

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

## **Economic and Community Regeneration Cabinet Board**

**16 September 2016**

### **JOINT REPORT OF THE HEAD OF PLANNING AND PUBLIC PROTECTION – N. PEARCE AND THE HEAD OF PROPERTY AND REGENERATION – S. BRENNAN**

**Matter for Monitoring**

**Wards Affected: ALL**

#### **ECONOMIC & COMMUNITY REGENERATION PERFORMANCE INDICATORS FOR QUARTER 1 OF 2016/17**

- 1 Quarterly Performance Management Data 2016-2017 – Quarter 1 Performance (1st April – 30<sup>th</sup> June 2016)

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

- 2 To report quarter 1 performance management data for the period 1<sup>st</sup> April to 30<sup>th</sup> June 2016 for Environment. This will enable the Economic and Community Regeneration Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

#### **Executive Summary**

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

## **Background**

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

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

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

## **Financial Impact**

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

## **Equality Impact Assessment**

6 None required.

## **Workforce Impacts**

7 During 2015/16, the Environment Directorate saw a further downsizing of its workforce (by 87 employees) as it sought to deliver savings of 2.717 million 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 2016-2017– Quarter 1 Performance (1<sup>st</sup> April to 30<sup>th</sup> June 2016) – APPENDIX 1

## **List of Background Papers**

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

## **Officer Contact**

- 16 Joy Smith, Road Safety and Business Performance Manager  
Tel. 01639 686581  
Email: j.smith@npt.gov.uk



**Quarterly Performance Management Data 2016-2017– Quarter 1  
Performance (1st April to 30<sup>th</sup> June 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**

**Economic Development**

The Economic Development Team continues to receive a significant number of requests for support which, in general, are of a more positive nature as they look to support expansion and growth. Many of the investments, once completed, will attract new private sector investment and support the creation of new jobs within the Borough so it is anticipated that overall performance will increase as the 2016/17 year progresses.

In addition, the granting of Enterprise Zone status for Port Talbot Waterfront will also be of huge benefit to businesses and will further help promote economic growth and job creation in the area.

The team continues to work closely with Careers Wales, Department of Works and Pensions and Welsh Government to help those facing redundancy and provide support to the many local businesses within the Tata supply chain that have to deal with staff losses or look for new markets. This has led to an increase in referrals to the Council's Enterprise Club as individuals seek advice and guidance on self-employment.

## **Planning**

Planning performance has in the majority of categories either improved or remained consistent since the same quarter in 2015/16.

The first quarter has seen a significant improvement in the overall time taken to both validate applications (PLA/M001) which, as identified in the previous quarter's report, has been positively affected by the introduction of "invalidity notices" in March 2016. Such new legislative requirements have been coupled with the introduction of new internal processes which seek to validate applications swiftly, or return the applications to applicants for subsequent submission when identified errors are corrected.

It is also considered that such changes have had a knock-on impact on the improvement in time taken to determine applications from received date (PLA/M002), although this has also been as a result of continued Officer efforts which have increasingly focussed on "front-loading" discussions on applications and to determine applications swiftly wherever possible.

Overall there has also been a positive impact on the total percentage of all applications determined within 8 weeks which, whilst not recorded overall within the KPIs, stands at 80.1% for the first quarter of the financial year.

## **Building Control**

The performance for BCT004 for the first quarter shows an improvement over that reported for the same quarter in 2015/2016. It is, however, lower than that reported at the end of the same year. This can be attributed to the section losing an experienced member of staff, with the recruitment process to appoint a replacement still ongoing.

Encouragingly, performance in relation to BCT007, which demonstrates how well officers have interacted with applicants to achieve compliance, has remained at 100% through this challenging period.

## **Asset Management**

Local Authority buildings conditions and maintenance are annual indicators and will be reported during the quarter 4 period of 2016/17.

