

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

19th November 2015

REPORT OF THE HEAD OF CORPORATE STRATEGY AND DEMOCRATIC SERVICES – MRS K JONES

Matter for Monitoring

Wards Affected: ALL

Report Title

1. Quarterly Performance Management Data 2015-2016 – Quarter 2 Performance (1st April 2015– 30th September 2015)

Purpose of the Report

2. To report quarter 2 performance management data for the period 1st April 2015 to 30th September 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.

Executive Summary

3. 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.

Background

4. 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:

- Scrutinise the service improvement set out in the Corporate Plan which fall within the committee's purview;
- Scrutinise the performance of all services within its purview and the extent to which services are continuously improving;
- Ensure performance measures are in place for each service and that the measures reflect what matters to local citizens;
- Commission and participate in systems reviews through appropriate mechanisms and report onwards to the Executive
- Monitor implementation by the Executive of responses to the conclusions and recommendations of the Council's external regulators; and
- Promote innovation by challenging the status quo and encourage different ways of thinking and options for service delivery.

Financial Impact

5. The performance described in the Report is being delivered against a challenging financial backdrop.

Equality Impact Assessment

6. This report is not subject to an Equality Impact Assessment.

Workforce Impacts

7. During 2014/15, the Council saw a further downsizing of its workforce (by 241 employees) as it sought to deliver savings of £17.3 million in-year.

Legal Impacts

8. This Report is prepared under:

- 1) The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".
- 2) The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management

9. Failure to produce a compliant report within the timescales can lead to non-compliance with our Constitution. Also failure to have robust performance monitoring arrangements could result in poor performance going undetected.

Consultation

10. No requirement to consult

Recommendations

11. Members monitor performance contained within this report.

Reasons for Proposed Decision

12. Matter for monitoring. No decision required.

Implementation of Decision

13. Matter for monitoring. No decision required.

Appendices

14. Appendix 1 - Quarterly Performance Management Data 2015-2016– Quarter 2 Performance (1st April 2015– 30th September 2015) – APPENDIX 1

List of Background Papers

15. The Neath Port Talbot [Corporate Improvement Plan - 2015/2018](#) “Rising to the Challenge”;
16. Policy & Resources Committee report date 30th July 2010 – Securing continuous improvement and scrutiny work programme.

Officer Contact

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Neath Port Talbot Castell-nedd Port Talbot County Borough Council Cyngor Bwrdeistref Sirol

Quarterly Performance Management Data 2015-2016 – Quarter 2 Performance (1st April 2015– 30th September 2015)

Report Contents:

Section 1: Key points.

Section 2: Quarterly Performance Management Data and performance key

Section 3: Compliments & Complaints Data

Section 1: Key points.

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

Children's Services

During the 2nd Quarter Period 2015-16, of the 10 comparable indicators reported 8 out of 10 (80%) have either improved or maintained maximum performance when compared to the same period during 2014-15.

Whilst there has been a reduction in the number of statutory indicators CYPS are required to report (during 2015-16), performance across the full suite of indicators demonstrates the continuing improvements being made within the Service.

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

Education

Key Stage 4 results have seen an improvement with the level 2 threshold (including a GCSE grade A-C in English or Welsh first language and Mathematics) rising by over 3% and the average

wider point score rising by approximately 8% compared to 2013/14. Key Stage 3 results have seen a significant improvement (Core Subject Indicator raised by 4.7%) compared to 2013/14 academic year. Schools in NPT have secured an improvement in pupil attendance in the secondary sectors for the fourth year running. There has been a fall in the number of pupils who were permanently excluded (from 11 pupils to 9 pupils) and a fall in the number of days lost to fixed exclusions (from 1860 days to 1457 days). There has been a rise in pupils taught in the medium of Welsh at Key Stage 3 (1.6 %) and a slight fall at Key Stage 2 (0.8%). The number of full day childcare places provided by the council has increased (386 places - 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 an increase (1.7%).

- **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

The number of Disabled Facilities Grants being delivered is similar to that of the same period last year; however the average time taken to deliver has improved. The improvement can be partly attributed to the nature of demand changing over this period. Customer satisfaction surveys reveal a very high level of satisfaction, with over 96% of respondents indicating that their quality of life has improved as a result of the adaptation, and 100% agreeing that they no longer need to consider moving home.

Performance in relation to properties vacant for more than 6 months and returned to occupation is showing a fall in performance

but this relates solely to the late issuing of a questionnaire and now that we have the data this will improve in the next quarter.

