

Policy and Resources Cabinet Board

3rd September 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 2015-2016 – Quarter 1 Performance (1st April 2015– 30th June 2015)

Purpose of Report:

To report quarter 1 performance management data for the period 1st April 2015 to 30th June 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 2015-2016– Quarter 1 Performance (1st April 2015– 30th June 2015) – APPENDIX 1 (PRB-030915-REP-CE-KJ)

List of Background Papers:

The Neath Port Talbot Corporate Plan - 2015/2018 “Rising to the Challenge”;

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

Officer Contact:

Karen Jones, Head of Corporate Strategy & Democratic Services. Telephone: 01639 763284. E-Mail: k.jones3@npt.gov.uk

Nita Sparkes, Corporate Strategy & Performance Manager. Telephone: 01639 766172. E-Mail: n.sparkes@npt.gov.uk

Shaun Davies, Performance Management Officer. Telephone: 01639 763172. E-Mail: a.s.davies@npt.gov.uk



**Quarterly Performance Management Data 2015-2016 – Quarter 1
Performance (1st April 2015– 30th June 2015)**

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Section 2: Quarterly Performance Management Data and performance key

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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 in the Corporate Improvement Plan. On the whole performance demonstrates improvement in line with what we planned to deliver.

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

Children's Services

On 30th March 2015, Children and Young People's Services (CYPS) received notification from Welsh Government of their reporting obligations for 2015-16. The notification outlined a reduction in the Social Services national performance management data collection for the current year, which had been agreed with the CSSIW. The purpose of this is to lessen the burden on local authorities, in the run-up to the introduction of a more focused set of performance measures, developed to support the implementation of the Social Service and Well-Being (Wales) Act during 2016-17.

As a result, CYPS' revised reporting obligations to Welsh Government will be mirrored in its reporting arrangements to Members during 2015-16. This change was agreed at CYPE Committee on 30th July 2015.

Despite the reduction in the number of statutory indicators CYPS are required to report (during 2015/16); it is the intention that the Service will continue to gather and use a vast suite of performance management data to support decision making at both an individual and strategic level. In addition, CYPS is expanding its ability to capture information routed in the quality of its intervention with children, young people and families; in doing so, keeping with the ethos of the new Social Services and Well-Being (Wales) Act.

During the 1st Quarter Period 2015-16, out of the revised list of comparable Performance Indicators, 8 out of 10 (80%) either improved or maintained maximum performance when compared to the same period during 2014-15.

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

Education

Schools in NPT have secured an improvement in pupil attendance in the secondary sectors for the fourth year running. Key Stage 3 results have seen a significant improvement compared to 2013/14 academic year. There has been a rise in pupils taught in the medium of Welsh at Key Stage 3 and a slight fall at Key Stage 2. The number of full day childcare places provided by the council has increased (due to reclassification) and due to additional work with schools and lunch clubs the number of young people in contact with the youth service has seen a dramatic increase.

- **Improvement Objective 3 -Improving Outcomes, Improving Lives**

Adults Services

Action plans are in place to improve performance in the areas of reviews and delayed transfers of care. New team structures are bedding in and team managers are being supported to ensure that they have the right systems in place to support timely review and hospital discharge. In terms of delayed transfer, additional residential assessment capacity will be made available and the new intake re-ablement pathway for all people currently on a domiciliary pathway will be in place from October 2015.

Housing - Private Sector Renewal

Performance has been very positive during the period. Of the four comparable indicators; 1 maintained performance and 3 improved. The total number of Disabled Facilities Grant's (DFG's) completed increased and the time taken to deliver a DFG reduced. This can be attributed to the fact that fewer extensions (7) were completed compared to 16 in the

same period last year. The nature of the work completed under DFG's has also changed. Work relating to access and showering facilities within the existing dwelling has increased. 92 DFG's were completed relating to access or showering compared with 65 in quarter 1 last year.

