

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

29th June 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 4 Performance (1st April 2015– 31st March 2016)

Purpose of the Report

2. To report quarter 4 performance management data for the period 1st April 2015 to 31st March 2016 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 downsizing of its workforce (by 241 employees) as it sought to deliver savings of £17.3 million in-year. During 2015-16 the Council further downsized by 197 employees.

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. That 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 4 Performance (1st April 2015– 31st March 2016) – APPENDIX 1

List of Background Papers

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

Officer Contact

17. Karen Jones, Head of Corporate Strategy & Democratic Services. Telephone: 01639 763284. E-Mail: k.jones3@npt.gov.uk
18. Shaun Davies, Performance Management Officer. Telephone: 01639 763172. E-Mail: a.s.davies@npt.gov.uk



**Quarterly Performance Management Data 2015-2016 – Quarter 4
Performance (1st April 2015– 31st March 2016)**

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 4th Quarter Performance Report highlights performance against a reduced list of indicators, as agreed with Welsh Government.

During this period, of the 21 comparable indicators reported, 81% improved or achieved maximum performance, when compared to the same period during 2014-15.

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

Education

77% (17 of 22) of indicators have improved or achieved maximum performance.

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 3rd consecutive year.

In the Key Stage 4 Average Wider Points and Capped Points (best 8 results) Neath Port Talbot were placed 2nd and 3rd 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 22nd 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 22nd 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 10.5% due to the complexity of individual cases, availability of colleagues from outside the Local Authority, the ability of parents to take children to their assessments, staffing pressures within the Local Authority and long term staff absences.

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

Adults Services

6 measures improved or achieved maximum performance, 3 had a marginal drop in performance and 2 dropped by more than 5%. 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 252 to 228 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 has shown marked improvement on the predicted 250 days target for this year. 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

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

Economic Development

The Economic Development Team has continued to receive a significant number of requests for support throughout the financial year which have in general, been of a more positive nature than the previous year. In particular, there has been an increase in the number of applications received for funding to support plans for expansion and growth. These new investments have helped attract new private sector investment and have supported the creation of new jobs within the Borough (the number of jobs created has broadly been maintained). Compared to the previous year we saw a reduction in the number of new business start-ups and general enquiries.

In light of the recent announcement of significant job losses at Tata, and the continued uncertainties about the future of the site however, the Team are currently working with Careers Wales, DWP and Welsh Government to help those facing redundancy and in providing support to the many local businesses affected within Tata's supply chain. Consequently, the Team anticipate more

demand for business support services throughout 2016/17 to help companies deal with their staff losses and find new markets and an increase in the number of people considering self-employment.

Homelessness

At 92, 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 greatly exceeded the annual cumulative target of 50. This success was largely due to Homelessness Grant Transitional Funding (TF) made available by the Welsh Government. The amount of TF grant allocation for 2016/17 is however significantly reduced on 2015/16 and so it should be noted that ongoing performance at this level is not guaranteed.

The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months has deteriorated slightly on last year at 91%. Although this is only a minor deterioration on 2014/15, it should be noted that the deterioration would be likely to have been significantly higher were it not for the Homelessness Grant Transitional Funding (TF) made available by the Welsh Government. The amount of TF grant allocation for 2016/17 is however significantly reduced on 2015/16 and so it should be noted that ongoing performance at this level is not guaranteed.

- **Improvement Objective 5 – Reduce, Reuse, Recycle**

Waste Management

The Council is progressing with the implementation of its waste strategy and achieved the 2015/16 statutory recycling and composting target of 58%. The next target to reuse / recycle / compost is 64% of waste collected by 2019/20.

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

Sickness Management

Sickness across the Council has marginally increased from an average of 9.4 Full Time Equivalent days lost per employee last year to 9.7 days this 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 12 month period (April 2015 to March 2016) is now 5.4 minutes with fewer customer walk offs.

The number of customers being seen face to face compared with the same period last year continues to reduce as more customers use online transactions to request or pay for council services from the council. Customer Services staff routinely signpost customers attending the Civic Centres to the Council's website to also reduce the reliance on dealing with persons face to face in keeping with the council's Digital by Choice Strategy.

The previously reported improvements to the Blue Badge interview process continues to reduce the need for applicants to attend in person by utilising information already in our possession. This has accounted for approximately 514 people not having to attend the OSS sites (April- 2015 to March 2016).

Contact Centre performance has improved and stabilised during 2015/2016 after further measures were introduced to improve performance, which include streamlining switchboard call demand to reduce the reliance on manual intervention by Contact Centre staff through the introduction of an interactive voice recognition system in August 2015.

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

- **Public Protection**

Four of the seven comparable indicators achieved maximum performance and one improved.

92.7% of food establishments were "broadly" compliant with food hygiene standards; this is marginally down on last year's performance of 92.8%.