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

Economic Development

The Economic Development Team continues to deal with a significant number of enquiries which are in general, of a more positive nature, i.e. requiring financial assistance to support plans to help businesses expand and grow although when compared with the same quarter of the previous year, there is a decrease. On the other hand, the increase in demand for financial assistance to support projects demonstrating business growth and employment is illustrated in the significant increase in the number of jobs created.

In addition, although there has been a decrease in the number of new business start-up enquiries compared to the previous year, the amount of calls being dealt with by the Team is rising as changes to the welfare system are introduced and people are exploring different employment options.

Homelessness

Performance against the annual cumulative target of 50 private rented tenancies made available by the Housing Options service has greatly improved, with 33 tenancies at the end of Quarter 2. The Service now anticipates exceeding its target well before the year-end.

In relation to homeless households where homelessness was prevented for 6 months, performance has improved slightly on last year at 93.7%. The service remains confident of achieving the Corporate Improvement Plan year-end target of 92%.

- **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. There is some

fluctuation in waste quantities and recycling/composting levels however it is anticipated that a figure of 58% will be repeated in 2015/16.

A proportion of the fuel produced at the Materials Recovery and Energy Centre (MREC) has been placed in temporary storage prior to incineration which has resulted in a small decrease in The percentage of local authority collected municipal waste used to recover heat and power. which should catch up in the quarter 3 and 4 of this year.

- **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. A sickness update report is a separate item on today's agenda.

Customer Services

Customer waiting times (face to face contact at Neath and Port Talbot One Stop Shops) continue 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 as more customers use our online services reducing the need to attend in person.

There has been a significant improvement with the Contact Centre key measures as average telephone waiting times reduced from 45 to 15 seconds and the abandoned calls rate dropped from 19.1% to 2.5%. A number of measures were implemented to achieve this improvement such as streamlined processes, reducing other services related avoidable contact, increasing staff availability and improved I.T. hardware. Customers are requesting more services online which is also reducing the former reliance on telephone contact due to increasing online service availability.

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

- **Public Protection**

The percentage of food establishments which are 'broadly' compliant with food hygiene standards has seen a slight fall but is still in line with the all Wales average.

The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards and Animal Health have both fallen when compared with the same period for last year, however, larger numbers of infringements have been detected which has had a knock on effect on these figures. There are a relatively small number of high risk Trading Standards inspections and therefore as in previous years there is an expectation that they will all be visited by the year end.

The percentage of significant breaches that were rectified by intervention during the year for Trading Standards and Animal health are both below the level of performance experienced last year, however, Trading Standards have uncovered more significant breaches this year, and the time taken to remedy them varies due to their individual complexity and whether formal enforcement action is required.

The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Health and Safety performance indicator has been removed from this data set because Government guidance removed the requirement to visit such premises unless there was a reason to do so (complaint, or accident investigation purposes), also comparison with previous years data is not comparing like with like.

- **Planning**

Planning performance has varied during the period, with the significant improvements to the householder planning applications figures seen in Quarter 1 maintained through Quarter 2, although this has been offset by a reduction in performance on all other application categories. Nevertheless, the overall level of performance against the statutory 8 week target remains consistent with previous years at 81.6%. As for Quarter 2, other indicators also 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**

Although still of a high standard, it is regrettable that the section has to report a slight drop in the performance in relation to the Percentage of Building Control 'full plan' applications checked within 15 working days during the year. This has been unavoidable due to staff having had to prioritise their workloads to accommodate the land mark projects. It must be emphasised however, that at no time have any statutory deadlines been missed. It is anticipated that as these projects are completed, performance will again improve. Our other measure, the percentage of 'full plan' applications approved first time has improved to 98.8%.

- **Libraries**

There has been a slight increase (3.2%) in the number of people using Public Libraries during the year but a decrease in the materials issued (8.1%). 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.

- **Asset Management**

Local Authority buildings conditions and maintenance are annual indicators and will be reported in the quarter 4 report for 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**

The performance indicator CMT/001, the percentage of total length of 'Rights of Way' which are easy to use by members of the public is not a statutory indicator and has been discontinued at a national level. As a result it has been removed from this data set.

Indicators for the management of streets are monitored annually.

