

ECONOMIC AND COMMUNITY REGENERATION CABINET BOARD

11th September 2015

REPORT OF THE HEAD OF PARTICIPATION CHRIS MILLIS

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

PERFORMANCE INDICATOR MONITORING REPORT 1st QUARTER 2015/16

Purpose of Report

To advise Members of the actual performance achieved, the complaints and compliments for the first quarter of the current financial year i.e. 1st April 2015 to 30th June 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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Castell-nedd Port Talbot
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**Quarterly Performance Management Data 2015-2016 – Quarter 1
Performance (1st April 2015– 30th June 2015)**

Report Contents:

Section 1: Summary of performance.

Section 2: Quarterly Performance Management Data and performance key

Section 1:

Summary of performance.

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 service for 4 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 materials issued.

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.

(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	2014/15 Actual	All Wales 2013/14	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
1	LCL/001(b) (NSI)	The number of people using Public Libraries during the year, per 1,000 population.	5,709 (798,609 visits)	5,851 NPT 4 th	1,327 (185,641 visits)	1,380 (193,892 visits)	↑
6	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	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 service by one vehicle and an amendment of the remaining service from a two weekly to a three weekly schedule. Also there was no service for 4 days in May due to a driver shortage.							
3	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.	5,775 (807,892 visits)	8,954 NPT 22 nd	—	Reported 2nd Qtr	—
5	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	81%	69%	—	Reported 3rd Qtr	—
3	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	6	9	—	Reported 4th Qtr	—
4	LCL/002b (SID)	The percentage of available computer hours, in use.	46%	39%	—	Reported 4th Qtr	—



Section 3: Compliments and Complaints

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

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	↔
	Narrative There were 535 stage 1 complaints of which 481 were upheld. All complaints centered around the ‘Super Hero Family Fun Day’ at Margam Park.			