All high risk businesses for animal health and trading standards were inspected for the year. Most of the department's resources are now being devoted to alternative methods of inspection / intervention and investigation into problem traders and problem trade sectors, i.e. a continually developing intelligence led approach. Routine food inspections remain a priority following the recommendations of the Food Standards Agency audit. There is also significant demand on the service for the provision of feed enforcement.

The percentage of significant breaches that were rectified by intervention has dropped in comparison with the previous year for Trading Standards (73.5% in comparison with 86.8% last year). The rectification rate has been affected by more complex investigations which are taking longer to complete. Some of these have since been rectified on completion of the investigation which has resulted in some convictions for food standards and consumer frauds. Animal Health has achieved a 100% rectification rate, however their breaches, though significant, have been resolved quickly and without the need for long term investigation.

- **Housing – Private Sector Renewal**

There has been a significant reduction in the percentage of private sector dwellings that had been vacant for more than 6 months at 1st 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, for example, they are affected by external factors such as the local housing market. The service does, however, contact owners of all such properties to provide advice on ways to bring them back to occupation and to direct them towards funding which may assist them. In addition the service takes enforcement action whenever necessary.

- **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 increase 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. It is also anticipated that the introduction of “invalidity notices” in March 2016 will result in an improvement in the quality of submissions and speed of registration for valid 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 30.4% to 16%, we continue to determine a large number of major applications compared with other authorities which are similar in size and context to Neath Port Talbot. As part of the WG emphasis on “front-loading” Development Management, officers are focussing on engaging with applicants / agents at the earliest stage to improve the quality of submissions at application, and thus improve overall performance on major developments.

The significant increase in performance for “householder” and “minor” applications has also had a positive overall impact on the total percentage of all applications determined within 8 weeks which, whilst not recorded overall within the KPIs, stands at 79.2% for the financial year.

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 2014-2015 to 80%. This will ensure that we are back in the top quartile of all Local Planning Authorities in Wales having regard to overall performance.

- **Building Control**

Although still of a high standard (95%), it is regrettable that the section has to report a slight drop in the performance in relation to Percentage of ‘full plan’ applications checked within 15 working days. This has been unavoidable due to staff having had to prioritise their workloads to accommodate the land mark projects in the county that were approaching completion. The service has also

experienced a large increase in the submission of applications in a very short space of time in an effort to circumvent incoming building regulations. It must also be noted that in the same period there has been an improvement in relation to percentage of 'full applications' approved first time (performance of 99%) which demonstrates how well officers have interacted with applicants to achieve compliance. It must also be emphasised that at no time have any statutory deadlines been missed.

- **Leisure and Libraries**

Of the 6 indicators reported, 1 improved, 1 remained the same, 2 remained within 5% and 2 fell by over 5% when compared to the previous year.

There has been a slight increase in the number of people using Public Libraries during the year but a decrease in the materials issued which could be attributed to a cut in the mobile library service by one vehicle. There has also been a decrease in reserved items supplied within 7 days and a decrease in the percentage of available computer hours in use.

There has been a decrease in number of visits to local authority sport and leisure centres who participate in physical activity as visitor numbers from the two facilities transferred to community groups and all NPTCBC outdoor playing fields being leased to individual sports clubs are not included in reported data.

- **Transport and Highways**

The Council continues to progress its street lighting renewal project, with improvements being reflected in the performance figures for fault repairs. Similarly, improvements are being seen in respect of overall road conditions as a result of the improvements made by the Council in respect of Highway Asset Management Planning, although there remains much to be done. The percentage of adults over 60 who hold a bus pass has again increased.

- **Street Scene & Countryside Management**

The performance data for street cleanliness indicates the increasing difficulty in maintaining standards in the context of previous budget reductions. The number of fly tips decreased slightly from 1242 in the previous year to 1225.

- **Asset Management**

There is relatively little change in the CAM/001ai to CAM/001aiv, i.e. the percentage of the gross internal areas of the local authority's buildings in condition A (good) and D (bad).

The slight increases in the percentage of grade A buildings is balanced by the slight increase in the percentage of grade D buildings.

The Council has a rolling programme of surveys that reflect the condition of the buildings at a 'snapshot in time'.

The percentage of Grade D buildings will reduce on completion of the forthcoming schools projects and the disposal of several surplus buildings.

There is an increase in the level of urgent work required (CAM bi) that reflects the changes noted in CAM 001 i.e. the more buildings in Grade C to D the more likely that the works will be urgent. The overall backlog maintenance figures have been reduced

- **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 further rise in the number of compliments received in Corporate Services. 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 4 Performance (1st April 2015 – 31st March 2016)

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








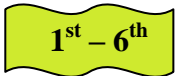
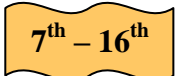

(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

(PAM) Public Accountability Measures - consist of a small set of “outcome focussed” indicators, selected initially from within the existing Performance Measurement Framework. They will reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. For example, recycling, educational attainment, sustainable development, etc. This information is required and reported nationally, validated, and published annually.