- **Compliments and Complaints**

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

Social Services Directorate (including Children's Services) has seen a significant reduction in complaints compared to quarter 2 last year, this can be attributed to service improvements and the new Welsh Government complaints policy which was introduced in August 2014, this resulted in new procedures being introduced by the Directorate; this was accompanied by extensive training for front-line staff and managers, raising the profile of complaints and the importance to resolve them locally.

There has been a significant increase in the number of compliments received in Corporate Services (from 20 to 126). This is due to the efforts made across the services to report the importance of recording all compliments and due to an increase of positive website feedback as a result of the changes made to our online digital services.

Section 2: Quarterly Performance Management Data and Performance key

2015-2016 – Quarter 2 Performance (1st April 2015 – 30th September 2015)

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









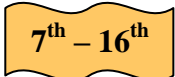

(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

(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 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.
	2014/15 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's). 9 of 42 comparable 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). 23 of 42 comparable 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). 10 of 42 comparable measures in lower quartile.

1. Chief Executive's and Finance & Corporate Services

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 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		6.4 minutes	6 minutes	↑
3	CS002 (Local)	Customer Services - Average time to answer telephone calls	30 seconds	33 seconds		45 seconds	15 seconds	↑
4	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	12.87%	12.47%		19.1%	2.5%	↑
5	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	0.13%	0.08% 53 of 67,886		0.08% (32 of 41,161)	0.04% (13 of 33,131)	↑
6	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%		58.4%	60.3%	↑
7	CFH/006 (SID)	The percentage of undisputed invoices which were paid within 30 days.	91.6%	90.7%		90.1%	91.3%	↑

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

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
8	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	9.9 7 th	4.2	4.2	↔
9	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%	13.48%		5.38%	6.62%	v
10	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.3%	97.5%		57.4%	57.2%	v
11	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	7.53	6.86		9.4	10.7	↓
	<p>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.</p> <p>Of the 31,000 new claims / changes of circumstances actioned during the period 12,000 who provided all the information at the first point of contact were actioned within a day of receipt. This demonstrates that the indicators are dictated greatly by how long it takes the claimant to provide all relevant information. The average time taken to complete an assessment after all information has been received is approximately 6 days (inclusive of weekends) so in working days is close to 4 days. This is mainly due to the prioritisation as mentioned above.</p>							
12	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	97.9%	86.3%		89.3%	40%	↓
	<p>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. However, the month of September has seen a significant improvement with turnaround times of 96.3%, partially due to the return of a team member from Maternity Leave.</p>							
13	PROC/001 (Local)	Percentage volume of transactions processed through e-Procurement	N/a New	N/a New		N/a New	21.3%	—

2. Education – Schools

No	PI Reference	PI Description	NPT Actual 2013/14 (2012/13 academic year)	All Wales 2014/15 (2013/14 academic year)	Quarter 2 2014/15 (2013/14 full academic year)	Quarter 2 2015/16 (2014/15 full academic year)	Direction of Improvement
14	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	0 0 pupils	😊
15	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	92.6%	93.6% 12 th	93.5% (2,182,564 of 2,333,737 sessions)	93.7% (2,148,160 of 2,293,388 sessions)	↑
16	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%	81.2% 22 nd	73.1% (1,096 of 1,500 pupils)	77.8% (1,160 of 1,491 pupils)	↑
17	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%	17.2% 14 th	10.0% (150 of 1,500 pupils)	11.6% (173 of 1,491 pupils)	↑
18	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	1.2 9 pupils	↑

2. Education –Schools - continued

No	PI Reference	PI Description	NPT Actual 2013/14 (2012/13 academic year)	All Wales 2014/15 (2013/14 academic year)	Quarter 2 2014/15 (2013/14 full academic year)	Quarter 2 2015/16 (2014/15 full academic year)	Direction of Improvement
19	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		0.016% 262 days	0.008% 203 days	↑
20	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		0.112% 1,598 days	0.085% 1,254 days	↑
21	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	530 10th	540	583 (P)	↑
22	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%	55.5% 9th	55.8%	58.3% (P)	↑
23	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%	86.4% 21st	84.1% (1,144 of 1,360 pupils)	83.3% (1,194 of 1,433 pupils)	▼
24	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%		15.4% (209 of 1,360 pupils)	14.1% (202 of 1,433 pupils)	▼

