

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

## **Policy and Resources Cabinet Board**

**15<sup>th</sup> December 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 2 Performance (1st April 2016– 30th September 2016)**

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

1. To report quarter 2 performance management data for the period 1<sup>st</sup> April 2016 to 30<sup>th</sup> September 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 (Children, Young People and Education, Social Care Health and Housing, Environment and Highways and Economic and Community Regeneration). 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 from quarter 1 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. In addition, a new set of Children's and Young People Services key performance indicators are reported from quarter 2.

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 where relevant comments for the Council's full suite of performance indicators. Performance Indicators no's 1 to 22 are for service areas and functions within the purview of Policy and Resources Cabinet Board. 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 relevant Cabinet Boards/Scrutiny Committees on a quarterly basis.

Performance data and comments contained within this report for the Education, Leisure & Lifelong Learning Directorate, Social Services Health and Housing Directorate and Environment Directorate have been reported to the relevant Cabinet Boards before inclusion in this overview report.

## **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 2 Performance (1<sup>st</sup> April 2016– 30<sup>th</sup> September 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 30<sup>th</sup> July 2010 – Securing continuous improvement and scrutiny work programme.

## Officer Contact

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

## **Quarterly Performance Management Data 2016/2017 – Quarter 2 Performance (1st April 2016– 30<sup>th</sup> September 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**

A new set of statutory Welsh Government Indicators for Children and Young People’s Services has been introduced for 2016-17 and are contained in this report. Comparison data for these Performance Indicators will become available over time. In addition, this report contains the revised range of Children and Young People’s Services Key Performance Indicators which were previously agreed by Members at the CYPE Meeting on 28<sup>th</sup> July 2016. Performance against the revised range of Key Priority Indicators continues to demonstrate consistent performance within the Service.

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

##### **Education**

- Schools in Neath Port Talbot have secured an improvement in pupil attendance in the secondary sectors for the fifth year running (a rise of 0.06% on the previous year).

- The percentage of pupils who achieved the level 2 threshold including a GCSE grade A-C in English or Welsh first language and Mathematics has risen from 58.4% to 60.9% but due to a change in the reclassification of vocational qualifications and vocational qualifications undertaken the wider points score has fallen from 586 to 547.
- 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 from 2,120 to 2,569 and the number of Young People in contact with the youth service has increased from 16.7% to 19.1%.
- 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 7.89% to 37.17%.
- There has been a rise in both the number of statements of special educational needs and new statements issued within the period.
- The percentage of pupils who leave compulsory education, training or work based learning without an approved external qualification has remained at maximum performance for Children in Local Authority Care, but has risen from 2 to 4 for all pupils. This is mainly due to the non-attendance of 3 pupils at the schools despite numerous attempts by the Education Welfare Officers and the schools to engage with these pupils.
- Exclusions data has been monitored closely and in response to the rise in fixed and permanent exclusions a Wellbeing and Behaviour team, comprising of staff with a range of experience and expertise, has been established.

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

#### **Adults Services**

The service is continuing to work closely with partners to ensure we are focused on enabling people to be supported at home, rather than in care homes. Improving performance around care and support plan reviews continues to be a priority for the service, as well as our work with carers. The service is also working with our partners to ensure the rate of delayed transfers of care from hospital is improved upon. Following the Delayed Transfer of Care (DTOC) figures for the second quarter being published Adult Services have focussed on providing a service for those who are

ready to be discharged from hospital. The Homecare Rapid Response Team has prioritised those in hospital who need a package of care. As a result there had been a significant improvement in the reported DTOC figures in the last two months – There were no delays for social care reasons in October and only 1 in November.”

