

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

## **Policy and Resources Cabinet Board**

**18<sup>th</sup> February 2016**

### **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 3 Performance (1<sup>st</sup> April 2015– 31<sup>st</sup> December 2015)

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

2. To report quarter 3 performance management data for the period 1<sup>st</sup> April 2015 to 31<sup>st</sup> December 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 2014-2015, 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 3 Performance (1<sup>st</sup> April 2015– 31<sup>st</sup> December 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 30<sup>th</sup> July 2010 – Securing continuous improvement and scrutiny work programme.

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## Quarterly Performance Management Data 2015-2016 – Quarter 3 Performance (1<sup>st</sup> April 2015– 31<sup>st</sup> December 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**

In line with the revised reporting arrangements, the 3<sup>rd</sup> Quarter Performance Report highlights performance against a reduced list of performance indicators, as directed by Welsh Government.

During the 3<sup>rd</sup> Quarter Period 2015-2016, of the 10 comparable indicators reported, 2 indicators achieved maximum performance while the remaining 8 indicators improved, when compared to the same period during 2014-2015.

Despite the reduction in the number of statutory indicators Children and Young People's Services are required to report (during 2015-2016) performance across the full suite of indicators and these demonstrate the ongoing improvements being made across the Service.

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

### **Education**

Of the 22 indicators reported, 3 were at maximum performance, 14 improved 3 remained within 5% and 2 fell by over 5% when compared to the previous academic year.

The Key Stage 4 Level 2 threshold (5 GCSE's including English/Welsh first Language and Maths) increased by nearly 3% to 58.4% and is higher than the Wales average. In the Key Stage 4 Level 2 threshold indicator (5 GCSE's or equivalent) Neath Port Talbot were the highest in Wales for the 3<sup>rd</sup> consecutive year. In the Key Stage 4 Average Wider Points and Capped Points (best 8 results) Neath Port Talbot were placed 2<sup>nd</sup> and 3<sup>rd</sup> in Wales respectively.

At Key Stage 3 the Core Subject Indicator (level 5 or above in English/Welsh, Maths & Science) improved by 4.7% in 2014-2015 academic year. Neath Port Talbot however, are still ranked 22<sup>nd</sup> in Wales.

The Key Stage 2 Core Subject Indicator (level 4 or above in English/Welsh, Maths & Science) fell by 0.8% in 2014-2015 (academic year) and NPT are ranked 22<sup>nd</sup> in Wales.

Both primary and secondary school attendance increased by 0.2% to 94.8% and 93.7% respectively in 2014-2015 (academic year).

The number of pupils permanently excluded fell from 11 (previous year) to 9 and the number of days lost to fixed exclusions fell from 1860 to 1458.

The percentage of final statements of special educational need excluding exceptions issued within 26 weeks was again 100%. Performance including exceptions however fell to 10.53% due to the complexity of individual cases, availability of staff from outside the LA, the ability of parents to take children to their assessments, staffing pressures within the LA and long term staff absences.

- **Improvement Objective 3 - Improving Outcomes, Improving Lives**

### **Adults Services**

Adult social care has seen a number of changes within the last year, which include changes in practice, reconfiguration and the development of an intake service. As a result, changes in

pathways for adults are in their infancy with the introduction of local area coordination and the promotion of direct payments supporting adults to remain healthy, regain or maintain independence and exert more choice and control over commissioned support. We expect performance in all areas to improve in the forthcoming year as the new act embeds and practice and pathway changes are fully implemented.

### **Housing - Private Sector Renewal**

The average time taken to deliver a Disabled Facilities Grant has improved from 260 to 221 days. The data indicates the quicker process can be attributed to improvements in the system and a change in the type of demand, this year the demand for extensions is down 30% compared to last year. The service is on track to show an improvement on the predicted 250 days target for this year, it is expected the days taken will remain very similar to current performance of 221 days. Customer satisfaction surveys reveal a very high level of satisfaction, over 96% of respondents indicating that their quality of life had improved as a result of the adaptation and 100% agreeing that they no longer need to consider moving home

There has been a significant reduction in 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. Largely properties that are brought back into use, is outside of the control of the service. The service does however; regularly contact owners of all such properties to provide advice and to direct them towards funding which may assist them. In addition the service takes enforcement action whenever necessary.

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

### **Economic Development**

The Economic Development Team is continuing to receive a significant number of requests for support which are, in general, of a more positive nature than 12 months ago. In particular, the team is dealing with an increasing number of applications for funding to support plans to help them expand and grow and this is illustrated in the number of jobs created reported this quarter.

In light of the recent announcement of significant job losses at Tata however, the team will need to spend time dealing with those whose employment is at risk and providing support to Tata's supply chain.

In comparison to last year, there has been a decrease in the number of new business start-up enquiries. However, enquiries are now showing an increase as more people are exploring the possibilities of self-employment because of changes to the welfare system.

### **Homelessness**

At 66, 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 has already exceeded the annual cumulative target of 50 private rented tenancies made available by the service.

The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months has deteriorated slightly on last year at 92.1% but the service remains confident of achieving the cumulative 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 2015-2016 statutory recycling and composting target of 58% during 2014-2015. There is some fluctuation in waste quantities and recycling/composting levels however it is anticipated that a figure of 58% will be repeated in 2015-2016.

- **Improvement Objective 6 – Better, Simpler, Cheaper**

### **Sickness Management**

Sickness across the Council has been broadly maintained when compared to the same period last year. Work is continuing to improve 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 and the average waiting time for the 9 month period (April to December) is now 5.6 minutes. There are also fewer customer walk offs. There has 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. Also, some of this reduction in footfall relates to Blue Badge re-applications - where possible the badge is being renewed without the applicant attending in person by utilising information already in our possession. This has accounted for approximately 448 people not having to attend the OSS sites (April-Dec 2015).

There has been a significant improvement with the Contact Centre key measures as average telephone waiting times have reduced from 39 to 14 seconds and the abandoned calls rate dropped from 14.7% to 2.3%. Performance has improved and stabilised after a number of measures were put in place to improve performance. These include: improved processes – increasing efficiency, introduction of interactive voice recognition system to manage telephone calls electronically before entering the Contact Centre telephone queue. Additionally, customers are requesting services via digital channels; this further reduces the reliance on Contact Centre intervention and telephone demand.

