

**ECONOMIC AND COMMUNITY REGENERATION CABINET BOARD
31ST JULY 2015**

**REPORT OF THE HEAD OF PARTICIPATION
CHRIS MILLIS**

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

**PERFORMANCE INDICATOR MONITORING REPORT
4th QUARTER 2014/15**

Purpose of Report

To advise Members of the actual performance achieved during the 2014/15 financial year and the Complaints and Compliments for 2014/15 (i.e. 1st April 2014 to 31st March 2015) .

Appendices

Appendix 1 – **Quarterly Performance Management Data** (for information only)

Appendix 2 – **Compliments and Complaints Data** (for information only)

List of Background Papers

Monitoring Forms/spreadsheets

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

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

Report Contents:

Section 1: Summary of performance.

Section 2: Quarterly Performance Management Data and performance key

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Summary of performance.

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, 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).

Section 2: 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.

(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.

	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.

Leisure and Libraries

No	PI Reference	PI Description	2012/13 Actual	All Wales 2013/14	Quarter 4 2013/14 (Full Year)	Quarter 4 2014/15 (Full Year)	Direction of Improvement
1	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 NPT 22 nd	5,696 (798,044 visits)	5,775 (807,892 visits)	↑
2	LCL/001(b) (NSI)	The number of people using Public Libraries during the year, per 1,000 population.	6,831	5,851 NPT 4 th	6,839 (958,162 visits)	5,709 (798,609 visits)	—
3	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	8	9	8	6	—
4	LCL/002b (SID)	The percentage of available computer hours, in use.	46%	39%	48%	46%	—
5	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	78%	69%	83%	81%	—
6	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	4,146	4,424	4,109 (587,079 issued)	3,219 (450,318 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. Comparing like for like, 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).



Section 3: Compliments and Complaints

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

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

No	PI Description	Full Year 2013/14	Full Year 2014/15	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	5	4	↑
	a - Complaints - Stage 1 upheld	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	5	4	
	c -Complaints - Stage 1 partially upheld	0	0	

No	PI Description	Full Year 2013/14	Full Year 2014/15	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	0	5	↓
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	0	3	
	c- Complaints - Stage 2 partially upheld	0	2	
3	<u>Total - Ombudsman investigations</u>	0	0	v
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of compliments	6	0	↓
	Narrative There were 5 stage 2 complaints, 3 were not upheld, 2 were upheld due to external factors outside the council control. Due to these complaints there is a change to procedures to have better planning with external contractors and better communication with clients.			