

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Economic and Community Regeneration Cabinet Board

11 March 2016

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

Matter for Monitoring

Wards Affected: ALL

ECONOMIC & COMMUNITY REGENERATION PERFORMANCE INDICATORS FOR QUARTER 3 OF 2015/16

- 1 Quarterly Performance Management Data 2015-2016 – Quarter 3 Performance (1st April 2015– 31st December 2015)

Purpose of the Report

- 2 To report quarter 3 performance management data for the period 1st April 2015 to 31st December 2015 for Environment. This will enable the Economic and Community Regeneration Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

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

Background

4 The role of Scrutiny Committees was amended at the Annual Meeting of Council in May 2010 to reflect the changes introduced by the Local Government (Wales) Measure 2009; Environment will:

- Scrutinise the performance of all services and the extent to which services are continuously improving.
- Ensure performance measures are in place for each service and that the measures reflect what matters to local citizens.
- Promote innovation by challenging the status quo and encourage different ways of thinking and options for service delivery

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

Financial Impact

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

Equality Impact Assessment

6 None required.

Workforce Impacts

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

Legal Impacts

8 This progress report is prepared under:

1. The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".

2. The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management

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

Consultation

- 10 No requirement to consult

Recommendations

- 11 Members monitor performance contained within this report.

Reasons for Proposed Decision

- 12 Matter for monitoring. No decision required.

Implementation of Decision

- 13 Matter for monitoring. No decision required.

Appendices

- 14 Appendix 1 - Quarterly Performance Management Data 2015-2016– Quarter 3 Performance (1st April 2015– 31st December 2015) – APPENDIX 1

List of Background Papers

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

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**Quarterly Performance Management Data 2015-2016 – Quarter 3
Performance (1st April 2015– 31st 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

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 assisting 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.

Planning

Planning performance has in the majority of categories either improved or remained consistent since the same quarter in 2014/15. 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 context to Neath Port Talbot.

On another positive note and whilst it isn't recorded overall within the KPIs, the total percentage of all applications determined within 8 weeks has increased from 75.7% in this quarter 2014/15 to 80% in the most recent quarter. 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 BCT004. This has been unavoidable due to staff having had to prioritise their workloads to accommodate the land mark projects. It must be emphasised however, that at no time have any statutory deadlines been missed. It is anticipated that as these projects are completed, performance in relation to BCT004 will again improve.

Asset Management

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

There is a new Indicator (CAM/037 - percentage change in the average Display Energy Certificate (DEC) score within local authority public

buildings over 1,000 square metres) which will be reported annually in the Quarter 4 report.

Section 2: Quarterly Performance Management Data and Performance Key

2015-2016 – Quarter 3 Performance (1st April 2015 – 31st 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.

| | Performance Key |
|---|---|
| 😊 | Maximum Performance |
| ↑ | Performance has improved |
| ↔ | Performance has been maintained |
| v | Performance is within 5% of previous year's performance |
| ↓ | Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator. |
| — | No comparable data (data not suitable for comparison /no data available for comparison) |
| ▒ | No All Wales data available for comparison. |

1. Planning and Regulatory Services – Planning

| No | PI Reference | PI Description | NPT Actual 2013/14 | NPT Actual 2014/15 | All Wales 2013/14 | NPT Quarter 3 2014/15 | NPT Quarter 3 2015/16 | Direction of Improvement |
|----|--|--|--------------------|--------------------|-------------------|-----------------------|-----------------------|--------------------------|
| 1 | PLA/004c (SID) | The percentage of householder planning applications determined during the year within 8 weeks. | 94% | 87.4% | 86.3% | 88.1% | 96.2% | ↑ |
| 2 | PLA/002 (SID) | The percentage of applications for development determined during the year that were approved. | 95.5% | 96.4% | | 96.5% | 96.7% | ↑ |
| 3 | 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% | ↑ |
| 4 | 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% | ↑ |
| 5 | 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 | v |
| 6 | 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 | ↓ |
| | The increase is largely as a consequence of staff investing time contacting applicants to progress 'older' or 'stalled' applications to determination. This relates to PLA/M001 and PLA/M002 | | | | | | | |