(P) – Provisional Data

2. Education - Schools -continued

No	PI Reference	PI Description	NPT Actual 2013/14 (2012/13 academic year)	All Wales 2014/15 (2013/14 academic year)	Quarter 2 2014/15 (2013/14 full academic year)	Quarter 2 2015/16 (2014/15 full academic year)	Direction of Improvement
25	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)	0.4% 13 th	0.2% (3 of 1,667 pupils)	Data available Quarter 3	—
26	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%	1.2% Joint 1 st	0%	Data available Quarter 3	—
27	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		79.8	Data available Quarter3	—
28	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		52.2	Data available Quarter 3	—
29	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	93.0%	94.8% 16 th	94.6% 3,153,617 of 3,333,372 sessions	Data available Quarter 3	—

2. Education - Other

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 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%*	95.6% Joint 1 st	*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)		15.0% (2,160 of 14,411)	16.7% (2,369 of 14,150)	↑
32	L(FP) 1+ (Local)	Number of full day childcare places provided. (measured over the 2015/16 financial year - quarterly)	1,800	1,624		*1,734	*2,120	↑
33	L(SEN) 1b (Local)	Total number of children with statements of special educational needs. (measured over 2015 calendar year – quarterly)	788	790		*768	*781	v
34	L(SEN) 1a (Local)	Number of children with new statements of special educational needs. (measured over the 2015 calendar year - quarterly)	103*	77*		*55	*76	↓
The increase in numbers 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%*	64.5% 21 st	*21.8%	*7.89%	↓
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 coupled with long term staff absences and a high number of SEN tribunals which can be extremely time consuming.								

*- Calendar year data - 9 months data

3. Social Care – Children’s Services

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
36	SCC/030a (SID)	The percentage of young carers known to Social Services who were assessed.	100%	100%		100%	100%	😊
37	SCC/030b (SID)	The percentage of young carers known to Social Services who were provided with a service.	64.7%	100%		66.7%	100%	😊
38	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%		95.9%	98.6%	↑
39	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%	44.8% 15 th	41.3%	59.8%	↑
40	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%		74.1%	76.2%	↑
41	SCC/034 (SID)	The percentage of child protection reviews carried out within statutory timescales during the year.	97.5%	98.5%		98.3%	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%	91.2% 19 th	78.9%	85.7%	↑

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 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%	88.9% 18 th	89.3%	90.8%	↑
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%	87.7% 7 th	92.7%	92.0%	v
45	SCC/010 (SID)	The percentage of referrals that are re-referrals within 12 months.	22.1%	15.4%		13.9%	17.4%	v
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%	13.5% 7 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 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 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%	9.0% 7 th	Reported Annually		—
48	SCC/022a (SID)	The percentage attendance of looked after pupils whilst in care in primary schools.	93.1%	94.2%		Reported Annually		—
49	SCC/022b (SID)	The percentage attendance of looked after pupils whilst in care in secondary schools.	89.7%	85.4%		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%	93.3% 9 th	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%	93.1% 13 th	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%	59.5% 21 st	Reported Annually		—

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 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%		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%		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	276 10 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		Reported Annually		—

4. Social Care - Adults Services

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 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%	88.3% 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%	95.6% 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	67.30 2 nd	102.41	112.37	↑
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	18.85. 19 th	23.34	22.18	↑
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%		82.92%	84.25%	↑
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%		15.7%	18.6%	↑

4. Social Care – Adult Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
63	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%	85.2% 12 th	86.2%	87.1%	↑
64	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%		93.52%	93.36%	v
65	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	4.83 11 th	1.93	2.49	↓
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.								
66	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%	80.0% 12 th	78.43%	70.6%	↓
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.								
67	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%		96.7%	72.4%	↓
Carers feel that their needs are being met through the provision of service for the cared for, they are also receiving advice information and assistance and may not need a 'Local Authority commissioned service' as their outcomes are being met by community and third sector services which is a good thing and shows that utilisation of the carers service for example is meeting people needs. This is very much in line with the new Act.								