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

### **Economic Development**

- The Economic Development Team continues to deal with a significant number of requests for support from local businesses. So far this year these requests have, in general, been of a more positive nature as many businesses are considering investing in expansion and growth. Many of these investments are encouraging new private sector investment and supporting the creation of new and the safeguarding of existing jobs within the County Borough. It is anticipated, therefore, that overall performance will increase as 2016/17 year progresses.
- The granting of Enterprise Zone status for Port Talbot Waterfront is also of huge benefit to local businesses and should help further promote economic growth and job creation in the area.
- The Team also provides advice and support to individuals considering starting up in business. This year there has been a significant increase in the number of local residents considering self-employment and this is reflected in the popularity of the Enterprise Club that the Team runs from the Sandfields Business Centre.
- In addition, the Team continues to work closely with Careers Wales, Department of Works and Pensions and Welsh Government to help those facing redundancy from Tata while also providing support to the many local businesses within their supply chain that have to deal with staff losses or look for new markets.

### **Homelessness**

- The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months has risen by 5% on quarter 2 in 2015/16. Performance was enhanced by the availability of a large ring-fenced Welsh Government Homelessness Grant Transitional Fund (TF) allocation. Some degree of ongoing deterioration in performance is, therefore possible as the year progresses.
- The number of private rented tenancies made available by the service that were suitable and likely to be available for at least 6 months



marginally exceed the 2015/16 figure of 33. It should, however be noted that the significant reduction in TF for 2016/17 may still impact negatively, to some extent, on ongoing performance in this area as the year progresses.

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

### **Waste Management**

Good progress is being made in achieving the 64% (2019/20) target; however, it is to be noted that further waste awareness / education work and the continued roll out of the “side waste policy” will be necessary to ensure that the progress continues.

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

### **Digital by Choice**

- 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. 98% of our website is available in Welsh; most of the remaining pages are in the process of being translated.
- Our ability to further reduce face to face contacts in our one stop shops is now limited as we await implementation of the next phase of online/self -serve options. Once implemented, as per last year we would then anticipate a decrease in visitors to the one stop shops as customers access those alternative service request channels. During quarter 2 this year however, we have seen an increase in the number of personal callers to both the one stop shop sites with regard to refuse and recycling enquiries. There has also been an increase in average time taken to answer telephone calls and an increase in abandoned calls. More information is provided under indicators no's 8 and 9 in section 2 below.
- 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**

There has been an increase in the quarter 2 data (from 4.2 average full time equivalent days lost last year to 4.6 days this year) for 2016 / 2017. A detailed report in relation to Quarter 2 sickness is being presented to P&R Scrutiny committee on 15th December 2016, which will provide more detail in relation to each service, the breakdown between short term and long term, and the reasons given by employees for their sickness absence.

### **Housing - Private Sector Renewal**

- The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG) has seen a slight increase on last year's quarter 2 figure, which was expected due to the greater number of extensions in the system during this period. We have also seen an greater increase in the average number of days taken to deliver a children/young person's DFG; this can be attributed to one NPT Homes grant that took over 1,000 days to complete due to NPT Homes being undecided which way to proceed with the adaptation.
- In relation 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, largely properties that are brought back into use are 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 into occupation and to direct them towards funding which may assist them. In addition the service takes enforcement action whenever necessary. This performance indicator is currently under review nationally and is reported annually.
- The number of licenced Houses in Multiple Occupation (HMO) remains the same. However, the percentage has dropped slightly due to an increase in the number of HMO's that do not require a licence.

### **Public Protection**

- 92.84% of food establishments were "broadly" compliant with food hygiene standards; marginally up on last year's performance within the same period of 92.4%.
- The percentage of high risk businesses inspected for food hygiene has increased from 40% to 47% on last year's figures.

- The percentage of high risk businesses inspected by Trading Standards has also increased from 41% to 57% as workloads are prioritised to this area.
- The percentage of significant breaches that were rectified by intervention has increased for Trading Standards (57% in comparison to 41%) and Animal Health (66.7% in comparison to 33%). 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 higher than last year (87% compared to 75%).

## **Planning**

- The second quarter has a significant improvement in the average time taken to validate applications in addition to the time taken to determine applications from received date to determination .This is as a consequence of the introduction of “invalidity notices” in March 2016 and associated new internal processes. While there remains an increasing focus on “front-loading” discussions on applications and determination of applications swiftly wherever possible, planning performance overall has, however, fallen compared to the same quarter in 2015/16. A further review of processes having regard to the new legislative changes will therefore be undertaken to improve efficiencies, reduce bureaucracy and therefore reduce delays. This should, in turn, improve our overall performance going forward having regard to the 8 week statutory deadlines.