1. Planning and Regulatory Services – Planning - continued

| No | PI Reference | PI Description | NPT Actual 2013/14 | NPT Actual 2014/15 | All Wales 2014/15 | NPT Quarter 3 2014/15 | NPT Quarter 3 2015/16 | Direction of Improvement |
|----|--|--|--------------------|--------------------|-------------------------|-----------------------|-----------------------|--------------------------|
| 7 | PLA/M004 (Local) | The percentage of major planning applications determined during the year within 8 weeks. | 23.1% | 30.4% | | 23.8% | 11.76% | ↓ |
| | The percentage of major and minor applications determined within 8 weeks PLA/004 has dropped as a consequence of the complexity of the type of application determined and pressures on staff resources, but continues to be balanced by increase in performance for householder applications | | | | | | | |
| 8 | PLA/006(b) (NSI) | The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year. | 69% | 42% | 41% 10 th | Reported Annually | — | |

| No | PI Reference | PI Description | NPT Actual 2013/14 | NPT Actual 2014/15 | All Wales 2014/15 | NPT Quarter 3 2014/15 | NPT Quarter 3 2015/16 | Direction of Improvement |
|---|---|---|--------------------|--------------------|-------------------|-----------------------|-----------------------|--------------------------|
| 2. Planning and Regulatory Services – Building Control | | | | | | | | |
| 9 | BCT/007 (SID) | The percentage of 'full plan' applications approved first time. | 99% | 96.6% | | 96.2% | 98.75% | ↑ |
| 10 | BCT/004 (SID) | Percentage of Building Control 'full plan' applications checked within 15 working days during the year. | 98.1% | 100% | | 100% | 95.86% | v |
| 3. Economic Development | | | | | | | | |
| 11 | L(ED) 1 (Local) | Number of jobs created as a result of financial support by the Local Authority. | 255 | 187 | | 133.5 | 150 | ↑ |
| 12 | L(ED) 2 (Local) | Number of new business start-up enquiries assisted through Business Services | 429 | 361 | | 264 | 187 | ↓ |
| | <p>The performance of this indicator has been affected by changes in the way Job Centre Plus refer clients to the Council's Enterprise Club. At present, new ways of working together are being discussed and additional sources for referrals are being developed. It is anticipated therefore, that the target set for 2015/16 will be achieved.</p> | | | | | | | |
| 13 | L(ED) 3 (Local) | Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services. | 682 | 686 | | 554 | 435 | ↓ |
| | <p>The Team deal with enquiries from existing businesses for support on a range of issues such as property, rates relief, local contract opportunities, tendering, events, etc. as well as referrals from other business support organisations who are often delivering Welsh Government contracts. Many of these contracts have now ended and new tenders for delivery are being put in place. Consequently, these changes have affected the number of referrals currently being received by the team. However, it is anticipated that many of these new contracts will be up and running by the new year and the targets set for 2015/16 will be met.</p> | | | | | | | |

4. Corporate Health – Asset Management

| No | PI Reference | PI Description | NPT Actual 2013/14 | NPT Actual 2014/15 | All Wales 2014/15 | NPT Quarter 2 2014/15 | NPT Quarter 2 2015/16 | Direction of Improvement |
|----|--------------------|---|--------------------|--------------------|------------------------|-----------------------|-----------------------|--------------------------|
| 14 | CAM/001ai (SID) | The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good | 7.15% | 7.21% | Data not available yet | Reported Annually | | — |
| 15 | CAM/001aii (SID) | The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory | 41.17% | 43.33 % | | | | — |
| 16 | CAM/001aiii (SID) | The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor | 42.23% | 39.79% | | | | — |
| 17 | CAM//001bi (SID) | The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 – Urgent work | 15.16% | 15.11% | | | | — |
| 18 | CAM/001bii (SID) | The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 2 – Essential work | 60.61% | 56.72% | | | | — |
| 19 | CAM/001 biii (SID) | The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 – Desirable work | 24.23% | 28.17% | | | | — |
| 20 | CAM/001aiv (SID) | The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad | 9.45% | 9.67% | | | | — |
| 21 | CAM/037 (PAM) | The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres. | N/a New | N/a New | | | | N/a New |

Section 3: Compliments and Complaints

2015/2016 – Quarter 3 (1st April 2015 – 31st December 2015) – Cumulative Data for ECR Board

| | Performance Key |
|---|--|
| ↑ | Improvement : Reduction in Complaints/ Increase in Compliments |
| ↔ | No change in the number of Complaints/Compliments |
| v | Increase in Complaints but within 5%/ Reduction in Compliments but within 5% of previous year. |
| ↓ | Increase in Complaints by 5% or more/ Reduction in Compliments by 5% or more of previous year. |

| No | PI Description | Quarter 3 2014/15 | Quarter 3 2015/16 | Direction of 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 | |

| No | PI Description | Quarter 3 2014/15 | Quarter 3 2015/16 | Direction of Improvement |
|---|---|----------------------|----------------------|-----------------------------|
| 2 | <u>Total Complaints - Stage 2</u> | 9 | 10 | v |
| | 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 | |
| 3 | <u>Total - Ombudsman investigations</u> | 0 | 0 | ↔ |
| | a - Complaints - Ombudsman investigations upheld | 0 | 0 | |
| | b - Complaints - Ombudsman investigations <u>not</u> upheld | 0 | 0 | |
| 4 | Number of Compliments | 2 | 3 | ↑ |
| <p>Stage 1 – There has been a reduction in the number of complaints received up to the 3rd 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 3rd 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> | | | | |