

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

21st September 2016

REPORT OF THE HEAD OF CORPORATE STRATEGY AND DEMOCRATIC SERVICES – MRS K. JONES

Matter for Monitoring

Wards Affected: ALL

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

Purpose of the Report

1. To report quarter 1 performance management data for the period 1st April 2016 to 30th June 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

2. The Council continues to prioritise certain areas of work and these are expressed as the Council's six improvement priorities in the Corporate Improvement Plan "Rising to the Challenge" 2016/2019.

A number of new measures have been introduced into the Council's full suite of performance indicators for 2016/17 including a new set of local Digital by Choice measures and in Adult Services and

Children's and Young people services a new set of statutory measures.

Section 1 of the appendix includes a summary of performance that falls within the remit of the Council's six improvement priorities. Also included is a summary of performance across a number of other services that is drawn to Members attention.

Section 2 of the appendix includes the performance data and comments where relevant for the Council's full suite of performance indicators. Also included in this section is a performance key which includes symbols to explain the direction of improvement of each performance indicator.

Section 3 includes Compliments and Complaints data that is collected in line with the [Council's Comments, Compliments & Complaints Policy](#) and are reported to all relevant Cabinet Board on a quarterly basis.

Background

3. 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:
 1. Scrutinise the service improvement set out in the Corporate Plan which fall within the committee's purview;
 2. Scrutinise the performance of all services within its purview and the extent to which services are continuously improving;
 3. Ensure performance measures are in place for each service and that the measures reflect what matters to local citizens;
 4. Commission and participate in systems reviews through appropriate mechanisms and report onwards to the Executive
 5. Monitor implementation by the Executive of responses to the conclusions and recommendations of the Council's external regulators; and
 6. Promote innovation by challenging the status quo and encourage different ways of thinking and options for service delivery.

Financial Impact

4. The performance described in the Report is being delivered against a challenging financial backdrop.

Equality Impact Assessment

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

Workforce Impacts

6. The Council has seen a downsizing of its workforce by 241 in 2014/15 and by further 197 in 2015/16 as it sought to deliver significant year on year savings.

Legal Impacts

7. 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

8. 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

9. No requirement to consult

Recommendations

10. Members monitor performance contained within this report.

Reasons for Proposed Decision

11. Matter for monitoring. No decision required.

Implementation of Decision

12. Matter for monitoring. No decision required.

Appendices

13. Appendix 1 - Quarterly Performance Management Data 2016 /2017– Quarter 1 Performance (1st April 2016– 30th June 2016) – APPENDIX 1

List of Background Papers

14. The Neath Port Talbot [Corporate Improvement Plan - 2016/2019](#) “Rising to the Challenge”;
15. Policy & Resources Committee report date 30th July 2010 – Securing continuous improvement and scrutiny work programme.

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Neath Port Talbot
Castell-nedd Port Talbot
County Borough Council Cyngor Bwrdeistref Sirol

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

Report Contents:

Section 1: Summary of performance.

Section 2: Quarterly Performance Management Data and performance key

Section 3: Compliments & Complaints Data

Section 1: Summary of performance.

- **Improvement Objective 1 – Safer, Brighter Futures**

Children's Services

The 1st Quarter 2016/17 sees the introduction of a new suite of Welsh Government Statutory Indicators for Children and Young People Services. Comparison data for these Indicators will become available over time.

These Indicators represent a reduction in the reporting obligations of Children and Young People's Services (CYPS) to Welsh Government during 2016/17. The aim of Welsh Government is to reduce the performance management reporting burden placed upon local authorities, whilst at the same time implementing a more outcome focused set of performance measures which complement the ethos of the recently introduced Social Service and Well-Being (Wales) Act.

The revised statutory reporting obligations to Welsh Government will be mirrored in its reporting arrangements to Members during 2016/17. This change was noted at CYPE Committee on 28th July 2016.

In addition, a new set of 8 'Priority Indicators' were approved at CYPE Committee on the 8th September 2016 and will be reported to Members from quarter 2, 2016/17. These Indicators are designed to evidence progress against key objectives, as detailed within the CYPS Business Plan 2016/17.

Despite the reduction in the number of statutory indicators, CYPS are required to report during 2016/17; it is the intention that the Service continues to gather and use a vast suite of performance management data to support decision making at both an individual and strategic level. In addition, CYPS is expanding its ability to capture information routed in the quality of its intervention with children, young people and families.

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

Education

Schools in NPT have secured an improvement in pupil attendance in the secondary sectors for the fifth year running (a rise of 0.06%).

Key Stage 2 results have seen a significant improvement compared to 2014/15 academic year.

There has been a rise in pupils taught in the medium of Welsh at Key Stage 2 of 1.5% and a considerable rise of 3.4% at Key Stage 3.

The number of full day childcare places provided by the council has increased but the number of Young People in contact with the youth service has seen a decrease.

The percentage of final statements of special education need issued within 26 weeks excluding exceptions has remained at maximum performance and the number excluding exceptions has risen considerably from 8.5% to 23.6%.

There has been a rise in both the number of statements of special educational needs and new statements issued within the period.

