

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

## **Environment and Highways Cabinet Board**

**17 December 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 2 of 2015/16**

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

#### **Purpose of the Report**

- 2 To report quarter 2 performance management data for the period 1<sup>st</sup> April 2015 to 30<sup>th</sup> September 2015 for Environment. This will enable the Environment and Highways 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 Waste Management and Transport and Highways. 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; 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 This report is not subject to an Equality Impact Assessment.

## **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 (1<sup>st</sup> April 2015– 30<sup>th</sup> September 2015) – APPENDIX 1

## **List of Background Papers**

- 15 The Neath Port Talbot [Corporate Improvement Plan - 2015/2018](#) “Rising to the Challenge”;

## **Officer Contact**

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**Neath Port Talbot**  
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## **Quarterly Performance Management Data 2015-2016 – Quarter 2 Performance (1st April 2015– 30<sup>th</sup> 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**

#### **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 PI WMT/012, which should catch up in the quarter 3 and 4 of this year.

#### **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 (SID) 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 the report.

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

### **2015-2016 – Quarter 2 Performance (1<sup>st</sup> April 2015 – 30<sup>th</sup> September 2015)**

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







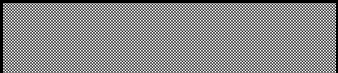
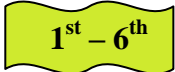
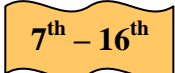
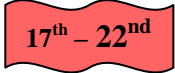
**(NSI) National Strategic Indicators (NSIs)** - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

**(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.

	<b>Performance Key</b>
	Maximum Performance
	Performance has improved
	Performance has been maintained
	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.
	2014/15 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's).
	2014/15 NPT performance in mid quartiles (7 <sup>th</sup> – 16 <sup>th</sup> ) in comparison with All Wales national published measures (NSI & PAM's).
	2014/15 NPT performance in lower quartile (17 <sup>th</sup> – 22 <sup>nd</sup> ) in comparison with All Wales national published measures (NSI & PAM's).

## 1. 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
1	WMT/004b (NSI/PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	14.04%	11.13%	29.38% 	11.3%	10.7%	↑
2	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.18%	0.29%		0.29%	0.42%	↑
3	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% 	60.78%	59.21%	v
4	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%	↑
<p>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.</p>								






5	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
6	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

## 2. 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
7	THS/007 (NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	88.9%	90.6%	85.8% 7 <sup>th</sup>	89.6%	92.0%	↑
8	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	↑
9	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	6.8%	5.8%		Reported Annually		—
10	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	5.2%	4.0%		Reported Annually		—
11	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	8.2%	7.0%		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% 3 <sup>rd</sup>	Reported Annually		—

### 3. Environment & Transport - Street Scene

13	<b>STS/005b</b> (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	97.8%	98.8%	96.9% 	<b>Reported Annually</b>	—
14	<b>STS/005a</b> (SID)	The cleanliness Indicator	67.6	70.6		<b>Reported Annually</b>	—
15	<b>STS/006</b> (NSI)	The percentage of reported fly tipping incidents cleared within 5 working days	81.10%	72.06%	93.05% 	<b>Reported Annually</b>	—
<p>There were a total of 1,242 fly tipping incidents recorded by the Authority during 2014-15. 895 were cleared within 5 working days.</p> <p>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%.</p> <p>The remaining 100 jobs that were closed down outside of the 5 day target were as follows:</p> <p>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.</p>							

### Section 3: Compliments and Complaints

#### 2015/2016 – Quarter 2 (1<sup>st</sup> April 2015 – 30<sup>th</sup> September 2015) – Cumulative data for E&H 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	<b><u>Total Complaints - Stage 1</u></b>	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	

No	PI Description	Quarter 2 2014/15	Quarter 2 2015/16	Direction of Improvement
2	<b><u>Total Complaints - Stage 2</u></b>	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	
3	<b><u>Total - Ombudsman investigations</u></b>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	<b>Number of Compliments</b>	12	8	↓
<p>Stage 1 – There has been a slight increase in the number of complaints received up to the 2<sup>nd</sup> 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 2<sup>nd</sup> 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>				