## **Building Control**

- There has been a slight drop in performance in both the percentage of building control ‘full plan’ applications checked within 15 working days and the percentage of ‘full plan’ applications approved first time in comparison with the figures reported last year.
- The drop in performance is anticipated to be only temporary and due wholly to staffing issues related to the sudden and unexpected departure of an experienced member of staff. The recruitment process for a replacement is now complete and training of the new member of staff ongoing and at no time have any legal targets been missed.

## **Libraries**

Visitor numbers across most libraries continue to rise, reflecting the increase in the number of events and activities being held and also the

popularity of programmes such as Every Child a Library Member, Festival of Learning, Song and Rhyme and Summer Reading Challenge.

### **Sport and Leisure**

Visitors to local authority sports and leisure centres who participate in physical activity have seen a steady rise in numbers due to the increasing popularity of the new Aberavon Leisure and Fitness Centre.

### **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 average repair time has increased to 1.90 days from the second quarter last year 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 increased slightly due to an increase in the number of concessionary bus pass holders.

### **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 2 Performance (1<sup>st</sup> April 2016 – 30<sup>th</sup> September 2016)

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








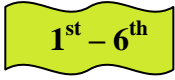
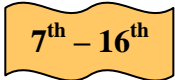

**(Former NSI) Former National Strategic Indicators (NSIs)** - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance 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.

	<b>Performance Key</b>
	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 <sup>th</sup> – 16 <sup>th</sup> ) in comparison with All Wales national published measures (NSI & PAM's).
	2015/16 NPT performance in lower quartile (17 <sup>th</sup> – 22 <sup>nd</sup> ) 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 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
1	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.5%	97.9%	97.2% (Welsh Average)	57.2% £34.763m of £60,735m	57.7% £36.493m of £63.300m	↑
2	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%		60.6% £25,434m of £41.991m	63.5% £27,039m of £42,606m	↑
3	Benefits M001 (Local)	Benefits Accuracy Rate - percentage of correctly granted benefit against total granted	99.92%	99.95%		99.95% £29.544m of £29.573m	99.90% £29.569m of £29.597m	↔
<p>This measure has changed from 'Percentage of new claims correctly assessed' to '<b>Benefits Accuracy Rate - percentage of correctly granted benefit against total granted.</b> The figures (and the measure retrospectively) have been revised to show actual correct spend against total spend, rather than data based on a sample of claims checked for accuracy.</p>								
4	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	5.5*	4.8*		8.4 30,907 / 261,003	8.7 28,619 / 250,154	∨
* - Revised data based on new method of collecting data.								

## 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 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
5	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		<b>0.04%</b> (13 of 33,131)	<b>0.10%</b> (41 of 37,998)	<b>v</b>
6	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	12.47%	2.63 %  Total calls 158,847  abandoned calls 4190		<b>2.61 %</b>  Total calls 86,750  abandoned calls 2,264	<b>5.08 %</b>  Total calls 80,131  abandoned calls 4,074	<b>v</b>
7	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%		<b>6.62%</b>  405 of 6,121	<b>7.77%</b>  458 of 5,895	<b>v</b>