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

- **Public Protection**

Three of the seven comparable indicators are showing improved performance and one maintained performance (93.6% of food establishments were 'broadly' compliant with food hygiene standards).

Of the three that indicate reduced performance:

- The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health (5 premises) all will be visited before the end of the financial year.
- The percentage of significant breaches that were rectified by intervention during the year for Trading Standards, the rectification rate has been affected by more complex investigations which will take longer to complete;

- and significant breaches that were rectified by intervention during the year for Animal Health reflects a small number of infringements which again are taking longer to conclude.

- **Planning**

Planning performance has in the majority of categories either improved or remained consistent since the same quarter in 2014-2015. There has been a small reduction in the overall time taken to both validate applications and to determine applications however this is as a consequence of a small number of applications where officers have experienced delays in obtaining satisfactory information which has in turn impacted upon the overall figures. Officers are currently in the process of re-visiting the systems thinking principles with a view to improving the quality and quantity of information submitted in support of applications. This should improve the end to end figures going forward.

In terms of the performance relating to major applications, whilst it is acknowledged that performance has slipped in this category from 23.8% to 11.76% it should be noted that we have determined a large number of applications during this quarter period, which is considerably more than other authorities which are similar in size and circumstance to Neath Port Talbot.

Although it isn't recorded overall within the performance indicators, the total percentage of all applications determined within 8 weeks has increased from 75.7% in this quarter in 2014-2015 to 80% in quarter 3 this year. This return will ensure that we are back in the top quartile of all 25 Local Planning Authorities in Wales having regard to overall performance.

- **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.

- **Libraries**

There has been a slight increase (2.7%) in the number of people using Public Libraries during the year, in large part due to the extra work staff are doing to attract audiences to the venues for activities and events. The numbers attending events are up by 18%.

There has been a decrease in the materials issued (3.8%) which could be attributed to a cut in the mobile library service by one vehicle and an amendment of the remaining mobile service from a two weekly to a three weekly schedule.

There has been a decrease (5%) in reserved items supplied within 7 days, although this still meets the Welsh Government target. This fall can be attributed to a 50% cut in the book-fund, savings made at the ELRS (Education Library and Resource Service) resulting in libraries sharing a driver with schools and some stock situated at community libraries therefore less accessible.

- **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.

- **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 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 up to the end of December (from 27 last year to 183 this year). This is due to the efforts made across the services to capture 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 3 Performance (1<sup>st</sup> April 2015 – 31<sup>st</sup> December 2015)**

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








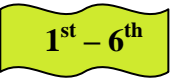
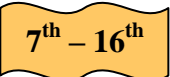
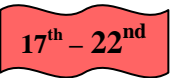
**(NSI) National Strategic Indicators (NSIs)** - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

**(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 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). <b>9 of 42 comparable measures in upper quartile.</b>   |
|  | 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). <b>23 of 42 comparable measures in mid quartiles.</b>  |
|  | 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). <b>10 of 42 comparable measures in lower quartile.</b>                                       |

## 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 3 2014/15   | NPT Quarter 3 2015/16       | Direction of Improvement |
|----|---------------------------------|---|--------------------|-------------------------|-------------------|-------------------------|-----------------------------|--------------------------|
| 1  | <b>Benefits M001</b><br>(Local) | Percentage of new claims correctly assessed.  | 100%               | 100%                    |                   | 100%                    | 100%                        | 😊                        |
| 2  | <b>Benefits M002</b><br>(Local) | Average days taken for new claims and changes of circumstances from application to assessment.              | 7.53               | 6.86                    |                   | 11.38                   | 10.19                       | ↑                        |
| 3  | <b>CS001</b><br>(Local)         | Customer Services - Average customer waiting times (face to face contact)                                   | 8 minutes          | 6.8 minutes             |                   | 7.4 minutes             | 5.6 minutes                 | ↑                        |
| 4  | <b>CS002</b><br>(Local)         | Customer Services - Average time to answer telephone calls  | 30 seconds         | 33 seconds              |                   | 39 seconds              | 14 seconds                  | ↑                        |
| 5  | <b>CS003</b><br>(Local)         | Customer Services - Percentage of telephone calls abandoned after 5 seconds                                 | 12.87%             | 12.47%                  |                   | 14.71%                  | 2.30%                       | ↑                        |
| 6  | <b>CS004</b><br>(Local)         | Customer Services - Percentage of customers leaving before being seen (walk offs)                           | 0.13%              | 0.08%<br>(53 of 67,886) |                   | 0.08%<br>(37 of 49,700) | 0.06%<br>(28 out of 47,651) | ↑                        |
| 7  | <b>CFH/007</b><br>(SID)         | The percentage of council tax due for the financial year which was received by the authority.               | 97.3%              | 97.5%                   |                   | 85.2%                   | 85.4%                       | ↑                        |
| 8  | <b>CFH/008</b><br>(SID)         | The percentage of non-domestic rates due for the financial year which were received by the local authority. | 98.1%              | 100.7%                  |                   | 85.9%                   | 86.4%                       | ↑                        |
| 9  | <b>CFH/006</b><br>(SID)         | The percentage of undisputed invoices which were paid within 30 days.                                       | 91.6%              | 90.7%                   |                   | 91.1%                   | 91.7%                       | ↑                        |

## 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 3 2014/15 | NPT Quarter 3 2015/16 | Direction of Improvement |
|----|---|---|--------------------|--------------------|------------------------|-----------------------|-----------------------|--------------------------|
| 10 | 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%             |                        | 7.61%                 | 7.19%                 | ↑                        |
| 11 | 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<br>7 <sup>th</sup> | 6.7                   | 6.8                   | ∨                        |
| 12 | 7.7(L) (Local)  | Percentage of standard searches carried out in 10 working days.   | 97.9%              | 86.3%              |                        | 88.8%                 | 53.1%                 | ↓                        |
|    | Whilst performance for the 9 month cumulative period of 53.1% is lower than that of the previous year, the months of September, October, November and December has seen a significant improvement with turnaround times of 96%, 87%, 94% & 86% respectively, partially due to the return of a team member from Maternity Leave in August 2015. Most of the searches that took more than 10 working days are complex in nature and are searches against areas of land. Delays in getting responses to the enquiries from other internal departments has also contributed to some searches taking longer. |   |                    |                    |                        |                       |                       |                          |
| 13 | PROC/001 (Local)  | Percentage volume of transactions processed through e-Procurement   | N/a New            | N/a New            |                        | N/a New               | 21.3% see note        | —                        |

**Note** –This performance indicator is collected six monthly. The figure of 21.3% is for the cumulative period 1<sup>st</sup> April 2015 to 30<sup>th</sup> September 2015.