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

Adults Services

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

From the 6th April 2016 there is a statutory requirement for Adult Services to collect new Social Services Well-being Act (SSWBA) measures. Guidance for these new indicators/measures was not finalised until after

the 6th April 2016 and clarity had to be sought thereafter. As a consequence, we are currently unable to report some data items for Quarter 1 2016/17. However, systems are in place to capture this data for future reports. Existing National Strategic Indicator and Public Accountability Measures will still be included in this report for 2016/17. The service is currently tightening processes whereby reviews in particular are being highlighted; future targets are going to be issued to teams to ensure reviews are carried out within timescale.

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

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.

Homelessness

At 91% the percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months has deteriorated on last year's figure by 5%.

At 26, the number of private rented tenancies made available by the Housing Options Service that were suitable and likely to be available for at least 6 months has greatly exceeded the 2015/16 figure of 11.

Performance last year was greatly enhanced by the availability of a large ring-fenced Welsh Government Homelessness Grant Transitional Fund (TF) allocation. The TF allocation for 2016/17 is however significantly reduced on 2015/16. It should however be noted that the significant

reduction in TF for 2016/17 is also highly likely to impact negatively, to some extent, on ongoing performance in this area, as the year progresses. A suite of local homelessness measures is currently being developed to mirror the headlines in the recently published Welsh Government Statistical First Release 'Homelessness in Wales, 2015-16'. Performance against these measures in Quarter 1 will be reported on, together with that in Quarter 2, in the Autumn.

- **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 64% of waste collected by 2019/20.

- **Improvement Objective 6 – Digital by Choice**

Digital by Choice performance

Overall we are on track to deliver what we have planned for this priority. We are progressing well with making our website easier and more new services will be available on-line this year. 92% of our website is available in Welsh; most of the remaining pages are in the process of being translated.

During the quarter 1 this year however, we have seen an increase in demand in customer services, this increase is due to the roll out of Recycle + and should reduce as arrangements embed. The good performance results achieved in customer services 2015/2016 will be harder to reproduce due to less resource in Customer Services. However, as the availability of customer self-serve online options increase in keeping with the Council's Digital by Choice Strategy the current reliance on staff intervention via traditional methods of customer contact (telephone and face to face) should reduce.

Roll out of the i-procurement system continues to go well and the volume of transactions is still rising every quarter.

A digital inclusion charter was approved in May 2016 which will assist more people to become digitally included and enjoy the benefits that they can experience from being online. Work to upskill staff in relation to digital literacy is progressing.

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

- **Sickness Management**

It is disappointing that there has been an increase in the quarter 1 data (from 2.2 average full time equivalent days lost in quarter 1 last year to 2.4 days this year) for 2016 / 2017. A detailed report in relation to quarter 1 will be presented to Members at this committee in early November to help Members understand what lies behind this statistic. Members will however be pleased to know that the All Wales Benchmarking figures have been released for 2015 / 2016, and the Council has improved its position moving from Joint 7th, to 6th place out of the 22 Local Authorities in Wales. What this does show is that whilst sickness increased slightly in the Council in 2015 / 2016 when compared to 2014 / 2015 (and Members received the 2015 / 2016 end of year report in relation to sickness in the June meeting of this committee), the challenges being faced across Wales in managing sickness are perhaps similar but the Council's processes and practices are performing well when benchmarked to other Councils.

- **Housing - Private Sector Renewal**

The average number of days taken to deliver a Disabled Facilities Grant (DFG) has reduced by 15 days during this quarter when compared to the same quarter of the previous year. The total number of DFG's completed during this reporting period has decreased to 88, compared to 99 in the same reporting period in 2015/16. The reduction in the time taken to deliver a DFG can be attributed to the fact that fewer extensions were completed during this period. This has equated to 5 extensions being completed in this reporting period compared to 8 in the same period 2015/16.

Customer satisfaction surveys reveal a very high level of satisfaction. With 100% of respondents indicating that their quality of life had improved as a result of the adaptation and that they no longer need to consider moving home.

- **Public Protection**

92.57% of food establishments were "broadly" compliant with food hygiene standards, marginally down on last year's performance within the same period of 92.8%. The percentage of high risk businesses inspected for food hygiene equals the same period last year. However, the percentage of high risk businesses that have been inspected by Trading Standards is considerably lower as the department is detecting and dealing with more complex and significant infringements of consumer fraud and resources have been diverted to deal with them. These

investigations are not necessarily related to high risk businesses, but are as a result of intelligence received.

The percentage of significant breaches that were rectified by intervention has increased for Trading Standards (43.75% in comparison to 15.7%) and Animal Health (100% in comparison to 80%). Rectification was achieved through the issuing of written warnings or the provision of formal advice to traders.

The percentage of identified new businesses which were subject to a food hygiene risk assessment visit is considerably lower than last year. This is as a consequence of there being a delay between the provision of advice to the new business and the actual start-up of that business. This is a matter which is beyond the control of the service. Nevertheless, all businesses are, and will continue to be, coached and advised prior to the commencement of trading to help raise standards and legal compliance. The risk assessment inspection can only take place when the business is trading, therefore there is always a lag period between food businesses becoming registered and actually having an unannounced inspection.

- **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 key performance indicators, stands at 80.1% for the first quarter of the financial year.