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

Economic Development

Increasing confidence within the local business community is reflected in the number of enquiries resulting in advice, information or financial support that the Business Development Team has serviced during the first quarter. Although slightly lower when compared with quarter 1 in 2014/15, the team is still receiving a significant number of enquires which are, in general, of a more positive nature, i.e. financial assistance to support expansion and investment plans. The higher than forecast figures for the number of jobs created can be explained by a number of factors. Firstly, there is an increase in the level of confidence amongst businesses and this is resulting in more jobs being created by project investments and secondly the availability of schemes such as the Enhanced Local Needs Support has enabled businesses to bring forward job creation opportunities.

The Business Development Team has had great success in setting up monthly Enterprise Clubs to fill a gap in the support market for individuals thinking about starting a business and this has had a positive effect on the number of business start-up enquiries received. In addition, continuing changes to the welfare system are leading individuals to consider becoming self-employed, and this again is resulting in the team receiving more requests for support and advice in setting up new businesses.

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

Waste Management

The Council is progressing with the implementation of its waste strategy and achieved the 2015/16 statutory recycling and composting target of 58% during 2014/15. Early indications suggest that this upward trend will continue.

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

Sickness Management

Sickness across the Council has been maintained when compared to the same period last year. Work is continuing on the management 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 were seen on a face to face basis compared with the same period last year.

During the first 6 months of 2014/15 the Contact Centre experienced an increase in the complexity and duration of calls. This increased the waiting time to get through to a Customer Service officer which affected the number of abandoned calls. A number of process changes have been implemented to improve service efficiency, such as: improving IT systems, ongoing staff training, the continued roll-out of online self-service options and additional support from One Stop Shop staff in taking calls during their quieter times. As a result the number of calls to the contact centre has reduced, the waiting times have improved and the number of abandoned calls has fallen.

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

- **Public Protection**

Performance in just 2 out of 8 comparable Public Protection indicators declined during the period; there was a notable decline in the percentage of significant breaches rectified by intervention by Trading Standards and a slight reduction in the percentage of food establishments which are 'broadly' compliant with food hygiene standards. Performance was maintained for 1 indicator, whilst 5 saw improved performance (1 of which achieved 100% performance).

- **Planning**

Planning performance has varied during the period, although the overall level of performance for applications determined within the statutory 8 week period remains consistent with the same quarter in 2014/15. There were improvements to the householder planning applications and minor applications determined within 8 weeks. However, some indicators saw a drop in performance including the average time taken from receipt to validation and the average time taken from receipt to date of decision.

The increase in average time taken to process applications is largely due to staff investing time contacting applicants to progress 'older' or 'stalled' applications to determination.

- **Building Control**

The percentage of building control 'full plan' applications checked within 15 days has fallen from 100% to 92.3% compared to the same period last year. There has been a drop of nearly 8% on one of the indicators which was unavoidable due to staffing levels and workloads within the section. We are currently dealing with numerous high profile developments, all of which are at a very demanding stage, taking up staff time.

The percentage of 'full plan' applications approved first time achieved 100% performance.

- **Libraries**

There has been a slight increase in the number of people using Public Libraries during the year but a decrease in the materials issued. This could be attributed to a cut in the mobile library service by one vehicle and an amendment of the remaining service from a two weekly to a three weekly schedule. Also there was no mobile library service for four days in May due to a driver shortage. The increased use of the internet could also be playing a part in the decrease of the number of materials issued.

- **Asset Management**

Local Authority buildings conditions and maintenance are annual indicators and will be reported during the quarter 4 period of 2015/16.

There is a new Indicator (CAM/037 - percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres) which will be reported annually in the Quarter 4 report.

- **Transport and Highways**

Both indicators that are reported on a quarterly basis have improved. The improved performance relating to the average number of calendar days taken to repair street lamp failures is due to ongoing infrastructure renewals such as the installation of new lighting columns, new streetlights and the renewal of cabling. The remaining four indicators are reported on an annual basis.

- **Street Scene & Countryside Management**

Rights of Way that are easy to use by members of the public are measured biannually and will be monitored in the 2nd quarter. By the end of 2014/15, 68.94% of rights of way were deemed easy to use for members of the public. Indicators for the management of streets are monitored annually.