## 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 3 2014/15 (2013/14 full academic year) | Quarter 3 2015/16 (2014/15 full academic year) | Direction of Improvement |
|----|--------------------|--|--|---|--|--|--------------------------|
| 14 | 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%<br>Joint 1 <sup>st</sup>             | 0%<br>0 pupils                                 | 0%<br>0 pupils                                 | 😊                        |
| 15 | EDU/008a (SID)     | The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.   | 0.1<br>1 pupil                             |   | 0.1<br>1 pupil                                 | 0<br>0 pupils                                  | 😊                        |
| 16 | EDU/008b (SID)     | The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.   | 1.0<br>8 pupils                            |   | 1.3<br>10 pupils                               | 1.2<br>9 pupils                                | ↑                        |
| 17 | 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%<br>(2 of 1,619 pupils)                | 0.4%<br>13 <sup>th</sup>                  | 0.2%<br>(3 of 1,667 pupils)                    | 0.1%<br>(2 of 1,542 pupils)                    | ↑                        |
| 18 | EDU/016a (PAM)     | Percentage of pupil attendance in Primary Schools.   | 93.0%                                      | 94.8%<br>16 <sup>th</sup>                 | 94.6%<br>(3,153,617 of 3,333,372 sessions)     | 94.8%<br>(3,278,928 of 3,459,833 sessions)     | ↑                        |
| 19 | EDU/016b (PAM)     | The percentage of pupil attendance in Secondary Schools.   | 92.6%                                      | 93.6%<br>12 <sup>th</sup>                 | 93.5%<br>(2,182,564 of 2,333,737 sessions)     | 93.7%<br>(2,148,160 of 2,293,388 sessions)     | ↑                        |

## 2. Education –Schools - continued

| No | PI Reference         | PI Description  | NPT Actual<br>2013/14<br>(2012/13<br>academic<br>year) | All Wales<br>2014/15<br>(2013/14<br>academic<br>year) | Quarter 3<br>2014/15<br>(2013/14 full<br>academic<br>year) | Quarter 3<br>2015/16<br>(2014/15 full<br>academic<br>year) | Direction of<br>Improvement |
|----|----------------------|---|--|---|--|--|-----------------------------|
| 20 | EDU/004<br>(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%<br><b>22<sup>nd</sup></b>                       | <b>73.1%</b><br>(1,096 of<br>1,500<br>pupils)              | <b>77.8%</b><br>(1,160 of<br>1,491<br>pupils)              | ↑                           |
| 21 | EDU/006ii<br>(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%<br><b>14<sup>th</sup></b>                       | <b>10.0%</b><br>(150 of<br>1,500<br>pupils)                | <b>11.6%</b><br>(173 of<br>1,491<br>pupils)                | ↑                           |
| 22 | EDU/010a<br>(SID)    | The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.   | 0.011%<br>186 days                                     |   | <b>0.016%</b><br>262 days                                  | <b>0.008%</b><br>203 days                                  | ↑                           |
| 23 | EDU/010b<br>(SID)    | The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.   | 0.107%<br>1,572<br>days                                |   | <b>0.112%</b><br>1,598<br>days                             | <b>0.085%</b><br>1,254<br>days                             | ↑                           |
| 24 | EDU/011<br>(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<br><b>10<sup>th</sup></b>                         | <b>540</b>   | <b>583 (P)</b>   | ↑                           |

(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 3 2014/15 (2013/14 full academic year) | Quarter 3 2015/16 (2014/15 full academic year) | Direction of Improvement |
|----|-------------------|--|--|---|--|--|--------------------------|
| 25 | 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%<br>  | 55.8%  | 58.3% (P)                                      | ↑                        |
| 26 | 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   | 26.7   | ↑                        |
| 27 | 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   | 11.9   | ↑                        |
| 28 | 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%<br> | 84.1%<br>(1,144 of 1,360 pupils)               | 83.3%<br>(1,194 of 1,433 pupils)               | v                        |
| 29 | 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%<br>(209 of 1,360 pupils)                 | 14.1%<br>(202 of 1,433 pupils)                 | v                        |

## 2. Education - Other

| No | PI Reference  | PI Description  | NPT Actual 2013/14 | NPT Actual 2014/15          | All Wales 2014/15              | NPT Quarter 3 2014/15       | NPT Quarter 3 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%<br>Joint 1 <sup>st</sup> | 100%*                       | 100%                        | 😊                        |
| 31 | L(Yth)2+ (Local)  | The percentage of 11 - 19 year olds in contact with the youth service.<br>(measured cumulatively over the 2015/16 financial year – quarterly)               | 33.07%             | 30.24%<br>(4,358 of 14,411) |                                | 22.28%<br>(3,211 of 14,411) | 23.93%<br>(3,386 of 14,150) | ↑                        |
| 32 | L(FP) 1+ (Local)  | Number of full day childcare places provided.<br>(measured over the 2015/16 financial year - quarterly)   | 1,800              | 1,624                       |                                | 1,616*                      | 2,128*                      | ↑                        |
| 33 | L(SEN) 1b (Local)   | Total number of children with statements of special educational needs.<br>(measured over 2015 calendar year – quarterly)                                    | 788                | 790                         |                                | 790*                        | 799*                        | v                        |
| 34 | L(SEN) 1a (Local)   | Number of children with new statements of special educational needs.<br>(measured over the 2015 calendar year - quarterly)                                  | 103*               | 77*                         |                                | 77*                         | 95*                         | ↓                        |
|    | The increase in numbers can be attributed to the identification of individuals experiencing complex needs. There has also been an increase in identified medical related needs through early intervention strategies and approaches across Education and Health Services.   |   |                    |                             |                                |                             |                             |                          |
| 35 | EDU/015a (NSI)  | The percentage of final statements of special education need issued within 26 weeks including exceptions.<br>(measured over 2015 calendar year – quarterly) | 32.0%*             | 23.37%*                     | 64.5%<br>21 <sup>st</sup>      | 23.37%*                     | 10.53%*                     | ↓                        |
|    | The increase in time taken to issue statements can be attributed to a several factors:- <ul style="list-style-type: none"> <li>The complex nature of pupils needs requiring assessments from a number of professionals.</li> <li>The availability of staff from outside the local authority to conduct assessment and produce reports.</li> <li>The ability of parents to take children to their assessments.</li> <li>Staffing pressures within the local authority and long term staff absences.</li> </ul> |   |                    |                             |                                |                             |                             |                          |

