a New		87.6 days	82.7 days	↑
124	PLAM/004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	N/a New		23.1%	30.4%	↑
125	PLA/M001 (Local)	Average time taken from receipt of application to validation of application -days	N/a New		30.1 days	30.6 days	▼
126	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	75.5%	63.3%	71.3%	63.5%	↓
	Performance has dropped from 71.3% to 63.5%, which remains a consequence of the complexity of the type of application determined and pressures on staff resources, but continues to be partly balanced by the increase in performance for ‘all other’ planning applications - PLA/004 d – which increased from 73.9% to 79%.						

9. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
127	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	98.0%	86.3%	94%	87.4%	↓
	<p>Performance remains high at close to 88% but falls short of the high standards set in recent years (94% overall during 2013-14). Two relatively poor quarters (Quarter 1 and Quarter 4) have affected these cumulative figures, and it is acknowledged that there is a need to ‘go back to basics’ and focus more on performance measurement.</p> <p>Although not a measure in itself, overall the performance of the team in determining planning applications within the statutory 8 weeks has fallen this year from 78.5% to 76.8%, which is indicative both of the complexity of applications and appeals the team has had to deal with, and the recent pressures on staff resources. Nevertheless, despite these challenging times, officers remain committed to the delivery of a quality planning service, and will continue to ensure that Officers encourage and engage in ‘front-loaded’ negotiations, through the successful chargeable pre-application service. This was introduced in 2014 and is effective in reducing delays for developers later in the process.</p>						
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%	37% 5 th	69%	42%	↓
	<p>This Authority fully utilises its Social Housing Grant programme and has taken advantage of other innovative funding opportunities to deliver affordable housing and where the opportunity has arisen secured affordable housing through the Planning System.</p> <p>The variation in data between 2014-15 and 2013-14 for this indicator is affected by external market forces which can dictate our ability to secure affordable housing through the planning system, availability of grant funding and variations of onsite productivity (schemes can take many months/years from initiation to development to completion and it could be that in one year we have schemes on site and the next year we have schemes completed). These factors are outside the control of the local authority.</p> <p>2014/15 information for this indicator is pre-populated with data from the Affordable Housing data collection return (to the Welsh Government) for the year ending 31 March 2014 representing total affordable housing units provided in the local authority area; pre-populated with data from the Newbuild data collection return (to the Welsh Government) for the year ending 31 March 2014 representing the total number of properties newly completed in the local authority area, including those inspected by both the local authority building control department and also the National House Building Council (NHBC).</p>						

9. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
129	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		36%	29.3%	—
	<p>The percentage figure has dropped in comparison with the same quarter last year. 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.</p> <p>This measure will be deleted from the planning data set reported to scrutiny for 2015-2016. Whilst it is important as an indicator for the Planning Section to understand, as a comparative year on year indicator it is not appropriate.</p>						

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%	93.6%	98.1%	100%	😊
131	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	97%	97%	99%	96.6%	v

11. Economic Development

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 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	686	↑
133	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	137		255	187	↓
	<p>It was anticipated that there would be lower output for 2014/15 which was reflected in the Corporate Improvement Plan target for the year of 145 (which was exceeded). Whilst businesses would seek funding to make investments, there remained uncertainty about the economic recovery and how this would impact on job creation. Secondly, changes to European Regulations requiring the Loan Fund to be registered with the Financial Conduct Authority meant that this fund would not be available for at least part of the year. The Loan was not available for the first six months of 2014/15 and this had an impact on the outputs achieved for this indicator. In addition, during the year, the Business Team has also administered an additional fund, Enhanced Local Needs Support which has contributed to the number of jobs created.</p>						
134	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	349		429	361	↓
	<p>It was anticipated that there would be lower output for 2014/15 which was reflected in the Corporate Improvement Plan target for the year of 150 (which was exceeded). the Business Development team has had a great deal of success in setting up monthly Enterprise Clubs to fill a gap in the support market for individuals thinking about starting a business with Job Centre Plus being the key source of referrals. However, Job Centre Plus now invites business advisors from the Centre for Business to provide advice and this has resulted in a decrease in the number of enquiries for support. However, the changes to the welfare system have resulted in more individuals enquiring about self-employment so this should impact on outputs reported for this indicator in 2015/16.</p>						

12. Corporate Health – Asset Management

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 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%	16.4%	7.15%	7.21%	↑
136	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	35.0%	57.3%	41.17%	43.33 %	↑
137	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	46.2%	22.8%	42.23%	39.79%	↑
138	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%	8.4%	15.16%	15.11%	↑
139	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%	52.0%	60.61%	56.72%	↑
140	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%	39.5%	24.23%	28.17%	↑
141	CAM/001aiv (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	11.7%	3.6%	9.45%	9.67%	∨

13. Leisure and Libraries

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 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	8,954 22 nd	5,696 (798,044 visits)	5,775 (807,892 visits)	↑
143	LCL/001(b) (NSI)	The number of people using Public Libraries during the year, per 1,000 population.	6,831	5,851 4 th	6,839 (958,162 visits)	5,709 (798,609 visits)	—
144	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	8	9	8	6	—
145	LCL/002b (SID)	The percentage of available computer hours, in use.	46%	39%	48%	46%	—
146	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	78%	69%	83%	81%	—
147	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	4,146	4,424	4,190 (587,079 issues)	3,219 (450,318 issues)	—

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. Comparing like for like (with the remaining Libraries), visits are up 1.44%, Material Issued down 11.13%. The withdrawal of the Mobile Library service from Southern Powys has impacted on the Material Issued figures (withdrawal of funding from Powys).

14. Environment & Transport – Waste Management

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
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%	54.33% 14 th	54.04%	58.10%	↑
All Wales 2014/15 data will be published by the Welsh Government on 2 nd September 2015. Our ranking 14 th as shown in the flag relates to 2013/14 performance.							
149	WMT/004b (NSI/PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	20.3%	37.72% 3 rd	14.04%	11.10%	↑
150	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.15%	2.06%	0.18%	0.29%	↑
151	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	34.92%	33.80%	38.09%	38.47%	↑
152	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%	18.49%	15.76%	19.34%	↑
153	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	27.54%	9.11%	29.33%	32.40%	↑



15. Environment & Transport – Transport and Highways

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 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	4.75	1.83	1.56	↑
155	THS/007 (NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	91.8%	84.3% 6 th	88.9%	90.6%	↑
156	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	7.9%	4.5%	6.8%	5.8%	↑
157	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	6.7%	6.1%	5.2%	4.0%	↑
158	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	9.6%	18.9	8.2%	7.0%	↑
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%	13.2% 4 th	6.7%	5.6%	↑

16. Environment & Transport - Countryside Management

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 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%	69%	67%	68.9%	↑

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%	96.8% 	97.8%	98.8%	↑
162	STS/005a (SID)	The cleanliness Indicator	70	73.2	67.6	70.6	↑
163	STS/006 (NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	95.25%	95.03% 	81.10%	72.06%	↓
<p>We saw an increase in reporting of fly tipping incidents this year (1,242 compared to 1,111 last year). One of the reasons for this is due to more accessible contact channels through social media, including Twitter and Facebook. There has also been an increase in elected Members reporting incidents. The overall drop in performance is as result of proactive work of the waste enforcement section, and our continued commitment to address fly tipping and subsequent prosecutions. As 15 days (statutory notice under the Refuse Disposal (Amenity) Act 1978 – Section 6) is given to remove investigated incidents, waste is not permitted to be cleared within the 5 days; this will affect the overall performance of this Performance Indicator.</p>							

