

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Environment and Highways Cabinet Board

17th September 2015

Joint Report of the Head of Engineering and Transport –

D.W. Griffiths

and the Head of Streetcare

M. Roberts

Matter for Monitoring

Wards Affected ALL

Environment and Highways Performance Indicators for Quarter 1 of 2015/16

Purpose of Report

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

Appendices

2. Quarterly Performance Management Data 2014-2015 – Quarter 1 Performance (1st April 2015– 30th June 2015) – Appendix 1

List of Background Papers

3. NPT Corporate Improvement Plan 2015-18 “Rising to the Challenge” Policy & Resources Committee Report 30th July 2010 - Securing Continuous Improvement & Scrutiny Work Programme

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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

Section 3: Compliments and Complaints

Section 1: Summary of Performance

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 continues.

Environment & Transport – Transport and Highways

Improvements for indicator THS/009 are due to on-going infrastructure renewals.

Environment & Transport - Street Scene and 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. During 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.

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:-







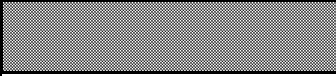
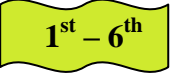
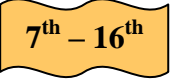
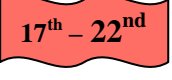
(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

(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 2014/2015 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.
	2014/15 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's). 3 of 6 Environment & Highways measures in upper quartile.
	2014/15 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's). 2 of 6 Environment & Highways measures in mid quartiles.
	2014/15 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's). 1 of 6 Environment & Highways measures in lower quartile.

1. Environment & Transport – Waste Management

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
1	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%	56.23% 7th	58.57%	58.73%	↑
2	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.18%	0.29%	Data not available at present	0.24%	0.44%	↑
3	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	29.33%	32.40%	Data not available at present	15.10%	20.04%	↑
4	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	38.09%	38.47%	Data not available at present	35.07%	36.05%	↑
5	WMT/004b (NSI/PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	14.04%	11.13%	29.38% 2nd	10.70%	10.40%	▼
6	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%	Data not available at present	23.25%	22.25%	▼

2. Environment & Transport – Transport and Highways

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
7	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.83	1.56	Data not available at present	1.83	1.25	↑
8	THS/007 (NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	88.9%	90.6%	85.8% 7th	89.7%	91.3%	↑
9	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	6.8%	5.8%	Data not available at present	Reported Annually		—
10	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	5.2%	4.0%	Data not available at present	Reported Annually		—
11	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	8.2%	7.0%	Data not available at present	Reported Annually		—
12	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%	11.9% 3rd	Reported Annually		—

3. Environment & Transport - Countryside Management								
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
13	CMT/001 (SID)	The percentage of total length of 'Rights of Way' which are easy to use by members of the public.	67%	68.94%	Data not available at present	Data collected 2 nd & 4 th Quarters		—
4. Environment & Transport - Street Scene								
14	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	98.5%	98.80%	96.9% 5th	Reported Annually		—
15	STS/005a (SID)	The cleanliness Indicator	67.6	70.6	Data not available at present	Reported Annually		—
16	STS/006 (NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	81.10%	72.06%	93.05% 22nd	Reported Annually		—

There were a total of 1,242 fly tipping incidents recorded by the authority during 2014-15. 895 were cleared within 5 working days.

247 incidents were investigated but not removed by the Council as the tipped material was subsequently removed by the owner or the landowner. Where individuals did not respond to a verbal request to remove waste then a statutory '15 day' clearance notice is issued in which case the Council cannot possibly comply with Welsh Government's national 5 working day target. The P.I. guidance stipulates that we have to include these jobs as they were reported to the authority. If this was not included in the P.I. our performance would be over 90%.

The remaining 100 jobs that were closed down outside of the 5 day target were as follows:

62 jobs cleared between 6-10 days, 23 jobs cleared between 11-20 days, 8 jobs cleared between 21-30 days, 6 out of the remaining 7 jobs were over 30 days as a result of pending prosecutions, with 1 job requiring specialist equipment, due to asbestos.

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.

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	

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 is also a small improvement for 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 for this quarter is down slightly over last year.</p>			