

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Environment and Highways Cabinet Board

7 July 2016

Joint Report of

Head of Engineering & Transport – D. W. Griffiths

Head of Streetcare – M. Roberts

Head of Planning and Public Protection – N. Pearce

Matter for Monitoring

Wards Affected: ALL

Environment and Highways Performance Indicators for Quarter 4 of 2015/16

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

Executive Summary

- 3 In line with the Council's six improvement priorities embedded within the Corporate Improvement Plan, Environment scrutinise performance within Waste Management, Transport and Highways, Public Protection and Private Sector Renewal. On the whole performance demonstrates improvement in line with what we planned to deliver.

Background

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

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

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

Financial Impact

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

Equality Impact Assessment

6 This report is not subject to an Equality Impact Assessment.

Workforce Impacts

7 During 2015/16, the Environment Directorate saw a further downsizing of its workforce (by 87 employees) as it sought to deliver savings of 2.717million in the 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 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”;

Officer Contact

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**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

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 64% of waste collected by 2019/20.

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.

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.

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, 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.

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:







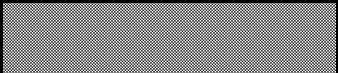
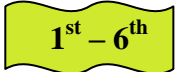
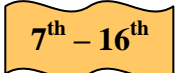
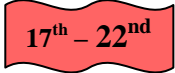
(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

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

1. Environment & Transport – Waste Management

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 2014/15	NPT Quarter 4 2015/16	Direction of Improvement
1	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.18%		0.29%	0.45%	↑
2	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%	↑
3	WMT/009b (NSI/PAM)	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way.	54.04%	56.24% 	58.10%	58.01%	v
<p>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.</p>							
4	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	38.09%		38.47%	37.68%	v
		a) Incinerator Bottom Ash recycling rate (see note)	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%	↑
<p>*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</p>							

1. Environment & Transport – Waste Management (cont.)

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 2014/15	NPT Quarter 4 2015/16	Direction of Improvement
5	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	29.33%		32.40%	29.20%	v
6	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						

2. Environment & Transport – Transport and Highways

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 2014/15	NPT Quarter 4 2015/16	Direction of Improvement
7	THS/007 (NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	88.9%	85.8% 7 th	90.6%	92.1%	↑


2. Environment & Transport – Transport and Highways (Cont.)

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 2014/15	NPT Quarter 4 2015/16	Direction of Improvement
8	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	6.8%		5.8%	4.5%	↑
9	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	5.2%		4.0%	2.6%	↑
10	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%. 3 rd	5.6%	4.3%	↑
11	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	8.2%		7.0%	5.9%	↑

3. Environment & Transport - Street Scene

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 2014/15	NPT Quarter 4 2015/16	Direction of Improvement
12	STS/005a (SID)	The cleanliness Indicator	67.6		70.6	70.5	v
13	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	98.80%	93.57%	↓
	This figure has decreased due to increasing difficulty in maintaining standards in the context of previous budget reductions						
14	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 P.I. guidance stipulates that we have to include these jobs as they were reported to the Authority. If this was not included in the P.I. our performance would be over 90%.</p> <p>The remaining 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>						

4. Planning and Regulatory Services – Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 2014/15	NPT Quarter 4 2015/16	Direction of Improvement
15	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.						
16	PSR/007a	Of the 446 houses in multiple occupation known to the Local Authority, the percentage that: Have a full licence	1.4%		1.63%	1.35%	v
17	PSR/007b	Of the 446 houses in multiple occupation known to the Local Authority, the percentage that: Have been issued with a licence with conditions attached	0%		0%	0%	—
18	PSR/007c	Of the 446 houses in multiple occupation known to the Local Authority, the percentage that: Are subject to enforcement activity	0.2%		0%	0%	—

5. Planning and Regulatory Services – Public Protection

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 2014/15	NPT Quarter 4 2015/16	Direction of Improvement
19	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%	😊
20	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%	😊
21	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%	😊
22	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health	77.3%		71.4%	100%	😊
23	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%	↑

5. Planning and Regulatory Services – Public Protection (Cont.)

No	PI Reference	PI Description	NPT Actual 2013/14	All Wales 2014/15	NPT Quarter 4 2014/15	NPT Quarter 4 2015/16	Direction of Improvement
24	PPN/009 (NSI/PAM)	The percentage of food establishments which are “broadly” compliant with food hygiene standards	92.2%	94.2% 17 th	92.8%	92.7%	V
25	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%	↓
<p>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.</p>							
26	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

Section 3: Compliments and Complaints

2015/2016 – Quarter 4 (1st April 2015 – 31st March) – Cumulative data for E&H Board

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

No	PI Description	Quarter 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	

No	PI Description	Quarter 4 2014/15	Quarter 4 2015/16	Direction of Improvement
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	
3	<u>Total - Ombudsman investigations</u>	1	0	↑
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	1	0	
4	Number of Compliments	12	23	↑
<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>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 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>				