- **Building Control**

The performance for the percentage of building control 'full plan' applications checked within 15 working days 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 the percentage of 'full plan' applications approved first time, which demonstrates how well officers have interacted with applicants to achieve compliance, has remained at 100% through this challenging period.

- **Libraries**

There has been an increase in the number of people using Public Libraries in the first 3 months of 2016/17 but a slight decline in the number of library materials issued.

The increase in numbers is largely due to the extra work staff are doing to attract audiences to the venues for activities and events.

- **Transport and Highways**

The Council continues to progress its street lighting renewal project. 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.

The increase in average repair time has increased to 1.96 days from the first quarter last year is due to an increase in the number of regional electricity company's network repair times and an increase in repair times of authority faults due to operational conditions.

The percentage of adults over 60 who hold a bus pass has decreased slightly due to data cleansing.

- **Asset Management and Street Scene**

Asset Management and Street Scene performance indicators are reported on an annual basis.

Section 2: Quarterly Performance Management Data and Performance key

2016/2017 – Quarter 1 Performance (1st April 2016 – 30th June 2016)

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







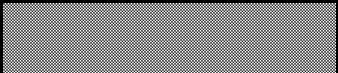
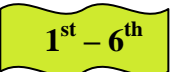
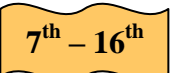
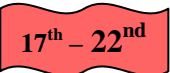
(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales) 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 2015/2016 i.e. an overall performance indicator value for Wales.

(Local) Local Performance Indicator set by the Council.

	Performance Key
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance has declined but 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.
	2015/16 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's).
	2015/16 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's).
	2015/16 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's).

1. Chief Executive's and Finance & Corporate Services

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
1	Benefits M001 (Local)	Percentage of new claims correctly assessed.	100%	100%		100%	100%	😊
2	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	86.3%	61.5%		22.2%	85.8%	↑
3	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	6.86	6.18		10.5	7.34	↑
4	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.5%	97.9%		29.2%	29.3%	↑
5	CFH/008 (SID)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	100.7%	98.0%		33.3%	36.9%	↑
6	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	6.8 minutes	5.4 minutes		6.7 minutes	6.7 minutes	↔
7	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	0.08% 53 of 67,886	0.07% 44 of 65,481		0.02% (3 of 16,998)	0.10% (20 of 18,571)	v
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.	13.48%	13.22%		1.5%	1.76%	v
9	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	12.47%	2.63%		2.61%	5.55%	v

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



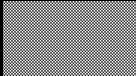



No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
10	CS002 (Local)	Customer Services - Average time to answer telephone calls	33 seconds	16 seconds		15 seconds	26 seconds	↓
	<p>The second phase/roll out of the Recycle + scheme was implemented during Quarter 1 thereby increasing customer awareness and expectations regarding recycling services in the Council. The side waste (black bag) restriction scheme was also launched in June 2016. Related enquiries for both aspects created extended call handling explanations, longer wait times for call to be answered and a rise in abandoned calls as additional and longer discussions were needed about associated aspects for both schemes.</p> <p>The Contact Centre also provided extra staff to the One Stop Shop face to face services to ensure their business continuity at the first point of contact. This reduced the number of staff at the Contact Centre to respond to telephone calls and also contributed to a drop in comparable performance to the previous Quarter 1.</p> <p>The good performance results achieved in 2015/2016 will be harder to reproduce due to less resource in Customer Services. However, as the availability of customer self-serve online options increase in keeping with the Council's Digital by Choice strategy the current reliance on staff intervention via traditional methods of customer contact (telephone and face to face) should reduce.</p>							
11	CHR/002 (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.4	9.7	10.2 6 th	2.2	2.4	↓
	<p>It is disappointing that there has been an increase in the quarter 1 data for 2016 / 2017. A detailed report in relation to quarter 1 will be presented to Members at this committee in early November to help Members understand what lies behind this statistic. Members will however be pleased to know that the All Wales Benchmarking figures have been released for 2015 / 2016, and the Council has improved its position moving from Joint 7th, to 6th place out of the 22 Local Authorities in Wales. What this does show is that whilst sickness increased slightly in the Council in 2015 / 2016 when compared to 2014 / 2015 (and Members received the 2015 / 2016 end of year report in relation to sickness in the June meeting of this committee), the challenges being faced across Wales in managing sickness are perhaps similar but the Council's processes and practices are performing well when benchmarked to other Councils.</p>							
12	PAY/001 (local)	i) Percentage of invoices paid within 30 days	N/a new			A system to capture data for these new performance indicators is being developed. Data will be reported to Members once this process is complete.	—	
		ii) The amount of interest paid to suppliers due to late payment	N/a new				—	
		iii) total amount of interest that the contracting authority was liable to pay, i.e. whether or not paid, whether statutory or otherwise, due to a breach of the Regulations.	N/a new				—	

- Note: Indicator CHR002 (indicator 11 above) whilst achieving 6th position across Wales, NPT are placed outside the upper quartile as not all Local Authorities provided data.