\*- Calendar year data - 12 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 3 2014/15 | NPT Quarter 3 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%               |                           | 64.7%                 | 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%              |                           | 96.4%                 | 99.0%                 | ↑                        |
| 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%<br>15 <sup>th</sup> | 41.8%                 | 60.2%                 | ↑                        |
| 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%              |                           | 75%                   | 79.4%                 | ↑                        |
| 41 | SCC/034 (SID)  | The percentage of child protection reviews carried out within statutory timescales during the year.  | 97.5%              | 98.5%              |                           | 98.5%                 | 99.6%                 | ↑                        |
| 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%<br>19 <sup>th</sup> | 77.8%                 | 90.9%                 | ↑                        |

### 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 3 2014/15 | NPT Quarter 3 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%<br>18 <sup>th</sup> | 87.1%                 | 90.4%                 | ↑                        |
| 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%<br>7 <sup>th</sup>  | 91.6%                 | 92.4%                 | ↑                        |
| 45 | SCC/010 (SID) | The percentage of referrals that are re-referrals within 12 months.   | 22.1%              | 15.4%              |                           | 16.4%                 | 16.3%                 | ↑                        |
| 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%<br>7 <sup>th</sup>  | 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 3 2014/15 | NPT Quarter 3 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%<br>7 <sup>th</sup>   | 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%<br>9 <sup>th</sup>  | 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%<br>13 <sup>th</sup> | 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%<br>21 <sup>st</sup> | 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 3 2014/15 | NPT Quarter 3 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<br>10 <sup>th</sup> | 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 3 2014/15 | NPT Quarter 3 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%<br>Joint 1 <sup>st</sup> | 100%                  | 100%                  | 😊                        |
| 58 | SCA/019 (NSI/PAM) | The percentage of adult protection referrals completed where the risk has been managed.   | 100%               | 100%               | 95.6%<br>Joint 1 <sup>st</sup> | 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<br>2 <sup>nd</sup>       | 103.91                | 108.99                | ↑                        |
| 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.<br>19 <sup>th</sup>     | 23.16                 | 22.32                 | ↑                        |
| 61 | 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%              |                                | 17.95%                | 38.2%                 | ↑                        |
| 62 | SCA/020 *(SID)    | The percentage of adult clients who are supported in the community during the year.<br>*. –No longer a PAM from 1 <sup>st</sup> April 2015  | 85%                | 85.1%              | 85.2%<br>12 <sup>th</sup>      | 87.7%                 | 87.2%                 | v                        |

#### 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 3 2014/15 | NPT Quarter 3 2015/16 | Direction of Improvement |
|----|---|---|--------------------|--------------------|---------------------------|-----------------------|-----------------------|--------------------------|
| 63 | 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%             |                           | 84.85%                | 84.37%                | V                        |
| 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%             |                           | 94.17%                | 93.73%                | V                        |
| 65 | 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%              |                           | 79.6%                 | 75.5%                 | V                        |
| 66 | 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<br>11 <sup>th</sup>  | 2.41                  | 3.65                  | ↓                        |
|    | We expect this to now fall as the intake model was introduced in October in addition to step up / down bed and as this new model begins to imbed we expect to see a fall in delays for social care reasons . Delays at present are mainly down to housing related issues.   |   |                    |                    |                           |                       |                       |                          |
| 67 | 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%<br>12 <sup>th</sup> | 77.8%                 | 69.12%                | ↓                        |
|    | A new social work model of practice was implemented in April and teams re- structured and integrated with health board staff. A large programme of cultural change has just concluded and we expect to see performance improved over the next year as changes are implemented and embed in readiness for the Social Services and Wellbeing 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 3 2014/15 | NPT Quarter 3 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%<br>* See note 1 | 94.3%                 | 92.1%                 | V                        |
|    | <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 1<sup>st</sup> - 26<sup>th</sup> 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 27<sup>th</sup> 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               | 66                    | —                        |

## 6. Housing - Private Sector Renewal

| No | PI Reference      | PI Description  | NPT Actual 2013/14 | NPT Actual 2014/15 | All Wales 2014/15       | NPT Quarter 3 2014/15 | NPT Quarter 3 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<br>14 <sup>th</sup> | 260                   | 221                   | ↑                        |
| 71 | PSR/009a (SID)    | The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people | 310                | 437                |                         | 485                   | 355                   | ↑                        |
| 72 | PSR/009b (SID)    | The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults                    | 197                | 233                |                         | 237                   | 213                   | ↑                        |
| 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%              |                         | 1.63%                 | 1.57%                 | v                        |

## 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 3 2014/15 | NPT Quarter 3 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%<br> | 37.42%                | 2.10%                 | ↓                        |
| Largely properties that are brought back into use is outside of the control of the service. The service does however; regularly contact owners of all such properties to provide advice and to direct them towards funding which may assist them. In addition the service takes enforcement action whenever necessary. |                |  |                    |                    |   |                       |                       |                          |
| 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%  |  | 55% | 65%   | ↑ |
| 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%  |  | 70% | 85%   | ↑ |
| 79 | PPN/001i (SID)  | The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.                                       | 100% | 100% |  | 70% | 72.5% | ↑ |