- **Compliments and Complaints**

Compliments & Complaints data is now included within the quarterly performance reports (section 3). It is drawn to Members attention that there are an unusually high number of complaints reported during this period by the Education, Leisure & Lifelong Learning Directorate, which centre around the 'Super Hero Family Fun Day' at Margam Park

Section 2: Quarterly Performance Management Data and Performance key

2015-2016 – Quarter 1 Performance (1st April 2015 – 30th June 2015)

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







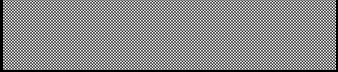
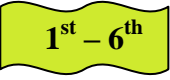
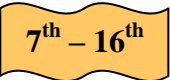
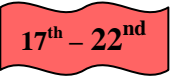
(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

(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. ***NB - All Wales data for 2014/15 is published on 2nd September 2015 and will be included in the quarter 2, 2015/16 report.***

(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 year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
	No comparable data (data not suitable for comparison /no data available for comparison)
	No All Wales data available for comparison.
	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. <i>NB - All Wales data for 2014/15 is published on 2nd September 2015 and will be included in the quarter 2, 2015/16 report.</i>
	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. <i>NB - All Wales data for 2014/15 is published on 2nd September 2015 and will be included in the quarter 2, 2015/16 report.</i>
	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. <i>NB - All Wales data for 2014/15 is published on 2nd September 2015 and will be included in the quarter 2, 2015/16 report.</i>

1. Chief Executive's and Finance & Corporate Services

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
1	Benefits M001 (Local)	Percentage of new claims correctly assessed.	100%	100%		100%	100%	😊
2	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	8 minutes	6.8 minutes		9.9 minutes	6.7 minutes	↑
3	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	12.87%	12.47%		22.19%	2.61%	↑
4	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	0.13%	0.08% 53 of 67,886		0.08% (14 of 17,294)	0.02% (3 of 16,577)	↑
5	CFH/008 (SID)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	98.1%	100.7%	97.0%	33.1%	33.3%	↑
6	CS002 (Local)	Customer Services - Average time to answer telephone calls	30 seconds	33 seconds		46 seconds	15 seconds	↑
7	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.	9.63%	TBC		1.8%	1.5%	↑

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

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
8	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.3%	97.5%	97.01%	29.2%	29.2%	↔
9	CHR/002 (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.19	9.4	Data not yet available	2.21	2.2	↔
10	CFH/006 (SID)	The percentage of undisputed invoices which were paid within 30 days.	91.6%	90.7%	91.5%	91.7%	90.8%	v
11	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	7.53	6.86		8.5	10.5	↓
	This change is partly due to a reduction in resources but it should be noted that performance is also dependent on how quickly claimants provide the necessary information to complete or amend a claim. Once all information has been provided it takes an average 6.1 days to process, many assessments will be done on the day the information is received. With regards to changes of circumstances, these are prioritised in order of importance and some changes have little or no effect on actual entitlement.							
12	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	97.9%	86.3%		94.3%	22.2%	↓
	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.							
13	PROC/001 (Local)	Percentage volume of transactions processed through e-Procurement	N/a New	N/a New		Report Six Monthly		—

2. Education – Schools

No	PI Reference	PI Description	NPT Actual 2013/14 (2012/13 academic year)	All Wales 2013/14 (2012/13 academic year)	Quarter 1 2014/15 (2013/14 full academic year)	Quarter 1 2015/16 (2014/15 full academic year)	Direction of Improvement
14	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	92.6%	92.6% 12th	93.5% (2,182,564 of 2,333,737 sessions)	93.7% (2,148,160 of 2,293,388 sessions)	↑
15	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.	73.1%	77.2% 19th	73.1% (1,096 of 1,500 pupils)	77.8% (1,160 of 1,491)	↑
16	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	10.0% (150 of 1,500 pupils)	11.6% (173 of 1,491)	↑
17	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.	82.0%	84.6% 20th	84.1% (1,144 of 1,360 pupils)	83.3% (1,194 of 1,433)	v
18	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	16.4%	20.0%	15.4% (209 of 1,360 pupils)	14.1% (202 of 1,433 pupils)	v
19	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.	0.1% (2 of 1,619 pupils)	0.3% 7th	0.2% (3 of 1,667 pupils)	Data available Quarter 2	—