2. Chief Executive's and Finance & Corporate Services – Digital by Choice Measures								
No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
13	DBC/001 (Local)	Percentage of transactions completed on-line	N/a New	56.9%		50.2%	60.4%	↑
14	DBC/002 (Local)	Number of new services available on-line	7	7		7	8	↑
15	DBC/003 (Local)	Percentage of webpages available in Welsh	62%	88% see note 1		62%	92% see note 1	↑
16	DBC/004 (Local)	Reduce the demand on Customer Services – visitors to one stop shops	67,886	65,481		16,998	18,355	↓
	As per explanation for CS002 (indicator 10) above.							
17	DBC/005 (Local)	Percentage volume of transactions processed through i-procurement	N/a New	45.5%		N/a New	47%	—
18	DBC/006 (Local)	Improve the professional rating of our website page rating from a 1 star (maximum rating is 4 star):	1 star	2 star		2016-17 data available March 2017		—
19	DBC/007 (Local)	Percentage of customers very satisfied/satisfied or OK with improvements made to services available on-line – General look and feel	N/a new	91%		2016-17 data available in Autumn 2016		—
20	DBC/008 (Local)	More of our customers find the website easier to use: Percentage very satisfied/Satisfied or OK with ease of getting around site.	N/a new	83%		2016-17 data available in Autumn 2016		—
21	DBC/009 (Local)	More of our customers can access the information/service they want (on our website) first time: Percentage very satisfied/Satisfied or OK with ease of finding information/Services.	N/a new	78%		2016-17 data available in Autumn 2016		—
22	DBC/010 (Local)	Number of people we support to develop digital skills to access services	N/a new	N/a new		Survey to be undertaken during 2016-17		—

Note 1: additional 9% of pages (as at 31st March 2016) and additional 5% of pages (as at 30th June 2016) with external translators awaiting translation.

3. Education – Schools

No	PI Reference	PI Description	Quarter 1 2014/15 (2013/14 full academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 1 2015/16 (2014/15 full academic year)	Quarter 1 2016/17 (2015/16 full academic year)	Direction of Improvement
23	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.	10.0% (150 of 1,500 pupils)	17.8% 	11.6% (173 of 1,491)	15.0% (225 of 1,499)	↑
24	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.	84.1% (1,144 of 1,360 pupils)	88.1% 	83.3% (1,194 of 1,433)	84.9% (1,331 of 1,567)	↑
25	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	15.4% (209 of 1,360 pupils)		14.1% (202 of 1,433 pupils)	15.6% (244 of 1,567 pupils)	↑
26	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	93.5% (2,182,564 of 2,333,737 sessions)	93.2% 	93.7% (2,148,160 of 2,293,388 sessions)	93.7% (P) (2,186,082 of 2,332,537 sessions)	↔
27	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% (1,096 of 1,500 pupils)	84.1% 	77.8% (1,160 of 1,491)	77.7% (1,165 of 1,499)	▼
28	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.	0.2% (3 of 1,667 pupils)	0.2% 	0.1% (1 of 1,542 pupils)	Data available Quarter 2	—

P – provisional data

3. Education –Schools - continued

No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 1 2015/16 (2014/15 full academic year)	Quarter 1 2016/17 (2015/16 full academic year)	Direction of Improvement
29	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%	0.5% Joint 1 st	0%	Data available Quarter 2	—
30	EDU/008a (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0.1 1 pupil		0 0 pupils	Data available Quarter 2	—
31	EDU/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.3 10 pupils		1.2 9 pupils	Data available Quarter 2	—
32	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.	79.8		26.7	Data available Quarter 3	—
33	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.	52.2		11.9	Data available Quarter 3	—
34	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.016% 262 days		0.008% 203 days	Data available Quarter 2	—

3. Education - Schools -continued

No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 1 2015/16 (2014/15 full academic year)	Quarter 1 2016/17 (2015/16 full academic year)	Direction of Improvement
35	EDU/010b (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.112% 1,598 days		0.085% 1,255 days	Data available Quarter 2	—
36	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.	540	538.6 2 nd	586	Data available Quarter 2	—
37	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	94.6% 3,153,617 of 3,333,372 sessions	95.0% 13 th	94.8% 3,262,430 of 3,441,713 sessions	Data available Quarter 3	—
38	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.	55.8%	58.3% 11 ^h	58.4%	Data available Quarter 2	—

4. Education - Other

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
39	EDU/015b (NSI)	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%	100%	94.5% Joint 1 st	100%*	100%*	😊
40	EDU/015a (NSI)	The percentage of final statements of special education need issued within 26 weeks including exceptions.	23.4%	10.5%	68.1% 22 nd	8.5%*	23.6%	↑
41	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	790	799		755*	792*	↑
42	L(FP) 1+ (Local)	Number of full day childcare places provided.	1,624	2,003		2,201	2,581	↑
43	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service.	30.24% (4,358 of 14,411)	31.31% (4,431 of 14,150)		14.06% (1,989 of 14,150)	9.91% (1,379 of 13,920)	∨
44	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	77	95		47*	55*	↓
The increase in the number of new statements issued can be attributed to the advanced early detection of need with more referrals and early alerts coming from health and early years providers in Flying Start.								