## 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 3 2014/15 | NPT Quarter 3 2015/16 | Direction of Improvement |
|--|------------------|---|--------------------|--------------------|---------------------------|-----------------------|-----------------------|--------------------------|
| 80   | PPN/009 (PAM)    | The percentage of food establishments which are 'broadly' compliant with food hygiene standards   | 92.2%              | 92.8%              | 94.2%<br>17 <sup>th</sup> | 93.6%                 | 93.6%                 | ↔                        |
| 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%               |                           | 100%                  | 60%                   | ↓                        |
| There are 2 remaining businesses due for inspection; these will be completed in the final quarter. Inspectors are now required to carry out feed hygiene assessments as part of their inspections which means they now take longer and are more involved.  |                  |   |                    |                    |                           |                       |                       |                          |
| 82   | PPN/007i (SID)   | The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.   | 78.7%              | 86.8%              |                           | 81%                   | 50%                   | ↓                        |
| The department has a number of investigations ongoing at present. Four reports were submitted to the legal department as prosecution reports prior to Christmas and it's hoped they will be resolved by 31.03.16. Also, a number of other significant infringements were detected in the run up to the end of the year which are now subject to long term investigation. The department is detecting more complex and significant infringements of consumer fraud and is targeting resources to address them. Rectifying breaches takes longer than offering advice to the business. |                  |   |                    |                    |                           |                       |                       |                          |
| 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%                   | 55%                   | ↓                        |
| A small number of infringements were detected in the last quarter that requires follow up action by the department. One of these is a recurring issue that the department is working with the Animal Plant and Health Agency to rectify. It is anticipated that this figure will improve by 31.03.16.  |                  |   |                    |                    |                           |                       |                       |                          |
| 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 3 2014/15 | NPT Quarter 3 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%             | 88.1%                 | 96.2%                 | ↑                        |
| 86 | PLA/002 (SID)   | The percentage of applications for development determined during the year that were approved.  | 95.5%              | 96.4%              |                   | 96.5%                 | 96.7%                 | ↑                        |
| 87 | PLA/004b (SID)  | The percentage of minor planning applications determined during the year within 8 weeks.       | 71.3%              | 63.5%              | 63.3%             | 61.9%                 | 65.1%                 | ↑                        |
| 88 | PLA/004d (SID)  | The percentage of all other planning applications determined during the year within 8 weeks.   | 73.9%              | 79%                | 70.3%             | 79.2%                 | 80.8%                 | ↑                        |
| 89 | PLA/M001 (Local)  | Average time taken from receipt of application to validation of application - days             | 30.1 days          | 30.6 days          |                   | 30.52 days            | 31.6 days             | ∨                        |
| 90 | PLA/M002 (Local)  | Average time taken from receipt of application to date decision is issued - days               | 87.6 days          | 82.7 days          |                   | 81.4 days             | 95.8 days             | ↓                        |
|    | PLA/M001 & PLA/M002: 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 3 2014/15 | NPT Quarter 3 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%              |  | 23.8%                 | 11.76%                | ↓                        |
|    | The percentage of major and minor applications determined within 8 weeks 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%<br> | Reported Annually     |                       | —                        |



| No  | PI Reference   | PI Description  | NPT Actual 2013/14 | NPT Actual 2014/15 | All Wales 2014/15 | NPT Quarter 3 2014/15 | NPT Quarter 3 2015/16 | Direction of Improvement |
|---|--|---|--------------------|--------------------|-------------------|-----------------------|-----------------------|--------------------------|
| <b>9. Planning and Regulatory Services – Building Control</b> |  |   |                    |                    |                   |                       |                       |                          |
| 93  | BCT/007 (SID)  | The percentage of 'full plan' applications approved first time.   | 99%                | 96.6%              |                   | 96.2%                 | 98.75%                | ↑                        |
| 94  | BCT/004 (SID)  | Percentage of Building Control 'full plan' applications checked within 15 working days during the year.   | 98.1%              | 100%               |                   | 100%                  | 95.86%                | ↓                        |
| <b>10. Economic Development</b>                               |  |   |                    |                    |                   |                       |                       |                          |
| 95  | L(ED) 1 (Local)  | Number of jobs created as a result of financial support by the Local Authority.   | 255                | 187                |                   | 133.5                 | 150                   | ↑                        |
| 96  | L(ED) 2 (Local)  | Number of new business start-up enquiries assisted through Business Services  | 429                | 361                |                   | 264                   | 187                   | ↓                        |
|   | 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                |                   | 554                   | 435                   | ↓                        |
|   | 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 3 2014/15 | NPT Quarter 3 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 3 2014/15     | NPT Quarter 3 2015/16     | Direction of Improvement |
|--|---------------------|---|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|--------------------------|
| 106  | LCL/001(b)<br>(NSI) | The number of people using Public Libraries during the year, per 1,000 population.  | 6,839<br>(958,162 visits) | 5,709<br>(798,609 visits) | 5.526<br>8 <sup>th</sup>  | 4,238<br>(592,808 visits) | 4,351<br>(611,325 visits) | ↑                        |
| 107  | LCL/004<br>(SID)    | The number of library materials issued, during the year, per 1,000 population.  | 4,190<br>(587,079 issued) | 3,219<br>(450,318 issued) |                           | 2,402<br>(336,106 issued) | 2,311<br>(324,658 issued) | ∨                        |
| The decrease in issues can be attributed to a reduction 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  | LCL/003<br>(SID)    | The percentage of library material requests supplied within 7 calendar days.  | 83%                       | 81%                       | 69%                       | 81%                       | 76%                       | ↓                        |
| The fall can be attributed to a 50% cut in the bookfund, savings made at the ELRS resulting in libraries sharing a driver with schools and some stock situated at community libraries therefore less accessible. |                     |   |                           |                           |                           |                           |                           |                          |
| 109  | LCS/002(b)<br>(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<br>(798,044 visits) | 5,775<br>(807,892 visits) | 8,662<br>22 <sup>nd</sup> | Reported Six Monthly      |                           | —                        |
| 110  | LCL/002a<br>(SID)   | The number of publicly accessible computers per 10,000 population.  | 8                         | 6                         | 9                         | Reported Annually         |                           | —                        |
| 111  | LCL/002b<br>(SID)   | The percentage of available computer hours, in use.   | 48%                       | 46%                       | 39%                       | 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 3 2014/15 | NPT Quarter 3 2015/16 | Direction of Improvement |
|---|--------------------|--|--------------------|--------------------|---|-----------------------|-----------------------|--------------------------|
| 112   | WMT/010i (SID)     | The percentage of local authority municipal waste: Prepared for re-use.  | 0.18%              | 0.29%              |   | 0.29%                 | 0.47%                 | ↑                        |
| 113   | 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%<br>   | 58.61%                | 58.43%                | v                        |
| 114   | WMT/010ii (SID)    | The percentage of local authority municipal waste: Recycled.   | 38.09%             | 38.47%             |   | 37.4%                 | 36.7%                 | v                        |
|   |                    | a) Incinerator Bottom Ash recycling rate   | N/a                | N/a                |   | 5.44%                 | 2.20%                 | v                        |
|   |                    | b) Kerbside dry recycling rate   | N/a                | N/a                |   | 15.58%                | 17.01%                | ↑                        |
|   |                    | c) Household Waste Recycling Centres dry recycling rate  | N/a                | N/a                |   | 16.38%                | 17.49%                | ↑                        |
| The incinerator bottom ash recycling rate varies with the amount of solid fuel made from the left over household refuse, and also the purpose for which the fuel is used e.g. use as a replacement for coal in cement kilns or use in energy incinerators.      |                    |  |                    |                    |   |                       |                       |                          |
| 115   | 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%             |   | 20.92%                | 21.26%                | v                        |
| 116   | WMT/012 (SID)      | The percentage of local authority collected municipal waste used to recover heat and power.  | 29.33%             | 32.40%             |   | 28.0%                 | 25.70%                | v                        |
| 117   | WMT/004b (NSI/PAM) | The percentage of municipal waste collected by local authorities sent to landfill.   | 14.04%             | 11.13%             | 29.38%<br> | 11.30%                | 13.90%                | v                        |
| Despite a small variation in WMT/004b, overall the figure remains well below the Welsh Government target to reduce the amount of waste sent to landfill to 30%. NPT remains one of the best performing Authority's in Wales with regards to landfill diversion. |                    |  |                    |                    |   |                       |                       |                          |