## 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 2 2015/16	NPT Quarter 2016/17	Direction of Improvement
8	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	6.8 minutes	5.4 minutes		6 minutes 33,131 visitors	7.5 minutes 37,998 visitors	↓
	<p>Demand on Customer Services has increased in this period. Total callers quarter 2 cumulative 2015/16 = 33,131 compared to quarter 2 cumulative 2016/17 = 37,998, an increase of 14.7%</p> <p>Most service areas in both sites have increased in this second quarter. The greatest increase in recycling enquiries and particularly for rolls of clear bags. Recycling enquiries quarter 2 2015/16 = 2,901 compared to quarter 2 2016/2017 = 4,618 Increase of 59.18%</p> <p>However, staff resource has decreased - quarter 2, 2015/16 = 11 staff (3 F/T, 8 P/T) quarter 2, 2016/17 = 8 Staff (3 F/T, 5 P/T, loss of 75.5 hrs)</p> <p>This increase in demand can be partly attributed to customers wanting to recycle more and when customers attend we routinely promote the ability to request clear bags on line. However, customers are often unwilling to wait for supplies to arrive as this can take up to 10 working days.</p>							
9	CS002 (Local)	Customer Services - Average time to answer telephone calls	33 seconds	16 seconds		15 seconds	24 seconds	↓
	<p>Following the implementation of the side waste scheme in June 2016 enquiries relating to this and the second phase of the Recycle + (launched in Quarter 1) created extended call handling explanations, longer wait times for calls to be answered and a rise in abandoned calls. This was because additional and longer discussions were needed about associated aspects for both schemes. However, the largest impact for the Contact Centre was the increase in telephone calls for refuse recycling equipment to be delivered.</p> <p>Staff availability for both services decreased over July and August as this is a popular time for taking annual leave therefore the Contact Centre provided additional cover to the One Stop Shop service to ensure their business continuity as the Civic Centres first point of contact. This short term effect reduced 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 are at times difficult to replicate. However, it should be noted that the wait times and abandoned rates still compare very favourably to years prior to 2015/2016 with only one customer complaint received in this quarter.</p>							

## 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 2 2015/16	NPT Quarter 2016/17	Direction of Improvement
10	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 <sup>th</sup>	4.2	4.6	↓
	A detailed report in relation to Quarter 2 sickness is being presented to P&R Scrutiny committee on 15 <sup>th</sup> December, which will provide more detail in relation to each service, the breakdown between short term and long term, and the reasons given by employees for their sickness absence.							
11	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	86.3%	61.5%		40% 325 of 813	No data please see comment below	—
	Since completing some major configuration/ upgrade work to the Land Charges Software system in the summer months, following the introduction of new Search forms by the Law Society, the system's reporting function has failed to operate accurately. The Land Charges Officer is currently working on this with the Software provider, but at present, is unable to produce any performance figures and statistics for the months of July to September 2016. We anticipate having the issues rectified in time to provide Quarter 3 figures.							
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 6<sup>th</sup> 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 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
13	<b>DBC/001</b> (Local)	<b>Percentage of transactions completed on-line</b>  Data for this measure includes information for the following services implemented i.e.: .Bulks on-line, refuse and recycling equipment ordered on-line, location based reporting, Missed waste collections reporting, Pest control Appointment booking, & Van permits requested on-line  Data for the other online services will be included in data as soon as possible	N/a New	56.9%		<b>52.5%</b>  (13,895 out of 26,444)	<b>62.3%</b>  (28,634 out of 45,994)	↑
14	<b>DBC/002</b> (Local)	Number of new services available on-line	7	7		<b>7</b>	<b>8</b>	↑
15	<b>DBC/003</b> (Local)	Percentage of webpages available in Welsh	62%	88% see note 1		<b>65%</b>  1,087 of 1,661 pages	<b>98%</b>  1,051 of 1,072 pages	↑
16	<b>DBC/004</b> (Local)	Reduce the demand on Customer Services – visitors to one stop shops	67,886	65,481		<b>33,131</b>	<b>37,998</b>	↓
	Explanation as per indicator 8 above							
17	<b>DBC/005</b> (Local)	Percentage volume of transactions processed through i-procurement	N/a New	45.5%		N/a New	<b>48.5%</b>  (qtr 1 2016/17 is 47%)	—

Note 1: additional 9% of pages (as at 31<sup>st</sup> March 2016) with external translators awaiting translation.