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

### **2016-2017 – Quarter 1 Performance (1<sup>st</sup> April to 30<sup>th</sup> June 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. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales) Order 2012. As such, 2015-16 will be the final year of collection of the former National Strategic Indicators (NSIs) by Welsh Government. In order to ensure minimal disruption for local authorities, many of whom will have included these indicators in their improvement plans for the current financial year, the WLGA's (Welsh Local Government Association) coordinating committee agreed that local authorities should collect them alongside the PAMs for 2016-17.

**(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.

**\*The All Wales figures for 2015/16 will be published on 7<sup>th</sup> September 2016 and will be included in the Quarter 2 Performance Report.**

**(L)** Local Performance Indicator set by the Council.

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

## 1. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2014/15	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
1	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	31.5 days		31.5 days	14.1 days	↑
2	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	96.1 days		115.2 days	67.8 days	↑
3	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	79%	70.3%	74.1%	75.6%	↑
4	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	16%		25%	25%	↔
5	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	95.1%	86.3%	95.4%	95.2%	v
6	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	66.1%	63.3%	67.9%	64.2%	v
7	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved	96.3%		96.2%	95.4%	v
8	PLA/006(b) (NSI)	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	30%	41% 	Reported Annually		—



## 2. Planning and Regulatory Services – Building Control

No	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2014/15	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
9	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	99.02%		100%	100%	😊
10	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	95.12%		92.31%	94%	↑

## 3. Economic Development

11	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	271		87	98	↑
As a direct result of the Team working in partnership with Careers Wales and the Department of Works & Pensions to support individuals affected by the Tata redundancies, the number of referrals to attend the Council's Enterprise Club looking for advice and guidance on self-employment has increased							
12	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	184		53	28	↓
Although lower in comparison to the first quarter last year, the Team is currently in the process of administering a number of applications from local businesses for funding to support investments in areas such as capital equipment, website development, accreditations, training and general marketing activities. It is anticipated therefore that performance will increase significantly in the next quarter							
13	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	584		181	139	↓
The Team is still receiving a high volume of enquiries from existing businesses looking for support on a range of issues such as property, rates relief, local contract opportunities, tendering, events, etc. The Team also deals with referrals from other business support organisations such as Business Wales, and there has recently been a period where new tenders for delivery were being issued which has impacted on the level of referrals. New contracts have now been issued and working relationships embedded so we anticipate performance will significantly increase in the next quarter							

#### 4. Corporate Health – Asset Management

No	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2014/15	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
14	CAM/001ai (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.68%		Reported Annually		—
15	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	38.22%				—
16	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	50.76%				—
17	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	27.29%				—
18	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	42.83%				—
19	CAM/001aiv (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	11.27%				—
20	CAM/037 (PAM)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	4.4%				—
21	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	21.95%				—

### Section 3: Compliments and Complaints

#### 2015/2016 – Quarter 4 (1<sup>st</sup> April 2015 – 31<sup>st</sup> March 2016) – Cumulative Data for ECR Board

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

No	PI Description	Full Year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	<b><u>Total Complaints - Stage 1</u></b>	<b>3</b>	<b>0</b>	<b>1</b>	↓
	a - Complaints - Stage 1 upheld	<b>0</b>	<b>0</b>	<b>0</b>	
	b -Complaints - Stage 1 <u>not</u> upheld	<b>3</b>	<b>0</b>	<b>1</b>	
	c -Complaints - Stage 1 partially upheld	<b>0</b>	<b>0</b>	<b>0</b>	

No	PI Description	Full Year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
2	<b><u>Total Complaints - Stage 2</u></b>	15	2	2	↔
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	15	2	2	
	c- Complaints - Stage 2 partially upheld	0	0	0	
3	<b><u>Total - Ombudsman investigations</u></b>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	0	
4	<b>Number of Compliments</b>	5	2	0	↓
<b>Welsh Language</b> - There were <b>NO</b> complaints in relation to the Welsh Language					