2. Education – Schools - continued

No	PI Reference	PI Description	NPT Actual 2013/14 (2012/13 academic year)	All Wales 2013/14 (2012/13 academic year)	Quarter 1 2014/15 (2013/14 full academic year)	Quarter 1 2015/16 (2014/15 full academic year)	Direction of Improvement
20	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%	Data available Quarter 2	—
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 available Quarter 2	—
22	EDU/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.0 8 pupils		1.3 10 pupils	Data available Quarter 2	—
23	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.	82.2	24.9	79.8	Data available Quarter 2	—
24	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.	38.5	11.9	52.2	Data available Quarter 2	—
25	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.011% 186 days	0.013%	0.016% 262 days	Data available Quarter 2	—

2. Education - Schools -continued

No	PI Reference	PI Description	NPT Actual 2013/14 (2012/13 academic year)	All Wales 2013/14 (2012/13 academic year)	Quarter 1 2014/15 (2013/14 full academic year)	Quarter 1 2015/16 (2014/15 full academic year)	Direction of Improvement
26	EDU/010b (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.107% 1,572 days	0.095%	0.112% 1,598 days	Data available Quarter 2	—
27	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.	537	505 6 th	540	Data available Quarter 2	—
28	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	93.0%	93.7% 22 nd	94.6% 3,153,617 of 3,333,372 sessions	Data available Quarter 3	—
29	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.	56.0%	52.5% 7 th	55.8%	Data available Quarter 2	—

2. Education - Other

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
30	EDU/015b (NSI)	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%*	100%*	96.6% Joint 1st	100%*	100%*	☺
31	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service. (measured cumulatively over the 2015/16 financial year – quarterly)	33.07%	30.24% (4,358 of 14,411)		10.91% (1,572 of 14,411)	14.06% (1,989 of 14,150)	↑
32	L(SEN) 1b (Local)	Total number of children with statements of special educational needs. (measured over 2015 calendar year – quarterly)	788	790		762	755	↑
33	L(FP) 1+ (Local)	Number of full day childcare places provided. (measured over the 2015/16 financial year - quarterly)	1,800	1,624		1,712	2,201	↑
34	L(SEN) 1a (Local)	Number of children with new statements of special educational needs. (measured over the 2015 calendar year - quarterly)	103*	77*		32*	47*	↓
	The increase in number of statements issued can be attributed to the increasing complexity of the individual cases coming through the Statutory Assessment process.							
35	EDU/015a (NSI)	The percentage of final statements of special education need issued within 26 weeks including exceptions. (measured over 2015 calendar year – quarterly)	32.0%*	23.37%*	69.6% 20th	25%*	8.5%*	↓
	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 - 6 months data

3. Social Care – Children’s Services





No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
36	*SCC/030a (SID from 2014-15)	The percentage of young carers known to Social Services who were assessed.	100%	100%	85.9% Joint 1 st	100%	100%	😊
37	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.	93.0%	97.2%	88.3%	97.9%	100%	😊
38	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.	38.7%	47.1%	42.9% 16 th	40.6%	60.4%	↑
39	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.	85.7%	77.1%	62.7%	70%	85.7%	↑
40	SCC/030b (SID)	The percentage of young carers known to Social Services who were provided with a service.	64.7%	100%	80.1%	42.9%	90%	↑
41	SCC/034 (SID)	The percentage of child protection reviews carried out within statutory timescales during the year.	97.5%	98.5%	98.1%	98%	99.4%	↑
42	SCC/041a (NSI)	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	69.8%	83.9%	89.2% 21 st	69.2%	77.8%	↑