*- Calendar year data - 6 months data

6. Social Services Health & Wellbeing Indicators - Children's Services

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
45	PI 24	The percentage of assessments completed for children within 42 days from point of referral	N/a New				99.2%	—
46	PI 25	The percentage of children supported to live with their family	N/a New				68.3%	—
47	PI 26	The percentage of Looked After Children returned home from care during the year	N/a New				Reported Annually	—
48	PI 27	The percentage of re-registrations of children on the local authority Child Protection Register	N/a New				13.5%	—
49	PI 28	The average length of time (in days) for all children who were on the Child Protection Register during the year	N/a New				222.2 days	—
50	PI 29	The percentage of children receiving the core subject indicators at key stage 2 + 3	N/a New				Reported Annually	—
51	PI 30	The percentage of children seen by a dentist within 3 months of becoming looked after	N/a New				Reported Annually	—
52	PI 31	The percentage of Looked After Children at 31 st March registered with a GP within 10 working days of the start of their placement	97.2%	99.3%			Reported Annually	—
53	PI 32 (NSI)	The percentage of children looked after at 31 March who has 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.	10.7%	9.4%	11.9%	7 th	Reported Annually	—
54	PI 33 (PAM)	The percentage of children looked after on 31 March who has had three or more placements during the year.	7.1%	8.8%	9.8%	5 th	Reported Annually	—
55	PI 34	The percentage of all care leavers who are in education, training or employment continuously for 12 + 24 months after leaving care	N/a New				Reported Annually	—
56	PI 35	The percentage of care leavers who have experienced homelessness during the year	N/a New				Reported Annually	—

7. Social Care - Adults Services

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
57	SCA/018a (Local)	The percentage of carers of adult service users who were offered an assessment or review of their needs in their own right during the year.	100%	100%	94.5% Joint 1 st	100%	100%	😊
58	SCA/019 (local)	The percentage of adult protection referrals completed where the risk has been managed.	100%	100%	97% Joint 1 st	100%	100%	😊
59	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.	21.71	21.96	18.02 20 th	21.92	22.8	v
60	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.	111.46	109.7	64.12 N/a	112.37	110.77	v
61	SCA/001 (NSI)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	3.21	4.36	4.87 12 th	1.29	1.51	↓
This fall in performance can be attributed to a delay in being able to access Community Reablement due to a lack of capacity. A number of solutions are being put in place such as a rapid response Home Care Service and a removal of the rule that all cases need to go through reablement.								
62	SCA/007 (Local)	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	79.3%	72.7%	83.0% 20 th	74.7%	68.4%	↓
Reviews are currently the focus of social work management who are in the process of issuing teams targets on the number of reviews completed on time. We would expect this figure to begin rising again in the near future.								

8. Social Services Health & Wellbeing Indicators - Adults Services

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
63	1	Number of adults who received advice or assistance from the information, advice and assistance service during the year.	N/a New				931	—
64	2	Number of assessments of need for care and support undertaken during the year;	N/a New				178	—
65	2(i)	Of which, the number of assessments that led to a care and support plan.					137	—
66	3	Number of assessments of need for support for carers undertaken during the year;	N/a New				96	—
67	3(i)	Of which, the number of assessments that led to a support plan.					9	—
68	4	Number of carer assessments that were refused by carers during the year.	N/a New				28	—
69	5	Number of assessments of need for care and support for adults undertaken during the year whilst in the secure estate;	N/a New				0	—
70	5(i)	Of which, the number of assessments that led to a care and support plan.					0	—

8. Social Services Health & Wellbeing Indicators - Adults Services - con't

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement	
71	6	Number of requests for re-assessment of need for care and support and need for support made by an adult during the year a) in the secure estate b) all other adults and carers	N/a New	N/a New	N/a New	N/a New	Systems currently being developed to capture data	—	
72	6i	Of which, the number of re-assessments undertaken on a) adults in the secure estate b) all other adults and carers						—	
73	6ii	Of which, the number of re-assessments that led to a care and support plan or a support plan on: a) adults in the secure estate b) all other adults and carers						—	
74	7	Number of care and support plans and support plans that were reviewed during the year:						1,779	—
75	7i	Of which, the number of plans that were reviewed within agreed timescales						851	—
76	8	Number. of requests for review of care and support plans and support plans for carers before agreed timescales made by an adult during the year						N/a New	N/a New
77	8i	Of which, the number of reviews undertaken	—						

8. Social Services Health & Wellbeing Indicators - Adults Services - con't

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
78	9	Number of adults who received a service provided through a social enterprise, co-operative, user led or third sector organisation during the year	N/a New				Systems currently being developed to capture data	—
79	10	Number of adults who received care and support who were in employment during the year	N/a New				5	—
80	11	Number of adults with a care and support plan who received the following services during the year; Dom care, Day care, Respite, Reablement, Equipment, Adaptations, DP, supported Acc., Sheltered Acc., Adult placements, Adult care homes, Telecare, Advocacy, Recreational, leisure and lifelong services	N/a New				2,604	—
81	12	Number of adults who paid the maximum weekly charge towards the cost of care and support or support for carers during the year	N/a New				1	—
82	13	Number of adults who paid a flat rate charge for care and support or support for carers during the year	N/a New				1,563	—
83	14	Number of adults who were charged for care and support or support for carers during the year	N/a New				2,214	—
84	19	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 and over	3.21	4.56	4.87	1.29	1.51	↓
	This fall in performance can be attributed to a delay in being able to access Community Reablement due to a lack of capacity. A number of solutions are being put in place such as a rapid response Home Care Service and a removal of the rule that all cases need to go through reablement.							