## 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 3 2014/15 | NPT Quarter 3 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%<br>    | 90.1%                 | 92.5%                 | ↑                        |
| 119 | THS/009 (SID)  | The average number of calendar days taken to repair street lamp failures during the year.                                    | 1.83               | 1.56               |   | 1.54                  | 1.38                  | ↑                        |
| 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%.<br> | 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 3 2014/15 | NPT Quarter 3 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%<br>5 <sup>th</sup>   | 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%<br>22 <sup>nd</sup> | Reported Annually     |                       | —                        |

### Section 3: Compliments and Complaints

#### 2015-2016 – Quarter 3 (1<sup>st</sup> April 2015 – 31<sup>st</sup> December 2015) – Cumulative data

|   | <b>Performance Key</b>   |
|---|--|
| ↑ | 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)  
**Cumulative data**

| No | PI Description                             | Quarter<br>3<br>2014/15 | Quarter<br>3<br>2015/16 | Direction of<br>Improvement |
|----|--|-------------------------|-------------------------|-----------------------------|
| 1  | <b><u>Total Complaints - Stage 1</u></b>   | 20                      | 24                      | ↓                           |
|    | a - Complaints - Stage 1 upheld            | 3                       | 8                       |                             |
|    | b -Complaints - Stage 1 <u>not</u> upheld  | 17                      | 12                      |                             |
|    | c -Complaints - Stage 1 partially upheld   | 0                       | 4                       |                             |
| 2  | <b><u>Total Complaints - Stage 2</u></b>   | 4                       | 3                       | ↑                           |
|    | a - Complaints - Stage 2 upheld            | 1                       | 0                       |                             |
|    | b - Complaints - Stage 2 <u>not</u> upheld | 3                       | 2                       |                             |
|    | c- Complaints - Stage 2 partially upheld   | 0                       | 1                       |                             |



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

| No | PI Description   | Quarter<br>3<br>2014/15 | Quarter<br>3<br>2015/16 | Direction of<br>Improvement |
|----|--|-------------------------|-------------------------|-----------------------------|
| 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>   | 27                      | 189                     | ↑                           |
| 5  | <p><b>Summary</b></p> <p><b>Stage 1</b><br/>Complaints have increased this period, compared to last year (increased by 4, 1 upheld and 3 not upheld) these will continue to be reviewed.</p> <p><b>Stage 2</b><br/>We have had 2 stage 2 complaints up to the end of December 2015, one fewer than the previous year. There were no stage 2 complaints for the period October to December 2015..</p> <p><b>Compliments</b><br/>A further 63 compliments were received October – December 2015, a total of 189 for the year to date. This is due to the efforts made across the services to capture 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)  
Cumulative data**

| No       | PI Description                             | Quarter<br>3<br>2014/15 | Quarter<br>3<br>2015/16 | Direction of<br>Improvement |
|----------|--|-------------------------|-------------------------|-----------------------------|
| <b>1</b> | <b><u>Total Complaints - Stage 1</u></b>   | <b>4</b>                | <b>544</b>              | ↓                           |
|          | a - Complaints - Stage 1 upheld            | 0                       | 481                     |                             |
|          | b -Complaints - Stage 1 <u>not</u> upheld  | 4                       | 63                      |                             |
|          | c -Complaints - Stage 1 partially upheld   | 0                       | 0                       |                             |
| <b>2</b> | <b><u>Total Complaints - Stage 2</u></b>   | <b>4</b>                | <b>1</b>                | ↑                           |
|          | a - Complaints - Stage 2 upheld            | 0                       | 0                       |                             |
|          | b - Complaints - Stage 2 <u>not</u> upheld | 2                       | 1                       |                             |
|          | c- Complaints - Stage 2 partially upheld   | 2                       | 0                       |                             |