5. Housing – Homelessness and Housing Advice

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
68	HHA/013 (SID)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	95.2%	95.5%	65.4% * See note 1	92.8%	93.7%* See note 2	↑
	<p>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.</p> <p>Note 2 - Data excludes the period 1st -26th April 2015 because it was not possible to amalgamate data relating to the homelessness legislation prevailing at this time with that relating to the Housing (Wales) Act 2014 (which was collected from 27th April 2015).</p>							
69	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		N/a New	33	—

6. Housing - Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 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	231 14 th	270	220	↑
71	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	310	437		538	314	↑
72	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	197	233		243	216	↑
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 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 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%	11.76% 	30.3%	0%	↓
This fall in performance relates solely to the late issuing of a questionnaire; the figure will significantly increase by quarter 3.								
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/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	82%	98%		32%	40%	↑
78	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%		65%	75%	↑
79	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	92.2%	92.8%	94.2% 	93.6%	92.4%	v

7. Planning and Regulatory Services - Public Protection - continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
80	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	100%		50%	41%	↓
	There has been a decline in performance in this PI due to a larger number of infringements being detected over the last year which has a knock on effect on performance.							
81	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%	100%		66%	60%	↓
	There has been a decline in performance in this PI due to a larger number of infringements being detected over the last year which has a knock on effect on performance.							
82	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	78.7%	86.8%		74%	41%	↓
	. There has been an increase in the number of infringements which are taking longer to rectify because enforcement action is required							
83	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	77.3%	71.4%		80%	33%	↓
	There has been a decline in performance in this PI due to an increase in significant breaches within Trading Standards which has resulted in a member of staff who works between both Animal Health and Trading Standards having to dedicate more time to Trading Standards and hence less time to rectify any breaches within this area.							
84	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		* see note	* see note	—

*- Note – There were no new businesses detected for Animal health in this 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 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
85	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	94%	87.4%	86.3%	88.8%	95.21%	↑
86	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	95.5%	96.4%		97.22%	96.57%	v
87	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	71.3%	63.5%	63.3%	68%	63.3%	v
88	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	73.9%	79%	70.3%	83.5%	81.1%	v
89	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	30.1 days	30.6 days		28.1 days	30.4 days	↓
90	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	87.6 days	82.7 days		77.6 days	101.3 days	↓
Comment relates to PLA/M001 & PLAM/002: The increase is largely as a consequence of staff investing time contacting applicants to progress 'older' or 'stalled' applications to determination.								

8. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
91	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	23.1%	30.4%		26.67%	20%	↓
	The percentage of major and minor applications determined within 8 weeks PLA/M004 and PLA/004b has dropped as a consequence of the complexity of the type of application determined and pressures on staff resources, but continues to be balanced by increase in performance for householder applications.							
92	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% 10 th	Reported Annually		—

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
9. Planning and Regulatory Services – Building Control								
93	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	99%	96.6%		96.6%	98.8%	↑
94	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	98.1%	100%		100%	95.2%	▼
10. Economic Development								
95	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	255	187		56.5	119	↑
96	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	429	361		184	141	↓
	The performance of this indicator has been affected by changes in the way Job Centre Plus refer clients to the Council's Enterprise Club. At present, new ways of working together are being discussed and, additional sources for referrals are being developed. It is anticipated therefore, that the target set for 2015/16 will be achieved.							
97	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		388	346	↓
	The Team deal with enquiries from existing businesses for support on a range of issues such as property, rates relief, local contract opportunities, tendering, events, etc. as well as referrals from other business support organisations who are often delivering Welsh Government contracts. Many of these contracts have now ended and new tenders for delivery are being put in place. Consequently, these changes have affected the number of referrals currently being received by the team. However, it is anticipated that many of these new contracts will be up and running by the new year and the targets set for 2015/16 will be met.							

11. Corporate Health – Asset Management

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
98	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 yet	Reported Annually		—
99	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 %				—
100	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%				—
101	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%				—
102	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%				—
103	CAM/001 biii (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%				—
104	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%				—
105	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 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
106	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)	5,526 8 th	2,897 (401,476. visits)	2,990 (420,028 visits)	↑
107	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)		1,718 (236,984. issued)	1,578 (221,668. 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.								
108	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)	8,662 22 nd	2,719 (380,424 visits)	2,583 (362,924 visits)	↓
The decrease in numbers can be attributed to the Afan Valley Sport Centre being shut for refurbishment for 6 months and all of our playing fields being leased to individual sports clubs (only Western Avenue still with the Authority).								
109	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	8	6	9	Reported Annually		—
110	LCL/002b (SID)	The percentage of available computer hours, in use.	48%	46%	39%	Reported Annually		—
111	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 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
112	WMT/004b (NSI/PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	14.04%	11.13%	29.38% 2 nd	11.3%	10.7%	↑
113	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.18%	0.29%		0.29%	0.42%	↑
114	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%	56.24% 7 th	60.78%	59.21%	v
115	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	38.09%	38.47%		37.81%	36.79%	v
		a) Incinerator Bottom Ash recycling rate	N/a	N/a		4.17%	1.80%	v
		b) Kerbside dry recycling rate	N/a	N/a		14.37%	15.33%	↑
		c) Household Waste Recycling Centres dry recycling rate	N/a	N/a		19.27%	19.66%	↑
Performance Indicator WMT/010ii – the percentage of local authority municipal waste recycled, is made up of recycling collected by the Council and incinerator bottom ash (IBA) that is recycled from 'black bin/bag' waste sent for incineration via arrangements put in place by the MREC. Therefore, in order to better reflect any improvements that are made to the Council's waste and recycling collection services it is proposed to split indicator WMT/010ii from Quarter 2, 2015 onwards between IBA recycled, Household Waste Recycling Centres (HWRC) recycling and recycling collected at the kerbside.								
116	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%		22.68%	21.99%	v
117	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	29.33%	32.40%		25.9%	23.9%	v