8. Social Services Health & Wellbeing Indicators - Adults Services - con't

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
85	20a	The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	N/a New				Systems currently being developed to capture data	—
86	20b	The percentage of adults who completed a period of reablement and have no package of support 6 months later	N/a New					—
87	21	The average length of time adults (aged 65 and over) are supported in residential care homes	N/a New					—
88	22	Average age of adults entering residential care homes	N/a New					—
89	23	The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months	N/a New				Unable to report until quarter 3	—

9. Housing – Homelessness and Housing Advice

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
90	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	92		11	26	↑
91	HHA/013 (Local)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	95.5%	91.0%		96%	91%	↓
<p>Performance last year was greatly enhanced by the availability of a large ring-fenced Welsh Government Homelessness Grant Transitional Fund (TF) allocation. The TF allocation for 2016/17 is however significantly reduced on 2015/16. Some degree of ongoing deterioration in performance was therefore anticipated it is not unlikely that performance may deteriorate even further as the year progresses</p>								

10. Housing - Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
92	PSR/002 (NSI/PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	252	228	241 10 th	221	206	↑
93	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	233	220		218	202	↑
94	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	437	354		278	296	↓
	During this reporting period we have completed more extensive and complex works with one particular job being significantly delayed at the request of the parents to a time which suited the family.							
95	PSR/007a (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	1.63%	1.35%		1.4%	1.34%	v
96	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.	68.59%	40.2%	11.08% 3 rd	Reported Annually		—
97	PSR/007b (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have been issued with a conditional license.	0%	0%		0%	0%	—
98	PSR/007c (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Are subject to enforcement activity.	0%	0%		0%	0%	—

11. Planning and Regulatory Services - Public Protection

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement	
99	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	71.4%	100%		80%	100%	😊	
100	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	86.8%	73.5%		15.7%	43.75%	↑	
101	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%	100%		40%	40%	↔	
102	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	98%	100%		21%	21%	↔	
103	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	92.8%	92.7%	94.2% 16 th	92.82%	92.57%	v	
104	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	100%		19.5%	3.7%	↓	
		The department is detecting more complex and significant infringements of consumer fraud and is targeting resources to address them. High risk business inspections are spread throughout the financial year. Some high risk businesses were inspected at the end of the last financial year and it would be too early to inspect them in the first quarter of the current year as it would not give the department a good indication of how the business is developing over time. Officers are regularly reminded that they are the priority for the work programme. Certain inspections require specialist equipment and for efficiency and reasons of costs these businesses are all inspected at the same time.							
105	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%	92%		76%	38%	↓	
		Of the 16 new businesses identified by Food Hygiene, 6 were subject to a risk assessment visit for this period compared to 25 out of 33 for the same period in 2015-16. There is usually a lag period between new food businesses becoming registered and seeking advice on food hygiene in relation to their emerging business and actually opening the business, thus necessitating the need for an unannounced inspection. This delay between advice received and the commencement of use of the business is beyond the control of the service. However, all businesses are coached / advised and where appropriate some are visited prior to commencing trading to ensure they are able to comply with basic legal requirements.							
106	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.	There were no new businesses detected for Animal Health in these periods.				—		

12. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
107	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	30.6 days	31.5 days		31.5 days	14.1 days	↑
108	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	82.7 days	96.1 days		115.2 days	67.8 days	↑
109	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	79%	70.3%		74.1%	75.6%	↑
110	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	30.4%	16%		25%	25%	↔
111	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	96.4%	96.3%		96.2%	95.4%	v
112	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	63.5%	66.1%		67.9%	64.2%	v
113	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	87.4%	95.1%		95.4%	95.2%	v
114	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.	42%	30%	36% 12 th	Reported Annually		—

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
13. Planning and Regulatory Services – Building Control								
115	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	96.6%	99.02%		100%	100%	😊
116	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	100%	95.12%		92.3%	94%	↑
14. Economic Development								
117	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	361	271		87	98	↑
118	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	187	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							
119	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	686	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.							

15. Corporate Health – Asset Management

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
120	CAM/001ai (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.21%	7.68%		Reported Annually		—
121	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	43.33 %	42.83%			—	
122	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	39.79%	38.22%			—	
123	CAM/001aiv (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	9.67%	11.27%			—	
124	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	15.11%	21.95%			—	
125	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	56.72%	50.76%			—	
126	CAM/001 biii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 – Desirable work	28.17%	27.29%			—	
127	CAM/037 (PAM)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	6.8%	4.4%			—	

16. Leisure and Libraries

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
128	LCL/001(b) (NSI)	The number of people using Public Libraries during the year, per 1,000 population.	5,709 (798,609 visits)	5,745 (807,077 visits)	5,374 5 th	1,380 (193,892 visits)	1,448 (204,189 visits)	↑
129	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	3,219 (450,318 issued)	3,071 (431,549 issued)		780 (109,642 issued)	758 (107,560 issued)	∨
130	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.	5,775 (807,892 visits)	5,331 (748,992 visits)	8,409 22 nd	Reported six monthly		—
131	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	6	6		Reported Annually		—
132	LCL/002b (SID)	The percentage of available computer hours, in use.	46%	42%		Reported Annually		—
133	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	81%	76%		Reported Annually		—