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

| No | PI Description   | Quarter<br>3<br>2014/15 | Quarter<br>3<br>2015/16 | Direction of<br>Improvement |
|----|--|-------------------------|-------------------------|-----------------------------|
| 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>   | 0                       | 3                       | ↑                           |
| 5  | <p><b>Summary</b></p> <p>Stage 1 complaints have risen considerably compared to 2014/15 mainly due to the “Super Hero” day at Margam Park. There have also been a handful of complaints concerning other event days and the work undertaken at the Park.</p> <p>There has been one stage 2 complaint in 2015/16 (not upheld) compared to 4 in 2014/15. The complaint concerned the issuing of a season ticket at Margam Park.</p> <p>We have received three compliments in relation to events held at Margam Park.</p> |                         |                         |                             |

**Section 3: Compliments and Complaints - continued**

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

| No | PI Description                             | Quarter<br>3<br>2014/15 | Quarter<br>3<br>2015/16 | Direction of<br>Improvement |
|----|--|-------------------------|-------------------------|-----------------------------|
| 1  | <b><u>Total Complaints - Stage 1</u></b>   | 7                       | 8                       | ↓                           |
|    | a - Complaints - Stage 1 upheld            | 0                       | 0                       |                             |
|    | b -Complaints - Stage 1 <u>not</u> upheld  | 6                       | 8                       |                             |
|    | c -Complaints - Stage 1 partially upheld   | 1                       | 0                       |                             |
| 2  | <b><u>Total Complaints - Stage 2</u></b>   | 6                       | 3                       | ↑                           |
|    | a - Complaints - Stage 2 upheld            | 0                       | 0                       |                             |
|    | b - Complaints - Stage 2 <u>not</u> upheld | 5                       | 3                       |                             |
|    | c- Complaints - Stage 2 partially upheld   | 1                       | 0                       |                             |

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

|          |  |          |          |   |
|----------|--|----------|----------|---|
|          | <b><u>Total - Ombudsman investigations</u></b>   | <b>0</b> | <b>0</b> | ↔ |
| <b>3</b> | a - Complaints - Ombudsman investigations upheld   | 0        | 0        |   |
|          | b - Complaints - Ombudsman investigations <u>not</u> upheld  | 0        | 0        |   |
| <b>4</b> | <b>Number of compliments</b>   | <b>2</b> | <b>0</b> | ↓ |
|          | <p><b>Summary</b></p> <p>Stage 1 complaints have risen slightly compared to 2014/15. None of the stage 1 complaints were upheld. The complaints centred mainly on the statutory assessment process and school transport.</p> <p><b>5</b> Stage 2 complaints have fallen compared to 2014/15. There were three stage 2 complaints and three were not upheld. The complaints concerned schools improvements publications, information held on a school file and a complaint at a secondary school (procedure).</p> <p>There have been no compliments to date in 2015/16.</p> |          |          |   |

**Section 3: Compliments and Complaints - continued**

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

(Children, Young People and Education Cabinet Board)

**Cumulative data**

| No | <i>PI Description</i>                      | Quarter<br>3<br>2014/15 | Quarter<br>3<br>2015/16 | Direction of<br>Improvement |
|----|--|-------------------------|-------------------------|-----------------------------|
| 1  | <b><u>Total Complaints - Stage 1</u></b>   | 65 (9) *                | 17 (17)*                | ↑ (↓)                       |
|    | a - Complaints - Stage 1 upheld            | 6 (1)                   | 2 (1)                   |                             |
|    | b - Complaints - Stage 1 <u>not</u> upheld | 33 (8)                  | 9 (16)                  |                             |
|    | c - Complaints - Stage 1 partially upheld  | 13 (0)                  | 2 (0)                   |                             |
| 2  | <b><u>Total Complaints - Stage 2</u></b>   | 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                       |                             |

\*. Numbers shown in brackets relate to complaints relating to Hillside Secure Unit

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

(Children, Young People and Education Cabinet Board)

## Cumulative data

| No | PI Description  | Quarter<br>3<br>2014/15 | Quarter<br>3<br>2015/16 | Direction of<br>Improvement |
|----|---|-------------------------|-------------------------|-----------------------------|
|    | <b><u>Total - Ombudsman investigations</u></b>  | 0                       | 0                       | ↔                           |
| 3  | a - Complaints - Ombudsman investigations upheld  | 0                       | 0                       |                             |
|    | b - Complaints - Ombudsman investigations <u>not</u> upheld   | 0                       | 0                       |                             |
| 4  | <b>Number of Compliments</b>  | 7                       | 10                      | ↑                           |
| 5  | <p><b>Summary</b></p> <p><b>Stage 1</b> – there has been a <b>significant decrease</b> in the number of complaints received up to the 3<sup>rd</sup> quarter 2015/16 (when compared to the same period in 2014/15) from <b>65 to 17 (74%)</b>; this can be attributed to the continual service developments and improvements within Children's Services. Members should also note, a new Welsh Government 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>Members should note that a further 17 complaints were received from young people placed at Hillside Secure Unit; these have been shown separately, in brackets.</p> <p><b>Stage 2</b> – there remains a reduction from <b>3 to 1</b> up to the 3<sup>rd</sup> quarter; this can be attributed to a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels.</p> <p><b>Compliments</b> – the number of compliments has increased; there continues to be 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)

**Cumulative data**

| No | PI Description                             | Quarter 3<br>2014/15 | Quarter 3<br>2015/16 | Direction of Improvement |
|----|--|----------------------|----------------------|--------------------------|
| 1  | <b><u>Total Complaints - Stage 1</u></b>   | 38                   | 21                   | ↑                        |
|    | a - Complaints - Stage 1 upheld            | 5                    | 5                    |                          |
|    | b - Complaints - Stage 1 <u>not</u> upheld | 13                   | 11                   |                          |
|    | c - Complaints - Stage 1 partially upheld  | 10                   | 1                    |                          |
| 2  | <b><u>Total Complaints - Stage 2</u></b>   | 0                    | 3                    | ↓                        |
|    | a - Complaints - Stage 2 upheld            | 0                    | 0                    |                          |
|    | b - Complaints - Stage 2 <u>not</u> upheld | 0                    | 0                    |                          |
|    | c- Complaints - Stage 2 partially upheld   | 0                    | 2                    |                          |