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

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
43	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.	82.2%	88.6%	89.6% 20 th	82.8%	88.2%	↑
44	SCC/025 (PAM)	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	86.9%	91.9%	85.3% 14 th	95%	93.3%	▼
45	SCC/010 (SID)	The percentage of referrals that are re-referrals within 12 months.	22.1%	15.4%	22.2%	14%	21.9%	↓
		The decrease in performance in the percentage of re-referrals during the 1 st Quarter Period 2015-16, when compared to the same period last year is the result of a higher number of sibling group referrals than in the previous year. In terms of household re-referrals, there has not been a marked decrease in performance compared to 2014-15.						
46	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.	15.7%	10.7%	13.8% 15 th	Reported Annually		—

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
47	SCC/004 (NSI/PAM)	The percentage of children looked after on 31 March who have had three or more placements during the year.	6.4%	7.1%	8.3% 	Reported Annually	—	
48	SCC/022a (SID)	The percentage attendance of looked after pupils whilst in care in primary schools.	93.1%	94.2%	95.1%	Reported Annually	—	
49	SCC/022b (SID)	The percentage attendance of looked after pupils whilst in care in secondary schools.	89.7%	85.4%	91.6%	Reported Annually	—	
50	SCC/033d (NSI)	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	95.7%	95.2%	93.4% 	Reported Annually	—	
51	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.	100%	90%	85.9% 	Reported Annually	—	
52	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.	63.6%	40.0%	54.8% 	Reported Annually	—	

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
53	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.	42.1%	57.1%	51.6%	Reported Annually		—
54	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.	55.6%	57.1%	37.2%	Reported Annually		—
55	SCC/037 (NSI)	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	335	296	262 4 th	Reported Annually		—
56	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.	4.0	5.3	6.8	Reported Annually		—

4. Social Care - Adults Services

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
57	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%	100%	85.8% Joint 1 st	100%	100%	😊
58	SCA/019 (NSI/PAM)	The percentage of adult protection referrals completed where the risk has been managed.	100%	100%	94.45% Joint 1 st	100%	100%	😊
59	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.	107.8	111.46	74.48 5 th	110.24	116.54%	↑
60	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.	23.86	21.71	19.84 20 th	23.68	21.92	↑
61	SCA/003b (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 65+	81.98%	81.66%	83.71%	83.19%	83.47%	↑

4. Social Care – Adult Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
62	SCA/018b (SID)	The percentage of carers of adult service users who had an assessment in their own right during the year.	20.0%	40.5%	39.4%	14.1%	17.9%	↑
63	SCA/018c (SID)	The percentage of carers of adult service users who were assessed during the year who were provided with a service.	66.7%	71.4%	63.8%	71.4%	76.5%	↑
64	SCA/020 *(SID)	The percentage of adult clients who are supported in the community during the year. *. –No longer a PAM from 1 st April 2015	85%	85.1%	86.33% 16 th	86.53%	86.54%	↑
65	SCA/003a (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 18-64.	92.45%	93.27%	93.84%	93.74%	93.29%	▼
66	SCA/001 (NSI)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	3.49	3.21	4.70 11 th	0.89	1.29	↓
Social work teams have recently restructured and team managers are being supported to ensure that they have the right systems in place to support timely review and hospital discharge. In terms of delayed transfer, there will be additional residential assessment capacity available and the new intake reablement pathway for all people on a domiciliary pathway will be in place from October 2015.								
67	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.	81.7%	79.3%	81.1% 13 th	81.9%	74.7%	↓
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.								

5. Housing – Homelessness and Housing Advice

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
68	HOS/001 (Local)	The number of private rented tenancies made available by the Housing Options Service that were suitable and likely to be available for at least 6 months	N/a New	N/a New	22.91	N/a New	11	—
69	HHA/013 (NSI/PAM)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	95.2%	95.5%	66.4% * See note 1	96.6%	See note 2	—

Note 1 - 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. This measure is no longer a statutory indicator.

Note 2 - Due to ongoing IT development of the reporting function on the new database, data will be reported in quarter 2.