14. Environment & Transport – Transport and Highways

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
118	THS/007 (NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	88.9%	90.6%	85.8% 7 th	89.6%	92.0%	↑
119	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.83	1.56		1.52	1.28	↑
120	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	6.8%	5.8%		Reported Annually		—
121	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	5.2%	4.0%		Reported Annually		—
122	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	8.2%	7.0%		Reported Annually		—
123	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%. 3 rd	Reported Annually		—

15. Environment & Transport - Street Scene

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2014/15	NPT Quarter 2 2014/15	NPT Quarter 2 2015/16	Direction of Improvement
124	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	97.8%	98.8%	96.9% 5 th	Reported Annually		—
125	STS/005a (SID)	The cleanliness Indicator	67.6	70.6		Reported Annually		—
126	STS/006 (NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	81.10%	72.06%	93.05% 22 nd	Reported Annually		—

Section 3: Compliments and Complaints

2015-2016 – Quarter 2 (1st April 2015 – 30th September 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 2 2014/15	Quarter 2 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	16	17	↓
	a - Complaints - Stage 1 upheld	3	7	
	b -Complaints - Stage 1 <u>not</u> upheld	13	7	
	c -Complaints - Stage 1 partially upheld	0	3	
2	<u>Total Complaints - Stage 2</u>	3	3	↔
	a - Complaints - Stage 2 upheld	1	0	
	b - Complaints - Stage 2 <u>not</u> upheld	2	2	
	c- Complaints - Stage 2 partially upheld	0	1	

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

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
	<u>Total - Ombudsman investigations</u>	0	0	↔
3	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	20	126	↑
5	<p>Summary</p> <p>Stage 1 The number of complaints received has slightly increased (increase of 1), 7 of the complaints were upheld for various reasons (an increase of 4 from last year). Some of these are in the process of being reviewed.</p> <p>Stage 2 No change in the number of complaints received for this category, one was partially upheld and internal procedures were altered.</p> <p>Compliments A number of compliments received increased significantly, this is due to the efforts made across the services to report the importance of recording all compliments and due to an increase of positive website feedback as a result of the changes made to our online digital services.</p>			

Section 3: Compliments and Complaints - continued

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

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	2	542	↓
	a - Complaints - Stage 1 upheld	0	481	
	b -Complaints - Stage 1 <u>not</u> upheld	2	67	
	c -Complaints - Stage 1 partially upheld	0	0	
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	

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

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
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 542 stage 1 complaints of which 481 were upheld. All complaints centered 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 2 2014/15	Quarter 2 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	6	6	↔
	a - Complaints - Stage 1 upheld	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	5	6	
	c -Complaints - Stage 1 partially upheld	1	0	
2	<u>Total Complaints - Stage 2</u>	5	2	↑
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	4	2	
	c- Complaints - Stage 2 partially upheld	1	0	

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

	<u>Total - Ombudsman investigations</u>	0	0	↔
3	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of compliments	2	0	↓
5	<p>Summary</p> <p>There were 6 Stage 1 complaints and 2 Stage 2 complaints, all were not upheld. (4 complaints concerned the Statutory Assessment Process – 2 time taken, 1 no information fed back and one concerning incorrect information, 1 complaint concerned school transport, 1 complaint concerned information held on school/council files, 1 complaint concerned timing of reports for new welsh medium school and 1 complaint concerned the dealing of a complaint at a secondary school).</p>			

Section 3: Compliments and Complaints - continued

SOCIAL SERVICES, HEALTH AND HOUSING (Children's Services)