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

(Social Services, Health and Housing Cabinet Board)

## Cumulative data

| No   | PI Description  | Quarter 3<br>2014/15 | Quarter 3<br>2015/16 | Direction of Improvement |
|--|---|----------------------|----------------------|--------------------------|
|  | <b><u>Total - Ombudsman investigations</u></b>              | 0                    | 0                    | ↔                        |
| 3  | a - Complaints - Ombudsman investigations upheld            | 0                    | 0                    |                          |
|  | b - Complaints - Ombudsman investigations <u>not</u> upheld | 0                    | 0                    |                          |
| 4  | <b>Number of Compliments</b>                                | 9                    | 10                   | ↑                        |
| <p><b>Summary</b></p> <p><b>Stage 1</b> – there has been a <b>significant decrease</b> in the number of complaints received up to the 3<sup>rd</sup> quarter 2015/16 (when compared to 2014/15) from <b>38 to 21 (45%)</b>; this can be attributed to 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. In relation to 4 outcomes seemingly unaccounted for, 1 was closed as it passed to Stage 2; the additional 3 are currently on-going and will be reported during the final quarter report.</p> <p><b>Stage 2</b> – there have been <b>3</b> Stage 2 investigations undertaken during this period; but 1 investigation is not yet complete and will be reported on following completion during the final quarter report.</p> <p><b>Compliments</b> – the number of compliments shows a minor increase on 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)**  
**Cumulative data**

| No | PI Description                             | Quarter<br>3<br>2014/15 | Quarter<br>3<br>2015/16 | Direction of<br>Improvement |
|----|--|-------------------------|-------------------------|-----------------------------|
| 1  | <u>Total Complaints - Stage 1</u>          | 3                       | 1                       | ↑                           |
|    | a - Complaints - Stage 1 upheld            | 0                       | 0                       |                             |
|    | b -Complaints - Stage 1 <u>not</u> upheld  | 3                       | 1                       |                             |
|    | c -Complaints - Stage 1 partially upheld   | 0                       | 0                       |                             |
| 2  | <b><u>Total Complaints - Stage 2</u></b>   | 9                       | 10                      | ↓                           |
|    | a - Complaints - Stage 2 upheld            | 0                       | 0                       |                             |
|    | b - Complaints - Stage 2 <u>not</u> upheld | 9                       | 10                      |                             |
|    | c- Complaints - Stage 2 partially upheld   | 0                       | 0                       |                             |

**ENVIRONMENT DIRECTORATE**  
**(Economic and Community Regeneration Cabinet Board)**

**Cumulative data**

|          |  |          |          |   |
|----------|--|----------|----------|---|
|          | <b><u>Total - Ombudsman investigations</u></b>   | <b>0</b> | <b>0</b> | ↔ |
| <b>3</b> | a - Complaints - Ombudsman investigations upheld   | 0        | 0        |   |
|          | b - Complaints - Ombudsman investigations <u>not</u> upheld  | 0        | 0        |   |
| <b>4</b> | <b>Number of Compliments</b>   | <b>2</b> | <b>3</b> | ↑ |
| <b>5</b> | <p><b>Summary</b></p> <p>Stage 1 - There has been a reduction in the number of complaints received up to the 3<sup>rd</sup> 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 3<sup>rd</sup> quarter of 2015/16 in comparison to 2014/15.</p> <p>There has also been a slight increase in the number of compliments for quarter 3 2015/16.</p> |          |          |   |

**Section 3: Compliments and Complaints - continued**

ENVIRONMENT DIRECTORATE  
(Environment & Highways Cabinet Board)  
**Cumulative data**

| No | PI Description                             | Quarter<br>3<br>2014/15 | Quarter<br>3<br>2015/16 | Direction of<br>Improvement |
|----|--|-------------------------|-------------------------|-----------------------------|
| 1  | <b><u>Total Complaints - Stage 1</u></b>   | 11                      | 19                      | ↓                           |
|    | a - Complaints - Stage 1 upheld            | 3                       | 8                       |                             |
|    | b -Complaints - Stage 1 <u>not</u> upheld  | 8                       | 11                      |                             |
|    | c -Complaints - Stage 1 partially upheld   | 0                       | 0                       |                             |
| 2  | <b><u>Total Complaints - Stage 2</u></b>   | 5                       | 4                       | ↑                           |
|    | a - Complaints - Stage 2 upheld            | 0                       | 0                       |                             |
|    | b - Complaints - Stage 2 <u>not</u> upheld | 5                       | 4                       |                             |
|    | c- Complaints - Stage 2 partially upheld   | 0                       | 0                       |                             |

**ENVIRONMENT DIRECTORATE**  
**(Environment & Highways Cabinet Board)**  
**Cumulative data**

| No | PI Description  | Quarter<br>3<br>2014/15 | Quarter<br>3<br>2015/16 | Direction of<br>Improvement |
|----|---|-------------------------|-------------------------|-----------------------------|
| 3  | <b><u>Total - Ombudsman investigations</u></b>  | 1                       | 0                       | ↑                           |
|    | a - Complaints - Ombudsman investigations upheld  | 0                       | 0                       |                             |
|    | b - Complaints - Ombudsman investigations <u>not</u> upheld   | 1                       | 0                       |                             |
| 4  | <b>Number of Compliments</b>  | 12                      | 20                      | ↑                           |
| 5  | <p><b>Summary</b></p> <p>Stage 1 – There has been an increase in the number of complaints received up to the 3rd quarter of 2015/16 when compared to 2014/15. These complaints are not confined to one service and the increase may be attributed to improved reporting.</p> <p>Stage 2 – There has been a reduction in complaints received up to the 3rd quarter of 2015/16 when compared to 2014/15.</p> <p>The number of compliments has increased considerably compared to the same quarter last year. This is attributed to various services across the Directorate.</p> |                         |                         |                             |