6. Housing - Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
70	PSR/002 (NSI/PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	204	252	239 6 th	274	221	↑
71	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	310	437		320	278	↑
72	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	197	233		269	218	↑
73	PSR/007a (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	1.4%	1.63%		1.4%	1.4%	↔

6. Housing - Private Sector Renewal - continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
74	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.	37.38%	68.59%	9.23% 3 rd	19.16%	Data not available	—
75	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%		0%	0%	—
76	PSR/007c (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Are subject to enforcement activity.	0.2%	0%		0%	0%	—

7. Planning and Regulatory Services - Public Protection

77	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	77.3%	71.4%	92.6%	80%	100%	😊
78	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%	3%	19.5%	↑
79	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%	33%	40%	↑
80	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	82%	98%	97%	19%	21%	↑

7. Planning and Regulatory Services - Public Protection - continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
81	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	79%	79%	92%	55%	76%	↑
82	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	0%	0%	↔
83	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	92.2%	92.8%	90.3% 8 th	93.69%	92.82%	∨
84	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	78.7%	86.8%	87.7%	54.5%	15.8%	↓
There has been an increase in the number of infringements and they are taking longer to rectify because enforcement action is required.								
85	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.	100%	N/a*see note	61%	*-see note	*-see note	—

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

8. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
86	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	71.3%	63.5%	63.3%	67.5%	67.9%	↑
87	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	94%	87.4%	86.3%	86.3%	95.4%	↑
88	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	95.5%	96.4%		97.2%	96.2%	∨
89	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	73.9%	79%	70.3%	78.7%	74.1%	∨
90	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	30.1 days	30.6 days		23.2 days	31.5 days	↓
91	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	87.6 days	82.7 days		68.8 days	115.2 days	↓
	<p>During quarter 1 efforts were made to contact applicants and progress 'older' or 'stalled' applications. As a consequence, the performance for indicators PLA/M001 and PLA/M002 has noticeably declined, 31 applications took in excess of 200 days to determine.</p>							

8. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
92	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	23.1%	30.4%		37.5%	25%	↓
	The drop in performance from 37.5% to 25%, although only a small number of major applications were determined (8), such that the reduced performance effectively equates to only one application over 8 weeks compared to quarter 1 last year. The reduced performance is, offset by a significant improvement in PLA 004c (Householder applications) which increased 86.25% to 95.4%.							
93	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.	69%	42%	37% 5 th	Reported Annually		—

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
9. Planning and Regulatory Services – Building Control								
94	BCT/007 (SID)	The percentage of ‘full plan’ applications approved first time.	99%	96.6%	97%	100%	100%	😊
95	BCT/004 (SID)	Percentage of Building Control ‘full plan’ applications checked within 15 working days during the year.	98.1%	100%	93.6%	100%	92.3%	↓
	There has been a drop in performance by nearly 8% which can be attributed to a reduction in staffing levels and increasing workloads in the section. There are currently a number of high profile developments, all of which are demanding stages which also takes up staff time.							
10. Economic Development								
96	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	429	361		75	87	↑
97	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	255	187		30	53	↑
98	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	682	686		182	181	v

11. Corporate Health – Asset Management

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
99	CAM/001ai (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.15%	7.21%	16.4%	Reported Annually		—
100	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	41.17%	43.33 %	57.3%			—
101	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	42.23%	39.79%	22.8%			—
102	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	15.16%	15.11%	8.4%			—
103	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	60.61%	56.72%	52.0%			—
104	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	24.23%	28.17%	39.5%			—
105	CAM/001aiv (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	9.45%	9.67%	3.6%			—
106	CAM/037 (PAM)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	N/a New	N/a New	N/a New			—

12. Leisure and Libraries

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
107	LCL/001(b) (NSI)	The number of people using Public Libraries during the year, per 1,000 population.	6,839 (958,162 visits)	5,709 (798,609 visits)	5,851 4 th	1,327 (185,641 visits)	1,380 (193,892 visits)	↑
108	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	4,190 (587,079 issued)	3,219 (450,318 issued)	4,424	834 (116,898 issued)	780 (109,642 issued)	↓
The decrease in issues can be attributed to a cut in the mobile library services by one vehicle and an amendment of the remaining service from a 2 weekly to a 3 weekly schedule. Also, there was no service for 4 days in May due to a driver shortage.								
109	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.	5,696 (798,044 visits)	5,775 (807,892 visits)	8,954 22 nd	Reported six monthly		—
110	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	8	6	9	Reported Annually		—
111	LCL/002b (SID)	The percentage of available computer hours, in use.	48%	46%	39%	Reported Annually		—
112	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	83%	81%	69%	Reported Annually		—