(SID) Service Improvement Data - can be used by local authority services and their regulators as they plan, deliver and improve services.

All Wales - The data shown in this column is the figure calculated using the base data supplied by all authorities for 2014/2015 i.e. an overall performance indicator value for Wales.

(L) Local Performance Indicator set by the Council.

	Performance Key
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance is within 5% of previous years performance
	Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
	No comparable data (data not suitable for comparison /no data available for comparison)
	No All Wales data available for comparison.
	2014/15 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's). 9 of 42 comparable measures in upper quartile.
	2014/15 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's). 23 of 42 comparable measures in mid quartiles.
	2014/15 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's). 10 of 42 comparable measures in lower quartile.

1. Chief Executive's and Finance & Corporate Services

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
1	Benefits M001 (Local)	Percentage of new claims correctly assessed.	100%		100%	100%	😊
2	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	7.53		6.86	6.18	↑
3	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	8 minutes		6.8 minutes	5.4 minutes	↑
4	CS002 (Local)	Customer Services - Average time to answer telephone calls	30 seconds		33 seconds	16 seconds	↑
5	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	12.87%		12.47%	2.63%	↑
6	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	0.13%		0.08% (53 of 67,886)	0.07% (44 of 65,481)	↑
7	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.3%		97.5%	97.9%	↑

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

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
8	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%	13.22%	↑
9	CFH/006 (SID)	The percentage of undisputed invoices which were paid within 30 days.	91.6%		90.7%	90.7%	↔
	In order to comply with the reporting requirements of the 'Public Contract Regulations 2015' the reporting of this indicator will change next year, and will include the performance data of schools as well as the rest of Council in respect of payment of invoices						
10	CHR/002 (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.19	9.9 7 th	9.4	9.7	v
11	CFH/008 (SID)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	98.1%		100.7%	98.0%	v
12	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	97.9%		86.3%	61.5%	↓
	Whilst performance of 61.5% for 2015/16 is lower than that of the previous year, the months of September through to March 2016 has seen a significant improvement with turnaround times, 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	27.7%	—

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 4 2014/15 (2013/14 full academic year)	Quarter 4 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% Joint 1st	0% 0 pupils	0% 0 pupils	😊
15	EDU/008a (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0.1 1 pupil	0 7 pupils	0.1 1 pupil	0 0 pupils	😊
16	EDU/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.0 8 pupils	0.4 80 pupils	1.3 10 pupils	1.2 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% (2 of 1,619 pupils)	0.3% 13th	0.2% (3 of 1,667 pupils)	0.1% (2 of 1,542 pupils)	↑
18	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	93.0%	94.8% 16th	94.6% (3,153,617 of 3,333,372 sessions)	94.8% (3,262,430 of 3,441,713 sessions)	↑
19	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	92.6%	93.6% 12th	93.5% (2,182,564 of 2,333,737 sessions)	93.7% (2,148,160 of 2,293,388 sessions)	↑

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 4 2014/15 (2013/14 full academic year)	Quarter 4 2015/16 (2014/15 full academic year)	Direction of Improvement
20	EDU/004 (PAM)	The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	73.1%	81.2% 22nd	73.1% (1,096 of 1,500 pupils)	77.8% (1,160 of 1,491 pupils)	↑
21	EDU/006ii (NSI)	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of: Key Stage 3.	10.3%	17.2% 14th	10.0% (150 of 1,500 pupils)	11.6% (173 of 1,491 pupils)	↑
22	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.011% 186 days		0.016% 262 days	0.008% 203 days	↑
23	EDU/010b (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.107% 1,572 days		0.112% 1,598 days	0.085% 1,255 days	↑
24	EDU/011 (NSI/PAM)	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	537	530 10th	540	586	↑

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 4 2014/15 (2013/14 full academic year)	Quarter 4 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% 9 th	55.8%	58.4%	↑
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% 21 st	84.1% (1,144 of 1,360 pupils)	83.3% (1,194 of 1,433 pupils)	▼
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% (209 of 1,360 pupils)	14.1% (202 of 1,433 pupils)	▼

2. Education - Other

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 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%*	95.6% Joint 1 st	100%*	100%*	😊
31	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service.	33.07%		30.24% (4,358 of 14,411)	31.31% (4,431 of 14,150)	↑
32	L(FP) 1+ (Local)	Number of full day childcare places provided.	1,800		1,624	2,003	↑
33	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	788		790*	799*	v
34	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	103*		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.	32.0%*	64.5% 21 st	23.37%*	10.5%*	↓
		The increase in time taken to issue statements can be attributed to a several factors:- <ul style="list-style-type: none"> The complex nature of pupils needs requiring assessments from a number of professionals. The availability of colleagues from outside the local authority to conduct assessment and produce reports. The ability of parents to take children to their assessments. Staffing pressures within the local authority and long term staff absences. 					