17. Environment & Transport – Waste Management

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
134	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.	58.10%	58.32%	60.19% 18 th	58.73%	60.22%	↑
135	WMT/004b (NSI/PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	11.13%	14.04%	18.14% 10 th	10.4%	8.77%	↑
136	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.29%	0.45%		0.44%	0.54%	↑
137	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	38.47%	37.68%		36.05%	39.83%	↑
		a) Incinerator Bottom Ash recycling rate	N/a new	1.97%		N/a new	2.86%	—
		b) Kerbside dry recycling rate	N/a new	16.40%		N/a new	16.44%	—
		c) Household Waste Recycling centres dry recycling rate	N/a new	19.31%		N/a new	20.53%	—
138	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	32.40%	29.2%		20.04%	30.0%	↑
139	WMT/010iii (SID)	The percentage of local authority municipal waste: Collected as source segregated bio-wastes and composted or treated biologically in another way.	19.34%	19.88%		22.25%	19.84%	v

18. Environment & Transport – Transport and Highways

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
140	THS/007 (NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	90.6%	92.1%	85.6% 4 th	91.3%	88%	v
141	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.56	1.55		1.25	1.96	↓
	Although there is a slight increase, response times are well within Council's service time recognising that FFP targets have had an effect.							
142	THS/012a (SID)	The percentage of: Principal (A) roads in overall poor condition.	5.8%	4.5%		Reported Annually	—	
143	THS/012b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	4.0%	2.6%		Reported Annually	—	
144	THS/012c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	7.0%	5.9%		Reported Annually	—	
145	THS/012 (NSI/PAM)	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	5.6%	4.3%	11.2% 2 nd	Reported Annually	—	

19. Environment & Transport - Street Scene

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
146	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	98.8%	93.57%	96.5% 16 th	Reported Annually		—
147	STS/005a (SID)	The cleanliness Indicator	70.6	70.5		Reported Annually		—
148	STS/006 (NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	72.06%	67.67	95.26% 21 st	Reported Annually		—

Note: Indicator STS005b (indicator 146 above) whilst achieving 16th position across Wales, NPT are placed in the lower quartile as not all Local Authorities provided data

Section 3: Compliments and Complaints

2016/2017– Quarter 1 (1st April 2016 – 30th June 2016) – 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)

No	PI Description	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	29	7	6	↑
	a - Complaints - Stage 1 upheld	9	2	2	
	b -Complaints - Stage 1 <u>not</u> upheld	16	3	4	
	c -Complaints - Stage 1 partially upheld	4	2	0	

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

No	PI Description	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	3	1	2	↓
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	2	1	2	
	c- Complaints - Stage 2 partially upheld	1	0	0	
3	<u>Total - Ombudsman investigations</u>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	0	
4	Number of Compliments	226	54	41	↓
5	<p>Stage 1 - Complaints have decreased by 1 compared to same quarter last year. There was 2 upheld complaints one which related to Council Tax discount and an error made in providing information to the complainant, an apology was given and employees have been reminded of the need to verify information in the future, the other relates to Benefits and how communication with a landlord was unsatisfactorily dealt with, again an apology was given and further discussions have taken place with the employee. 4 complaints that were not upheld, 2 related to Council Tax and 2 for Benefits.</p> <p>Stage 2 - Complaints have increased by 1 compared to same quarter last year, the 2 received were both not upheld.</p> <p>Compliments - A total of 41 compliments were received for the first quarter this year which was a slight decrease in the same quarter last year. Mainly due to staff being helpful, understanding and efficient in most of the services listed:- 2 for Customer Services, 11 for Communications (website compliments), 3 for Council Tax, 1 for Insurance, 1 for Benefits, 6 for Community Safety and 17 for Crucial Crew (excellent training courses).</p>				

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

No	PI Description	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	544	535	1	↑
	a - Complaints - Stage 1 upheld	481	481	0	
	b -Complaints - Stage 1 <u>not</u> upheld	63	54	1	
	c -Complaints - Stage 1 partially upheld	0	0	0	
2	<u>Total Complaints - Stage 2</u>	1	0	1	↓
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	0	1	
	c- Complaints - Stage 2 partially upheld	0	0	0	

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

No	PI Description	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
	<u>Total - Ombudsman investigations</u>	1	0	1	↓
3	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	1	0	1	
4	Number of compliments	3	0	0	↔
5	<p>Summary</p> <p>Stage 1:- 2016/17 has seen a significant DECREASE in the number of complaints received when compared to 2015/16 first quarter, from 535 to 1. This is partly due to work undertaken by staff across the Directorate in particular at Margam Park.</p> <p>Stage 2 :- 2016/17 has seen the number of complaints rise by 1 when compared to 2015/16 first quarter. This complaint concerned the library service in Neath Port Talbot and the public consultation process but was not upheld.</p> <p>Ombudsman:- One complaint was escalated to the Ombudsman but was not upheld.</p> <p>Compliments:- The number of compliments has remained at zero.</p>				