13. Environment & Transport – Waste Management

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
113	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.	54.04%	58.10%	54.33% 14 th	58.57%	58.73%	↑
	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.							
114	WMT/004b (NSI/PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	14.04%	11.13%	37.72% 3 rd	10.7%	10.4%	↑
115	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.18%	0.29%	2.06%	0.24%	0.44%	↑
116	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	38.09%	38.47%	33.80%	35.07%	36.05%	↑
117	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	29.33%	32.40%	9.11%	15.10%	20.04%	↑
118	WMT/010iii (SID)	The percentage of local authority municipal waste: Collected as source segregated bio-wastes and composted or treated biologically in another way.	15.76%	19.34%	18.49%	23.25%	22.25%	↓



14. Environment & Transport – Transport and Highways

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
119	THS/007 (NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	88.9%	90.6%	84.3% 6 th	89.7%	91.3%	↑
120	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.83	1.56	4.75	1.83	1.25	↑
121	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	6.8%	5.8%	4.5%	Reported Annually		—
122	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	5.2%	4.0%	6.1%	Reported Annually		—
123	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	8.2%	7.0%	18.9	Reported Annually		—
124	THS/012 (PAM)	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	6.7%	5.6%	13.2% 4 th	Reported Annually		—

15. Environment & Transport - Countryside Management

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
125	CMT/001 (SID)	The percentage of total length of 'Rights of Way' which are easy to use by members of the public.	67%	68.9%	69%	Reported six monthly		—

16. Environment & Transport - Street Scene

126	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	97.8%	98.8%	96.8% 	Reported Annually		—
127	STS/005a (SID)	The cleanliness Indicator	67.6	70.6	73.2	Reported Annually		—
128	STS/006 (NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	81.10%	72.06%	95.03% 	Reported Annually		—

Section 3: Compliments and Complaints

2015-2016 – Quarter 1 (1st April 2015 – 30th June 2015) – Cumulative data

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

CHIEF EXECUTIVE'S AND FINANCE (Policy & Resources Cabinet Board)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	8	7	↑
	a - Complaints - Stage 1 upheld	1	2	
	b -Complaints - Stage 1 <u>not</u> upheld	7	3	
	c -Complaints - Stage 1 partially upheld	0	2	

**CHIEF EXECUTIVE'S AND FINANCE
(Policy & Resources Cabinet Board)**

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	2	1	↑
	a - Complaints - Stage 2 upheld	1	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	1	
	c - Complaints - Stage 2 partially upheld	0	0	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	9	54	↑
5	<p>Summary</p> <p>Stage 1 – 2 complaints in Council Tax (1 partially upheld and 1 upheld), 1 in Benefits (upheld), 1 in Childcare (partially upheld), 1 in Democratic Services and 2 in Electoral (not upheld). Stage 2 – 1 complaint received in respect of Council Tax (Not upheld).</p> <p>The number of compliments received increased significantly, this is due to efforts made across the service to promote the importance of recording all compliments and due to an increase in positive website feedback.</p>			

Section 3: Compliments and Complaints - continued

**EDUCATION, LEISURE & LIFELONG LEARNING
(Economic and Community Regeneration Cabinet Board)**

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	2	535	↓
	a - Complaints - Stage 1 upheld	0	481	
	b -Complaints - Stage 1 <u>not</u> upheld	2	54	
	c -Complaints - Stage 1 partially upheld	0	0	

EDUCATION, LEISURE & LIFELONG LEARNING
(Economic and Community Regeneration Cabinet Board)

No	PI Description	Full Year 2013/14	Full Year 2014/15	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	2	0	↑
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	0	
	c- Complaints - Stage 2 partially upheld	1	0	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of compliments	0	0	↔
5	Summary There were 535 stage 1 complaints of which 481 were upheld. All complaints centred around the ‘Super Hero Family Fun Day’ at Margam Park.			