*- Calendar year data – 1st January 2015 to 31st December 2015.

3. Social Care – Children’s Services

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
36	SCC/030a (SID)	The percentage of young carers known to Social Services who were assessed.	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%	100%	😊
38	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%	13.5% 7 th	10.7%	9.4%	↑
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%	44.8% 15 th	47.1%	59.9%	↑
40	SCC/022a (SID)	The percentage attendance of looked after pupils whilst in care in primary schools.	93.1%		94.2%	94.4%	↑
41	SCC/022b (SID)	The percentage attendance of looked after pupils whilst in care in secondary schools.	89.7%		85.4%	89%	↑

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
42	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%	81.6%	↑
43	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%	87.7% 7 th	91.9%	94.3%	↑
44	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%	93.1% 13 th	90%	96.2%	↑
45	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%	59.5% 21 st	40.0%	61.5%	↑
46	SCC/034 (SID)	The percentage of child protection reviews carried out within statutory timescales during the year.	97.5%		98.5%	99.2%	↑

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
47	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%	61.5%	↑
48	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%	60%	↑
49	SCC/037 (NSI)	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	335	276 10 th	296	298	↑
50	SCC/040 (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%	99.3%	↑
51	SCC/041a (NSI)	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	69.8%	91.2% 19 th	83.9%	93.1%	↑

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
52	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%	88.9% 18 th	88.6%	91%	↑
53	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%	9.0% 7 th	7.1%	8.8%	v
54	SCC/010 (SID)	The percentage of referrals that are re-referrals within 12 months.	22.1%		14.4%	16.4%	v
55	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%	93.3% 9 th	95.2%	92.9%	v
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	7.3	↓
The cohort of children who meet the criteria fluctuates, which impacts on the average number of days Looked After Children were on fixed term exclusions.							

4. Social Care - Adults Services

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 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%	88.3% Joint 1 st	100%	100%	😊
58	SCA/019 (NSI/PAM)	The percentage of adult protection referrals completed where the risk has been managed.	100%	95.6% Joint 1 st	100%	100%	😊
59	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%	94.06%	↑
60	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%	85.9%	↑
61	SCA/020 *(SID)	The percentage of adult clients who are supported in the community during the year. *. –No longer a PAM from 1 st April 2015	85%	85.2% 12 th	85.1%	88.25%	↑
62	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%	81.1%	↑

4. Social Care – Adult Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
63	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	67.30 2 nd	111.46	109.7	v
64	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	18.85. 19 th	21.71	21.96	v
65	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%	39.4%	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	4.83 11 th	3.21	4.36	↓
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 embed 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%	80.0% 12 th	79.3%	72.7%	↓
A new social work model of practice was implemented in April 2015 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	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 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%	65.4% * See note 1	95.5%	91.0%	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 1st - 26th April 2015 because it was not possible to amalgamate data relating to the homelessness legislation prevailing at this time with that relating to the Housing (Wales) Act 2014 (which was collected from 27th April 2015).</p>						
69	HOS/001 (Local)	The number of private rented tenancies made available by the Housing Options Service that were suitable and likely to be available for at least 6 months	N/a New		N/a New	92	—

6. Housing - Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
70	PSR/002 (NSI/PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	204	231 14 th	252	228	↑
71	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	310		437	354	↑
72	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	197		233	220	↑

6. Housing - Private Sector Renewal - continued

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
73	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%	11.76% 	68.59%	40.20%	↓
Largely properties that are brought back into use is outside of the control of the service for example they are affected by external factors such as the local housing market. The service does however; contact owners of all such properties to provide advice on ways to bring them back to occupation and to direct them towards funding which may assist them. In addition the service takes enforcement action whenever necessary.							
74	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%	1.35%	v
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%	—
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%	—

7. Planning and Regulatory Services - Public Protection

77	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%		100%	100%	😊
78	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	82%		98%	100%	😊
79	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%	😊

7. Planning and Regulatory Services - Public Protection - continued


No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
80	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	77.3%		71.4%	100%	😊
81	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%	92%	↑
82	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	92.2%	94.2% 17 th	92.8%	92.73%	v
83	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	78.7%		86.8%	73.5%	↓
	The department is detecting more complex and significant infringements of consumer fraud and is targeting resources to address them. Furthermore, there are a number of food fraud investigations that were ongoing, some of which have since been resolved. Rectifying and fully investigating breaches takes longer than offering advice to a business.						
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%		* 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	All Wales 2013/14	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
85	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	94%	86.3%	87.4%	95.1%	↑
86	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	71.3%	63.3%	63.5%	66.1%	↑
87	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	73.9%	70.3%	79%	79%	↔
88	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	95.5%		96.4%	96.3%	v
89	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	30.1 days		30.6 days	31.5 days	v
90	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	87.6 days		82.7 days	96.1 days	↓
<p>The increase is largely as a consequence of staff investing time contacting applicants to progress 'older' or 'stalled' applications to determination, and a small number of applications where officers have experienced delays in obtaining satisfactory information which has in turn impacted upon the overall figures.</p>							

8. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 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%	16%	↓
	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%	41% 	42%	30%	↓
	<p>This Authority fully utilises its Social Housing Grant programme and has taken advantage of additional and innovative funding opportunities to deliver affordable housing. Whilst this funding is extremely valued it is limited.</p> <p>Additionally where the opportunity has arisen, the Authority has secured affordable housing through the Planning System.</p> <p>The variation in data between 2015-16 and 2014-15 for this indicator is affected by external market forces which can dictate our ability to secure affordable housing through the planning system. The variation in data between years is also a result of variations in onsite productivity and the time it takes for a development to proceed through to completion. For example, many schemes have a development timeline (i.e. from start of build on site to final completion) of 12-18 months and as such in one year we have schemes on site and the next year we have schemes completed.</p>						

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
9. Planning and Regulatory Services – Building Control							
93	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	99%		96.6%	99.0%	↑
94	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	98.1%		100%	95.1%	v
10. Economic Development							
95	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	255		187	184	v
	Performance on this indicator has broadly been maintained with less than a 2% decrease on the previous year despite the increase in the number of funding applications received. This shows that businesses, although confident to invest, are more cautious about recruiting staff, especially in light of the recent redundancies announced by Tata.						
96	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	429		361	271	↓
	The performance of this indicator has been affected by changes in the way clients are referred to the Council's Enterprise Club. However, in light of the support the Team are providing to Careers Wales and DWP to deal with those affected by the Tata redundancies, we anticipate a significant increase in the number of start-up enquiries moving into the new financial year.						
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	584	↓
	The Team manages 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 moving forward into the new financial year.						

11. Corporate Health – Asset Management

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 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%	7.68%	↑
99	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%	38.22%	↑
100	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%	50.76%	↑
101	CAM/001biii (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%	27.29%	v
102	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 %	42.83%	v
103	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%	11.27%	v
104	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		6.8%	4.4%	v
105	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%	21.95%	↓
<p>There is an increase in the level of urgent work required (CAM bi) that reflects the changes noted in CAM 001 i.e. the more buildings in Grade C to D the more likely that the works will be urgent. The overall backlog maintenance figures have been reduced.</p>							





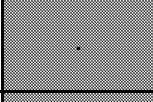

12. Leisure and Libraries

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
106	LCL/001(b) (NSI)	The number of people using Public Libraries during the year, per 1,000 population.	6,839 (958,162 visits)	5,526 8 th	5,709 (798,609 visits)	5,745 (807,077 visits)	↑
107	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	8	9	6	6	↔
108	LCL/002b (SID)	The percentage of available computer hours, in use.	48%	39%	46%	42%	∨
109	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	4,190 (587,079 issued)		3,219 (450,318 issued)	3,071 (431,549 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.						
110	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	83%	69%	81%	76%	↓
	The fall can be attributed to a 50% reduction in the bookfund, savings made at the Education Library & Resource Service (ELRS) resulting in libraries sharing a driver with schools and some stock situated at community libraries therefore less accessible.						
111	LCS/002(b) (NSI)	The number of visits to local authority sport and leisure centres during the year, per 1,000 population where the visitor will be participating in physical activity.	5,696 (798,044 visits)	8,662 22 nd	5,775 (807,892 visits)	5,331 (748,992 visits)	↓
	There has been a decrease in number of visits to local authority sport and leisure centres who participate in physical activity as visitor numbers from the two facilities transferred to community groups (Hengwrt Sports Centre on 18 th December 2015 and Cymmer Swimming Pool on 24 th December 2015) and all NPTCBC outdoor playing fields being leased to individual sports clubs are not included in reported data.						

13. Environment & Transport – Waste Management

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
112	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.18%		0.29%	0.45%	↑
113	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%	19.88%	↑
114	WMT/009b (NSI/PAM)	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way.	54.04%	56.24% 7 th	58.10%	58.01%	v
	Almost 1,500 tonnes of extra recyclables was collected at the kerbside and the recycling centres during 2015/16 which was offset by a reduction in the amount of incinerator bottom ash (IBA) that was recycled (approximately 1,000 tonnes less than in 2014/15). However, with the completion of the Recycle + roll out during 2016/17 and the introduction of side waste restrictions in June 2016 it is expected the overall performance will increase and help meet the next target to reuse/recycle/compost 64% of waste collected by 2019/20.						
115	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	38.09%		38.47%	37.68%	v
	a) Incinerator Bottom Ash recycling rate		N/a		3.47%	1.97%*	v
	b) Kerbside dry recycling rate		N/a		16.45%	16.40%	v
	c) Household Waste Recycling Centres dry recycling rate		N/a		18.60%	19.31%	↑
*This 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.							
116	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	29.33%		32.40%	29.20%	v
117	WMT/004b (NSI/PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	14.04%	29.38% 2 nd	11.13%	14.10%	v
	Despite a small variation in WMT/004b, overall the figure remains well below the Welsh Government target to reduce the amount of waste landfilled to 30%. NPT remains one of the best performing Authorities in Wales with regards to landfill diversion.						