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

No	PI Description	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	8	2	0	↑
	a - Complaints - Stage 1 upheld	0	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	8	2	0	
	c -Complaints - Stage 1 partially upheld	4	0	0	
2	<u>Total Complaints - Stage 2</u>	4	2	0	↑
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	3	2	0	
	c- Complaints - Stage 2 partially upheld	1	0	0	

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

No	PI Description	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	3	0	1	↓
	a - Complaints - Ombudsman investigations upheld	1	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	2	0	0	
4	Number of compliments	2	0	3	↑
5	<p>Summary</p> <p>Stage 1:- quarter 1 2016/17 has seen a decrease in the number of complaints received when compared to 2015/16 first quarter, from 2 to zero. This is partly due to work undertaken by staff across the Directorate.</p> <p>Stage 2 :- quarter 1 2016/17 has seen a decrease in the number of complaints received when compared to 2015-16 first quarter, from 2 to zero. This is partly due to work undertaken by staff across the Directorate.</p> <p>Ombudsman:- One complaint was escalated to the Ombudsman but was not upheld, which relates to a complaint made in December 2015.</p> <p>Compliments:- The number of compliments has increased to 3 from zero when compared to 2015/16 first quarter.</p>				

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

(Children, Young People and Education Cabinet Board)

No	<i>PI Description</i>	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	27	6	9	↓
	a - Complaints - Stage 1 upheld	5	2	2	
	b - Complaints - Stage 1 <u>not</u> upheld	13	3	1	
	c - Complaints - Stage 1 partially upheld	3	1	1	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	6	0	5	
2	<u>Total Complaints - Stage 2</u>	1	1	1	↔
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	0	0	1	
	c - Complaints - Stage 2 partially upheld	1	1	0	

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

(Children, Young People and Education Cabinet Board)

No	<i>PI Description</i>	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	-	-	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	-	-	
4	Number of Compliments	25	4	4	↔
5	<p>Summary Stage 1 – there has been an increase in the number of complaints received during the 1st quarter 2016/17 (when compared to 2015/16) from 6 to 9 (50%); the first quarter, in particular April, saw a rise in the numbers. The Complaints Team will monitor forthcoming quarters to ascertain any trends.</p> <p>Stage 2 – these have remained at the same level as the previous year; there continues to be a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels.</p> <p>Compliments – the number of compliments has remained the same; this can be attributed to a lack of reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.</p>				

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

(Social Services, Health and Housing Cabinet Board)

No	PI Description	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	30	7	10	↓
	a - Complaints - Stage 1 upheld	7	3	2	
	b - Complaints - Stage 1 <u>not</u> upheld	13	3	1	
	c - Complaints - Stage 1 partially upheld	4	1	1	
	d - Complaints - Stage 1 other (including withdrawn, passed to other agency, on-going)	6	0	6	
2	<u>Total Complaints - Stage 2</u>	4	0	0	↔
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	0	0	
	c - Complaints - Stage 2 partially upheld	2	0	0	
	d - Complaints - Stage 2 other	0	0	0	

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

(Social Services, Health and Housing Cabinet Board)

No	PI Description	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	0	
4	Number of Compliments	20	3	1	↓
5	<p>Summary</p> <p>Stage 1 – there has been an increase in the number of complaints received during the 1st quarter 2016/17 (when compared to 2015/16) from 7 to 10 (43%); the first quarter, in particular April, saw a rise in the numbers. The Complaints Team will monitor forthcoming quarters to ascertain any trends.</p> <p>Stage 2 – there were no Stage 2 complaints in the first quarter; there continues to be a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels.</p> <p>Compliments – the number of compliments has decreased; this can be attributed to a lack of reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.</p>				

ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)

No	PI Description	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	3	0	1	↓
	a - Complaints - Stage 1 upheld	0	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	0	1	
	c -Complaints - Stage 1 partially upheld	0	0	0	
2	<u>Total Complaints - Stage 2</u>	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	

ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)

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

ENVIRONMENT DIRECTORATE
(Environment & Highways Cabinet Board)

No	PI Description	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	31	0	8	↓
	a - Complaints - Stage 1 upheld	15	0	1	
	b -Complaints - Stage 1 <u>not</u> upheld	16	0	7	
	c -Complaints - Stage 1 partially upheld	0	0	0	
2	<u>Total Complaints - Stage 2</u>	5	2	1	↑
	a - Complaints - Stage 2 upheld	2	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	3	2	1	
	c- Complaints - Stage 2 partially upheld	0	0	0	

ENVIRONMENT DIRECTORATE
(Environment & Highways Cabinet Board)

No	PI Description	Full year 2015/16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	1	↓
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	1	
4	Number of Compliments	23	5	31	↑
5	<p>Summary</p> <p>Complaints: The increase in the number of Stage 1 complaints for Quarter 1 is due to increased recording</p> <p>Compliments: The awareness of compliments received and recording them has resulted in an increase. In addition, social media compliments have also been included in these figures.</p> <p>Welsh Language – There was one Welsh Language complaint reported during the 2015-16 financial year which was not upheld</p>				