Section 3: Compliments and Complaints - continued

**EDUCATION, LEISURE & LIFELONG LEARNING
(Children, Young People and Education Cabinet Board)**

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	3	2	↑
	a - Complaints - Stage 1 upheld	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	2	
	c -Complaints - Stage 1 partially upheld	0	0	

EDUCATION, LEISURE & LIFELONG LEARNING
(Children, Young People and Education Cabinet Board)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	1	2	↓
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	2	
	c- Complaints - Stage 2 partially upheld	0	0	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of compliments	2	0	↓
5	Summary There were 2 Stage 1 complaints and 2 Stage 2 complaints, all concerned with the Statutory Assessment Process. None of the complaints were upheld.			

Section 3: Compliments and Complaints - continued

SOCIAL SERVICES, HEALTH AND HOUSING (All Services)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	35	18	↑
	a - Complaints - Stage 1 upheld	3	4	
	b - Complaints - Stage 1 <u>not</u> upheld	16	11	
	c - Complaints - Stage 1 partially upheld	8	2	

SOCIAL SERVICES, HEALTH AND HOUSING (All Services)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	3	1	↑
	a - Complaints - Stage 2 upheld	1	0	
	b - Complaints - Stage 2 <u>not</u> upheld	2	0	
	c- Complaints - Stage 2 partially upheld	0	1	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	-	-	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	-	-	
4	Number of Compliments	13	7	↓
5	<p>Summary Stage 1 - There was a 49% decrease in the number of stage 1 complaints received during the 1st quarter, 18 compared to 35 in the same period last year; this can be attributed to the continual service developments and improvements, particularly within Children’s Services. Members should note that of the 18 complaints, 5 were received from young people placed at Hillside Secure Unit. Members should also note, a new Welsh Government complaints policy was introduced in August 2014, which resulted in new procedures being introduced by the Directorate; this was accompanied by extensive training for front-line staff and managers. Stage 2 – these have also reduced from 3 to 1 during the 1st quarter; this can be attributed to a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels. Compliments - the number of compliments has decreased; this is due to a lack of reporting from services receiving praise and thanks. The complaints team will raise the profile for the need to report such incidences.</p>			

Section 3: Compliments and Complaints - continued

**ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)**

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	3	0	↑
	a - Complaints - Stage 1 upheld	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	0	
	c -Complaints - Stage 1 partially upheld	0	0	

ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	1	2	↓
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	2	
	c- Complaints - Stage 2 partially upheld	0	0	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	1	2	↑
5	<p>Summary</p> <p>Stage 1 complaints have been reduced to zero compared with 3 Stage 1 complaints in the same quarter last year. Stage 2 complaints increased from 1 to 2 and related to the illegal demolition of a wall at Glynneath and the lack of progress of a land reclamation scheme in Cwmllynfell.</p> <p>The number of compliments increased by 1 compared to the same period last year.</p>			

Section 3: Compliments and Complaints - continued

ENVIRONMENT DIRECTORATE
(Environment & Highways Cabinet Board)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	5	0	↑
	a - Complaints - Stage 1 upheld	2	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	0	
	c -Complaints - Stage 1 partially upheld	0	0	

ENVIRONMENT DIRECTORATE
(Environment & Highways Cabinet Board)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	3	2	↑
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	3	2	
	c- Complaints - Stage 2 partially upheld	0	0	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	8	5	↓
5	<p>Summary</p> <p>Stage 1 complaints have been reduced considerably for the first quarter of 2015 and there was also a small reduction in the number of Stage 2 complaints received. The Stage 2 complaints received were regarding the issuing of a parking permit and the alleged behaviour of a refuse collector.</p> <p>The number of compliments received reduced slightly compared to the same period last year.</p>			