14. Environment & Transport – Transport and Highways

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 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%	85.8% 	90.6%	92.1%	↑
119	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.83		1.56	1.55	↑
120	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%	11.9%. 	5.6%	4.3%	↑
121	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	6.8%		5.8%	4.5%	↑
122	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	5.2%		4.0%	2.6%	↑
123	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	8.2%		7.0%	5.9%	↑

15. Environment & Transport - Street Scene

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 (full year) 2014/15	NPT Quarter 4 (full year) 2015/16	Direction of Improvement
124	STS/005a (SID)	The cleanliness Indicator	67.6		70.6	70.5	V
125	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	97.8%	96.9% 5 th	98.8%	93.6%	↓
	The increasing difficulty in maintaining standards in the context of previous budget reductions.						
126	STS/006 (NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	81.10%	93.05% 22 nd	72.06%	67.67%	↓
	<p>There were a total of 1,225 fly tipping incidents recorded by the Authority during 2015-16. 829 were cleared within 5 working days.</p> <p>302 incidents were investigated but not removed by the Council as the tipped material was subsequently removed by the owner or the landowner. Where individuals did not respond to a verbal request to remove waste then a statutory "15 day" clearance notice is issued in which case the Council cannot possibly comply with Welsh Government's national 5 working day target. The performance indicator guidance stipulates that we have to include these jobs as they were reported to the Authority. If this was not included in the data then our performance would be over 90%.</p> <p>The remaining 94 jobs that were closed down outside of the 5 day target were as follows:</p> <p>45 jobs cleared between 6-10 days, 35 jobs cleared between 11-20 days, 4 jobs cleared between 21-30 days, the remaining 10 jobs were over 30 days as a result of pending prosecutions.</p>						

Section 3: Compliments and Complaints

2015-2016 – Quarter 4 (1st April 2015 – 31st March 2016) – Full Year - Cumulative data

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

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

No	PI Description	Quarter 4 2014/15	Quarter 4 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	23	29*	↓
	a - Complaints - Stage 1 upheld	4	9*	
	b -Complaints - Stage 1 <u>not</u> upheld	19	16*	
	c -Complaints - Stage 1 partially upheld	0	4*	
2	<u>Total Complaints - Stage 2</u>	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)

No	PI Description	Quarter 4 2014/15	Quarter 4 2015/16	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	192	226	↑
5	<p>*- Please note - data has marginally changed since the Comments, Compliments and Complaints Annual Report 2015-16 was presented to Members in Policy & Resources committee on 19th May 2016. The data and some of the comments have been updated accordingly.</p> <p>Stage 1 - Complaints have increased by 4 when compared to last year. There were 9 upheld complaints, 5 of those related to the processes which currently exist, therefore a change in service procedures are being introduced into those services. Two complaints relate to public facilities within a specific service which is currently in the process of being reviewed to enable those facilities to be improved. The other related to an employee not having full knowledge of the service, which has resulted in the need for training and increased internal communication.</p> <p>The partially upheld complaints were mainly attributed to the customer perception of staff attitude which resulted, where appropriate, in managers speaking to the individuals involved and/or the team to reinforce the need for good customer service</p> <p>Stage 2 - Complaints have decreased by one this year and two of those received were not upheld and one was partially upheld.</p> <p>Compliments - A total of 226 compliments were received for the year. The majority of these related to the efforts to capture website feedback as a result of the changes and improvements made including the ability to raise online service requests. There were also compliments thanking staff for being helpful across Chief Executive and Finance/Corporate Services teams.</p> <p>Welsh Language – There were two Welsh language complaints (both at stage 1) reported during the 2015-16 financial year, one was upheld and one was not upheld. The upheld complaint related to English only twitter posts. The Council was already in the process of establishing Welsh language Twitter and Facebook accounts and the complainant was informed of this and was satisfied with our prompt response.</p>			

