

**ECONOMIC AND COMMUNITY REGENERATION  
CABINET BOARD**

**JOINT REPORT OF THE HEAD OF PLANNING – N. PEARCE AND  
THE HEAD OF PROPERTY AND REGENERATION – S. BRENNAN**

**11<sup>th</sup> September 2015**

**SECTION C – MATTER FOR MONITORING**

**WARD(S) AFFECTED: ALL**

**ECONOMIC & COMMUNITY REGENERATION PERFORMANCE  
INDICATORS FOR QUARTER 1 OF 2015/16**

**Purpose of Report**

To advise Members of the actual performance achieved for the first quarter of the current financial year i.e. 1<sup>st</sup> April 2015 to 30<sup>th</sup> June 2015

**Appendices**

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

**List of Background Papers:**

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

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

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## **Quarterly Performance Management Data 2015-2016 – Quarter 1 Performance (1st April 2015– 30<sup>th</sup> June 2015)**

### **Report Contents:**

#### **Section 1: Summary of Performance**

#### **Section 2: Quarterly Performance Management Data and Performance Key**

#### **Section 3: Compliments and Complaints**

### **Section 1: Summary of Performance**

#### **Economic Development**

It is now evident that confidence within the local business community is on the increase and this is reflected in the number of enquiries 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 is also 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.

### **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.

Affordable Housing Units Provided (PLA/006) is an annual indicator and will be reported during the quarter 4 period of 2015/16.

### **Building Control**

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.

### **Corporate Health & Asset Management**

Local Authority buildings conditions and maintenance are annual indicators and will be reported during the quarter4 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.

## **Section 2: Quarterly Performance Management Data and Performance Key**

### **2015-2016 – Quarter 1 Performance (1<sup>st</sup> April 2015 – 30<sup>th</sup> 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 2014/2015 i.e. an overall performance indicator value for Wales.

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

	<b>Performance Key</b>
😊	Maximum Performance
↑	Performance has improved
↔	Performance has been maintained
v	Performance is within 5% of previous years performance
↓	Performance has declined by 5% or more on previous year's performance - <b>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.</b>
—	No comparable data (data not suitable for comparison / no data available for comparison)
	No All Wales data available for comparison.

No	PI Reference	PI Description	2013/14 Actual	2014/15 Actual	All Wales 2014/15	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
<b>1. Planning and Regulatory Services – Planning</b>								
1	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	71.3%	63.5%		67.5%	67.9%	↑
2	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	94%	87.4%		86.25%	95.4%	↑
3	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	95.5%	96.4%		97.24%	96.2%	▼
4	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	73.9%	79%		78.65%	74.1%	▼
5	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	87.6 days	82.7 days		68.83 days	115.2 days	↓
6	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	23.1%	30.4%		37.5%	25%	↓
7	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	↓

1. Planning and Regulatory Services – Planning - continued								
No	PI Reference	PI Description	2013/14 Actual	2014/15 Actual	All Wales 2014/15	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
8	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%	41%	Collected Annually		—
*See note								

\* note – National Strategic Indicator (NSI) 2014/15 –NPT position 10th of 22 Authorities across Wales.

2. Planning and Regulatory Services – Building Control								
No	PI Reference	PI Description	2013/14 Actual	2014/15 Actual	All Wales 2014/15	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
9	BCT/007 (SID)	The percentage of ‘full plan’ applications approved first time.	99%	96.6%	Data not available at present	100%	100%	😊
10	BCT/004 (SID)	Percentage of Building Control ‘full plan’ applications checked within 15 working days during the year.	98.1%	100%	Data not available at present	100%	92.31%	↓
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.								
3. Economic Development								
11	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	255	187		30	53	↑
12	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	429	361		75	87	↑
13	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



No	PI Reference	PI Description	2013/14 Actual	2014/15 Actual	All Wales 2014/15	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
<b>4. Corporate Health – Asset Management</b>								
14	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%	Data not available at present	<b>Reported Annually</b>		—
15	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%	Data not available at present		—	
16	CAM/001aii i (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	42.23%	39.79%	Data not available at present		—	
17	CAM/001bi i (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%	Data not available at present		—	
18	CAM/001bi i (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%	Data not available at present		—	
19	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%	Data not available at present		—	
20	CAM/001ai v (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	9.45%	9.67%	Data not available at present		—	
21	CAM/037 (PAM)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres	New PI				—	

### Section 3: Compliments and Complaints

#### 2015-2016 – Quarter 1 (1<sup>st</sup> April 2015 – 30<sup>th</sup> June 2015) – Cumulative Data

	<b>Performance Key</b>
↑	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.

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

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
2	<b><u>Total Complaints - Stage 2</u></b>	1	2	v
	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	<b><u>Total - Ombudsman Investigations</u></b>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	<b>Number of Compliments</b>	1	2	↑
5	<p><b>Summary</b></p> <p>Stage 1 complaints have been reduced to zero compared with three Stage 1 complaints in the same quarter last year. Stage 2 complaints have increased from 1 to 2 and dealt with matters relating 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 is also up one this quarter compared to the same quarter last year.</p>			