(Children, Young People and Education Cabinet Board)

<i>No</i>	<i>PI Description</i>	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	47	27	↑
	a - Complaints - Stage 1 upheld	5	3	
	b - Complaints - Stage 1 <u>not</u> upheld	23	20	
	c - Complaints - Stage 1 partially upheld	9	2	
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	

SOCIAL SERVICES, HEALTH AND HOUSING (Children's Services)
(Children, Young People and Education Cabinet Board)

No	<i>PI Description</i>	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
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	7	6	↓
5	<p>Summary Stage 1 – there has been a significant decrease in the number of complaints received up to the 2nd quarter 2015/16 (when compared to 2014/15) from 47 to 27 (43%); this can be attributed to the continual service developments and improvements within Children's Services. Members should note that of the 27 complaints, 15 were received from young people placed at Hillside Secure Unit. Members should also note, a new WG 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.</p> <p>Stage 2 – these have also reduced from 3 to 1 up to the 2nd quarter; this can be attributed to a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels.</p> <p>Compliments – the number of compliments has decreased; this can be attributed 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

SOCIAL SERVICES, HEALTH AND HOUSING (All Services except Children's Services)

(Social Services, Health and Housing Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	32	14	↑
	a - Complaints - Stage 1 upheld	3	3	
	b - Complaints - Stage 1 <u>not</u> upheld	10	7	
	c - Complaints - Stage 1 partially upheld	8	1	
2	<u>Total Complaints - Stage 2</u>	0	0	↔
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	0	0	
	c- Complaints - Stage 2 partially upheld	0	0	

SOCIAL SERVICES, HEALTH AND HOUSING (All Services except Children's Services)
(Social Services, Health and Housing Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
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	9	↔
	<p>Narrative</p> <p>Stage 1 – there has been a significant decrease in the number of complaints received up to the 2nd quarter 2015/16 (when compared to 2014/15) from 32 to 14 (56%); this can be attributed to the new WG complaints policy which was introduced in August 2014, this resulted in new procedures being introduced by the Directorate; this was accompanied by extensive training for front-line staff and managers, raising the profile of complaints and the importance to resolve them locally.</p> <p>Stage 2 – there has been no Stage 2 activity during this period; this can be attributed to a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels.</p> <p>Compliments – the number of compliments mirrors the same period last year; the complaints team will continue to raise the profile for the need to report such incidences.</p>			

ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 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	
2	<u>Total Complaints - Stage 2</u>	6	8	↓
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	6	8	
	c- Complaints - Stage 2 partially upheld	0	0	

ENVIRONMENT DIRECTORATE (Economic and Community Regeneration Cabinet Board)

	<u>Total - Ombudsman investigations</u>	0	0	↔
3	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	2	2	↔
5	<p>Summary</p> <p>Stage 1 – There has been a reduction to zero in the number of complaints received up to the 2nd quarter of 2015/16 when compared to 2014/15.</p> <p>Stage 2 – There has been a slight increase overall in the number of complaints received up to the 2nd quarter of 2015/16 in comparison to 2014/15. This may be attributed to legislative changes within planning development control which has led to operational changes within the department of which the public may not be aware and subsequently wish to refer their complaint to the Authority's complaints policy.</p> <p>The number of compliments has remained the same for both periods.</p>			

Section 3: Compliments and Complaints - continued

ENVIRONMENT DIRECTORATE
(Environment & Highways Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	9	13	↓
	a - Complaints - Stage 1 upheld	2	5	
	b -Complaints - Stage 1 <u>not</u> upheld	7	8	
	c -Complaints - Stage 1 partially upheld	0	0	
2	<u>Total Complaints - Stage 2</u>	4	2	↑
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	4	2	
	c- Complaints - Stage 2 partially upheld	0	0	

ENVIRONMENT DIRECTORATE
(Environment & Highways Cabinet Board)

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
	<u>Total - Ombudsman investigations</u>	0	0	↔
3	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	12	8	↓
5	<p>Summary</p> <p>Stage 1 – There has been a slight increase in the number of complaints received up to the 2nd quarter of 2015/16 when compared to 2014/15. This may be attributed to an improved method of recording complaints.</p> <p>Stage 2 – There has been a reduction in complaints received up to the 2nd quarter of 2015/16 when compared to 2014/15.</p> <p>The number of compliments has dropped compared to the same quarter last year.</p>			