

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Economic and Community Regeneration Cabinet Board

4 December 2015

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

Matter for Monitoring

Wards Affected: ALL

ECONOMIC & COMMUNITY REGENERATION PERFORMANCE INDICATORS FOR QUARTER 2 OF 2015/16

- 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 Environment. This will enable the Economic and Community Regeneration Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

- 3 In line with the Council's six improvement priorities embedded within the Corporate Improvement Plan, Environment scrutinise performance within Economic Development, Planning, Building Control and Asset Management. On the whole performance demonstrates improvement in line with what we planned to deliver, with statutory deadlines being met.

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; Environment will:

- Scrutinise the performance of all services 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.
- Promote innovation by challenging the status quo and encourage different ways of thinking and options for service delivery

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

Financial Impact

5 The performance described in the report is being delivered against a challenging financial background.

Equality Impact Assessment

6 None required.

Workforce Impacts

7 During 2014/15, the Environment Directorate saw a further downsizing of its workforce (by 114 employees) as it sought to deliver savings of 3.996 million in year.

Legal Impacts

8 This progress 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”;

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**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.

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 small decrease. On the other hand, the increase in demand for financial assistance to support to 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.

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 1, 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 BCT004. 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 in relation to BCT004 will again improve.

Asset Management

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

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

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
v	Performance is within 5% of previous year's 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.

1. 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
1	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%	↑
2	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
3	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
4	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
5	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	30.1 days	30.6 days		28.7 days	30.4 days	↓
6	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	↓
	The increase is largely as a consequence of staff investing time contacting applicants to progress 'older' or 'stalled' applications to determination. This relates to PLA/M001 and PLA/M002							

1. 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
7	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/004 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							
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% 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
2. Planning and Regulatory Services – Building Control								
9	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	99%	96.6%		96.6%	98.8%	↑
10	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	98.1%	100%		100%	95.2%	v
3. Economic Development								
11	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	255	187		56.5	119	↑
12	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	429	361		184	141	↓
	<p>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.</p>							
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		388	346	↓
	<p>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.</p>							

4. 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
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 yet	Reported Annually		—
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 %				—
16	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%				—
17	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%				—
18	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%				—
19	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%				—
20	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%				—
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.	N/a New	N/a New				N/a New

Section 3: Compliments and Complaints

2015/2016 – Quarter 2 (1st April 2015 – 30th September 2015) – Cumulative data for ECR Board

	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 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	

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
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	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	2	2	↔
<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>				