Section 3: Compliments and Complaints - continued

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

No	PI Description	Quarter 4 2014/15	Quarter 4 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	4	544	↓
	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	
2	<u>Total Complaints - Stage 2</u>	5	1	↑
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	3	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 4 2014/15	Quarter 4 2015/16	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	1	↓
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	1	
4	Number of compliments	0	3	↑
5	<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. As a result of these complaints the park has put into place procedures to reduce the likelihood of a possible re-occurrence. Predicting the number of visitors who will attend a Bank Holiday event at Margam Country Park is very difficult, as there are a number of factors that will impact on attendance. The best indicators the park have as to likely visitor numbers is data from previous events, telephone enquiries the park receive about the event, the weather forecast and the volume of social media activity. In the case of the Superheroes event at Margam Park the amount of social media interest was unusually high. In the past the park has found this to be an unreliable guide (on its own) to the numbers of visitors who will come to an event. However, as the number of followers the park have on social media has grown very significantly in recent times and more people access information about the park in this way, the park management will take this information into account when planning the welfare and catering provision for future family events.</p> <p>There has been one stage 2 complaint in 2015/16 (not upheld) compared to 5 in 2014/15. The complaint concerned the issuing of a season ticket at Margam Park.</p> <p>One complaint was referred to the Ombudsman but was not upheld.</p> <p>There have been three compliments in relation to events at Margam Park.</p> <p>Welsh Language - The Directorate received NO complaints in relation to the Welsh Language</p>			

Section 3: Compliments and Complaints - continued

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

No	PI Description	Quarter 4 2014/15	Quarter 5 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	11	8	↑
	a - Complaints - Stage 1 upheld	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	10	8	
	c -Complaints - Stage 1 partially upheld	1	0	
2	<u>Total Complaints - Stage 2</u>	15	4	↑
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	14	3	
	c- Complaints - Stage 2 partially upheld	1	1	

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

	<u>Total - Ombudsman investigations</u>	1	3	↓
3	a - Complaints - Ombudsman investigations upheld	0	1	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	1	2	
4	Number of compliments	2	2	↔
5	<p>Summary Stage 1 - complaints have fallen compared to 2014/15. All stage 1 complaints were not upheld. The complaints centred mainly on the statutory assessment process.</p> <p>Stage 2 - complaints have fallen compared to 2014/15. There was one stage 2 complaint partially upheld and three were not upheld. As a result of the partly upheld complaint there has been an increase of staff and staff training in the Additional Learning Needs Team. Processes are now in place to flag critical dates within review timescales and there are weekly meetings to follow through the process. Actions are now in place to allow duplicate processes to run concurrently. The SENLO (Special Education Needs Liaison Officer) follows the whole process through with parents where a complex dual process occurs to avoid confusion for all parties.</p> <p>Three complaints were referred to the Ombudsman. One case was upheld relating to school transport the other two cases were not upheld.</p> <p>There have been 2 compliments in 2015/16.</p> <p>Welsh Language - The Directorate received NO complaints in relation to the Welsh Language</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 4 2014/15	Quarter 4 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	85	27	↑
	a - Complaints - Stage 1 upheld	15	5	
	b - Complaints - Stage 1 <u>not</u> upheld	39	13	
	c - Complaints - Stage 1 partially upheld	17	3	
d - Complaints - Stage 1 other	14	6		
2	<u>Total Complaints - Stage 2</u>	3	1	↑
	a - Complaints - Stage 2 upheld	1	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	0	
	c- Complaints - Stage 2 partially upheld	0	1	
d- Complaints - Stage 2 other	1	0		

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

(Children, Young People and Education Cabinet Board)

Cumulative data

No	PI Description	Quarter 4 2014/15	Quarter 4 2015/16	Direction of Improvement
	<u>Total - Ombudsman investigations</u>	0	0	↔
3	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	12	25	↑
5	<p>Stage 1 - 2015/16 has seen a significant DECREASE in the number of complaints received when compared to 2014/15 from 85 to 27 (68%); there are a number of factors this can be attributed to, including the continual service developments and improvements, particularly within Children's Services. Members should note that the figures DO NOT include Hillside Secure Unit; these are reported through Hillside reporting processes. Members will be aware that the new WG complaints policy was introduced in August 2014, which resulted in new procedures being introduced by the Directorate; this was accompanied by extensive training for front-line staff and managers.</p> <p>Stage 2 – 2015/16 has seen an DECREASE in the number of Stage 2 complaints received when compared to 2014/15 from 3 to 1; this is as a result of improvements highlighted above, as well as providing a more comprehensive response at Stage 1, alleviating the need to progress to Stage 2.</p> <p>Feedback / Lessons Learned Often there are a number of further actions or lessons to be learned from complaints, particularly where a complaint is complex. The Service will, where necessary, develop an action plan to address any on-going requirements or service developments.</p> <p>Compliments – the number of compliments has increased from 12 to 25, this can be attributed to improvements in service delivery as well as improved reporting from services receiving praise and thanks. It is acknowledged that activity still remains relatively low and the complaints team will continue to raise the profile for the need to celebrate and report such incidences.</p> <p>Welsh Language - The Directorate received NO complaints in relation to the Welsh Language</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 4 2014/15	Quarter 4 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	54	30	↑
	a - Complaints - Stage 1 upheld	7	7	
	b - Complaints - Stage 1 <u>not</u> upheld	20	13	
	c - Complaints - Stage 1 partially upheld	12	4	
d - Complaints - Stage 1 other (including withdrawn, passed to other agency, on-going)	15	6		
2	<u>Total Complaints - Stage 2</u>	0	4	↓
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	0	1	
	c - Complaints - Stage 2 partially upheld	0	2	
d - Complaints - Stage 2 other	0	1		