## 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 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
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 <b>very satisfied/satisfied or OK</b> with improvements made to services available on-line – General look and feel	N/a new	91%		<b>2016/17: 97%</b> (196 out of 203) Survey undertaken Sept/October 2016		↑
20	DBC/008 (Local)	More of our customers find the website easier to use: Percentage <b>very satisfied/Satisfied or OK</b> with ease of getting around site.	N/a new	83%		<b>2016/17: 91%</b> (184 out of 203) Survey undertaken Sept/October 2016		↑
21	DBC/009 (Local)	More of our customers can access the information/service they want (on our website) first time: Percentage <b>very satisfied/Satisfied or OK</b> with ease of finding information/Services.	N/a new	78%		<b>2016/17 : 85%</b> (169 out of 199) Survey undertaken Sept/October 2016		↑
<p><b>In relation to measures 19 – 21:</b> The Council undertook a recent survey on Web Usage and this has shown an improvement on last year, highlighting the work done to date has had a positive impact on the way people communicate with us via the website. We have:</p> <ul style="list-style-type: none"> <li>• made the website 'mobile friendly' which means the website is now accessible on mobile phones and tablets as well as on PC's and laptops;</li> <li>• introduced a series of 'call to action' buttons which make it easier to request services from the Council; and</li> <li>• introduced a series of digital libraries, where the public can download documents straight to their devices</li> </ul>								
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		—

### 3. Education – Schools

No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 full academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 2 2015/16 (2014/15 full academic year)	Quarter 2016/17 (2015/16 full academic year)	Direction of Improvement
23	EDU/002ii (former 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 of 26 pupils	0.5% <b>Joint 1<sup>st</sup></b>	0% 0 of 21 pupils	0% 0 of 31 pupils	😊
24	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	0 0 pupils	😊
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/006ii (former 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% <b>12<sup>th</sup></b>	11.6% (173 of 1,491)	15.0% (225 of 1,499)	↑
27	EDU/003 (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% <b>22<sup>nd</sup></b>	83.3% (1,194 of 1,433)	84.9% (1,331 of 1,567)	↑
28	EDU/017 (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% (930 of 1,667 pupils)	58.3% <b>11<sup>h</sup></b>	58.4% (900 of 1,542 pupils)	60.9%(P) (919 of 1,508 pupils)	↑



### 3. Education – Schools

- continued

No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 full academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 2 2015/16 (2014/15 full academic year)	Quarter 2016/17 (2015/16 full academic year)	Direction of Improvement
29	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	93.5% (2,182,564 of 2,333,737 sessions)	93.2% <b>15<sup>th</sup></b>	<b>93.6%</b> (2,188,990 of 2,339,099 sessions)	<b>93.7% (P)</b> (2,186,082 of 2,332,537 sessions)	↑
30	EDU/002i (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% <b>12<sup>th</sup></b>	<b>0.1%</b> (1 of 1,542 pupils)	<b>0.3%</b> (4 of 1,491 pupils)	v
	The fall is due to the non-attendance of 3 pupils at the schools despite numerous attempts by the Education Welfare Officers and schools themselves to get the pupils to attend. One pupil was attending a special school and is now being home educated.						
31	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% <b>22<sup>nd</sup></b>	<b>77.8%</b> (1,160 of 1,491)	<b>77.7%</b> (1,165 of 1,499)	v
32	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		<b>0.008%</b> 203 days	<b>0.014%</b> 247 days	v
33	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		<b>0.085%</b> 1,255 days	<b>0.101%</b> 1,418 days	v

**(P) – Provisional data**

### 3. Education –Schools

No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 2 2015/16 (2014/15 full academic year)	Quarter 2 2016/17 (2015/16 full academic year)	Direction of Improvement
34	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	2.6 19 pupils	↓
	<p><b>Comment for Indicators 32, 33 &amp; 34</b> - Exclusion data has been monitored closely and in response to the rise in fixed and permanent exclusions a Wellbeing and Behaviour Team, comprising of staff with a range of experience and expertise, has been established and a designated manager has been appointed. In addition to this the LA has increased capacity of assessment places across both the primary and secondary sector for pupils with social, emotional and behavioural difficulties (SEBD). The establishment of this service and provision is a result of the reorganisation of the Education Other than at School Service (EOTAS) and has been implemented with Members agreement. The Wellbeing and Behaviour Team are also working with key professionals to develop a training package for all schools in meeting the needs of pupils with SEBD and this will be rolled out during the spring term. This change to services and provision has been in place as of September 2017 with the aim of embedding a continuum of support and increasing capacity within schools, as part of the LA's long term plan in ensuring the needs of pupils with SEBD are effectively met.</p>						
35	EDU/011 (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 	586	547 (P)	↓
	The fall can be attributed to a change to the maximum value of vocational qualifications equivalent to 2 GCSE's and a decrease in the number of vocational courses entered. <b>(P) - Provisional data</b>						
36	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	94.6% 3,153,617 of 3,333,372 sessions	95.0% 	94.8% 3,262,430 of 3,441,713 sessions	Data available Quarter 3	—
37	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	—
38	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	—