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

(Social Services, Health and Housing Cabinet Board)

Cumulative data

No	PI Description	Quarter 4 2014/15	Quarter 4 2015/16	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	12	20	↑
<p>Summary Stage 1 -2015/16 has seen a significant DECREASE in the number of complaints received when compared to 2014/15 from 54 to 30 (45%); there are a number of factors this can be attributed to, including the continual service developments and improvements. Members will be aware that the new Welsh government (WG) complaints policy was introduced in August 2014, which resulted in new procedures being introduced by the Directorate; this was accompanied by extensive training for front-line staff and managers.</p> <p>Stage 2 – 2015/16 has seen an INCREASE in the number of Stage 2 complaints received - 4; Members should note that these were spread across the Services, with 1 in Adult Services, 2 were required for Housing Options and 1 within Environment & Trading Standards.</p> <p>Feedback / Lessons Learned - Often there are a number of further actions or lessons to be learned from complaints, particularly where a complaint is complex. The Service will, where necessary, develop an action plan to address any on-going requirements or service developments. Members will note that the Directorate's Complaints Annual Report will provide further detail.</p> <p>Compliments – the number of compliments has INCREASED by 67%; this can be attributed to improvements in service delivery as well as improved reporting from services receiving praise and thanks. It is acknowledged that activity still remains relatively low and the complaints team will continue to raise the profile for the need to celebrate and report such incidences.</p> <p>Welsh Language - The Directorate received NO complaints in relation to the Welsh Language.</p>				

ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)
Cumulative data

No	PI Description	Quarter 4 2014/15	Quarter 4 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	3	3	↔
	a - Complaints - Stage 1 upheld	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	3	
	c -Complaints - Stage 1 partially upheld	0	0	
2	<u>Total Complaints - Stage 2</u>	10	15	↓
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	10	15	
	c- Complaints - Stage 2 partially upheld	0	0	

ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)

Cumulative data

	<u>Total - Ombudsman investigations</u>	0	0	↔
3	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	2	5	↔
5	<p>*- Please note - data has marginally changed since the Comments, Compliments and Complaints Annual Report 2015-16 was presented to Members in Policy & Resources committee on 19th May 2016. The data and some of the comments have been updated accordingly.</p> <p>Stage 1 – The total Stage 1 complaints received has remained constant over 2014/15 and 2015/16.</p> <p>Stage 2 – There has been a slight increase overall in the number of complaints received in 2015/16 compared to 2014/15. This may be attributed to legislative changes within planning development control which has led to operational changes within the department, of which the public may not be aware and subsequently wish to refer their complaint through the Authority's complaints procedure.</p> <p>The number of compliments received has increased slightly.</p> <p>Welsh Language - There were NO complaints in relation to the Welsh Language</p>			

Section 3: Compliments and Complaints - continued

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

No	PI Description	Quarter 4 2014/15	Quarter 4 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	12	31	↓
	a - Complaints - Stage 1 upheld	4	15	
	b -Complaints - Stage 1 <u>not</u> upheld	8	16	
	c -Complaints - Stage 1 partially upheld	0	0	
2	<u>Total Complaints - Stage 2</u>	5	5	↔
	a - Complaints - Stage 2 upheld	0	2	
	b - Complaints - Stage 2 <u>not</u> upheld	5	3	
	c- Complaints - Stage 2 partially upheld	0	0	

ENVIRONMENT DIRECTORATE
(Environment & Highways Cabinet Board)
Cumulative data

No	PI Description	Quarter 4 2014/15	Quarter 4 2015/16	Direction of Improvement
	<u>Total - Ombudsman investigations</u>	1	0	↑
3	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	1	0	
4	Number of Compliments	12	23	↑
5	<p>Summary</p> <p>Please note - data has marginally changed since the Comments, Compliments and Complaints Annual Report 2015-16 was presented to Members in Policy & Resources committee on 19th May 2016. The data and some of the comments have been updated accordingly</p> <p>Stage 1 – There has been an increase in the number of complaints received up to the 4th quarter of 2015/16 when compared to 2014/15. This is attributable to an improved method of recording complaints.</p> <p>Stage 2 – The total annual figure has remained the same for both 2014/15 and 2015/16, therefore this figure remains unchanged.</p> <p>The total number of compliments has almost doubled when compared to the same quarter last year.</p> <p>Welsh Language – There was one Welsh Language complaint reported during the 2015-16 financial year which was not upheld.</p>			