## 4. Education - Other

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
39	EDU/015b (former NSI)	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100% (18 of 18 pupils)	100% (10 of 10 pupils)	94.5% <b>Joint 1<sup>st</sup></b>	<b>100%*</b> (6 of 6 pupils)	<b>100%*</b> (29 of 29 pupils)	😊
40	EDU/015a (former NSI)	The percentage of final statements of special education need issued within 26 weeks including exceptions.	23.4% (18 of 77 pupils)	10.5% (10 of 95 pupils)	68.1% <b>22<sup>nd</sup></b>	<b>7.9%*</b> (6 of 76 pupils)	<b>37.2%</b> (29 of 78 pupils)	↑
41	L(FP) 1+ (Local)	Number of full day childcare places provided.	1,624	2,003		<b>2,120</b>	<b>2,569</b>	↑
42	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)		<b>16.7%</b> (2,369 of 14,150)	<b>19.1%</b> (2,660 of 13,920)	↑
43	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	77	95		<b>76*</b>	<b>78*</b>	—
44	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	790	799		<b>781*</b>	<b>792*</b>	—
	<p>The increase in the number of new statements and total number of statements issued can be attributed to the advanced early detection of need with more referrals and early alerts coming from health and early year's providers in Flying Start which will result in the young people having the help they need at an earlier age. There has also been an increase due to parental requests as a result of the forthcoming Welsh Government reform of Additional Learning Needs.</p> <p>Performance over time is non-comparable for these indicators as they are largely influenced by third party services where the Council has no control.</p>							

\*- Calendar year data - 9 months data

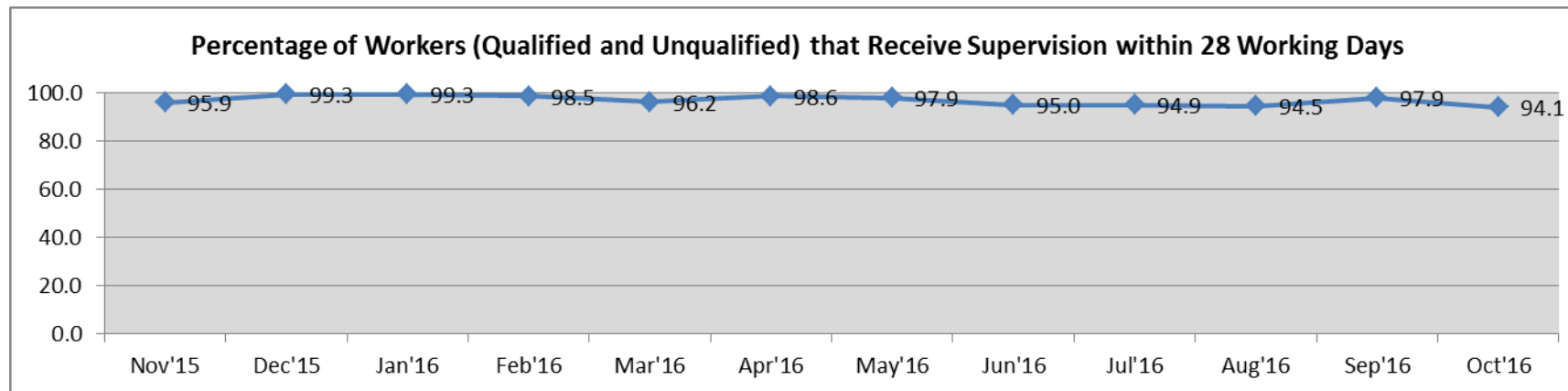


## 6a. Social Services Health & Wellbeing Indicators – Children and Young People Services

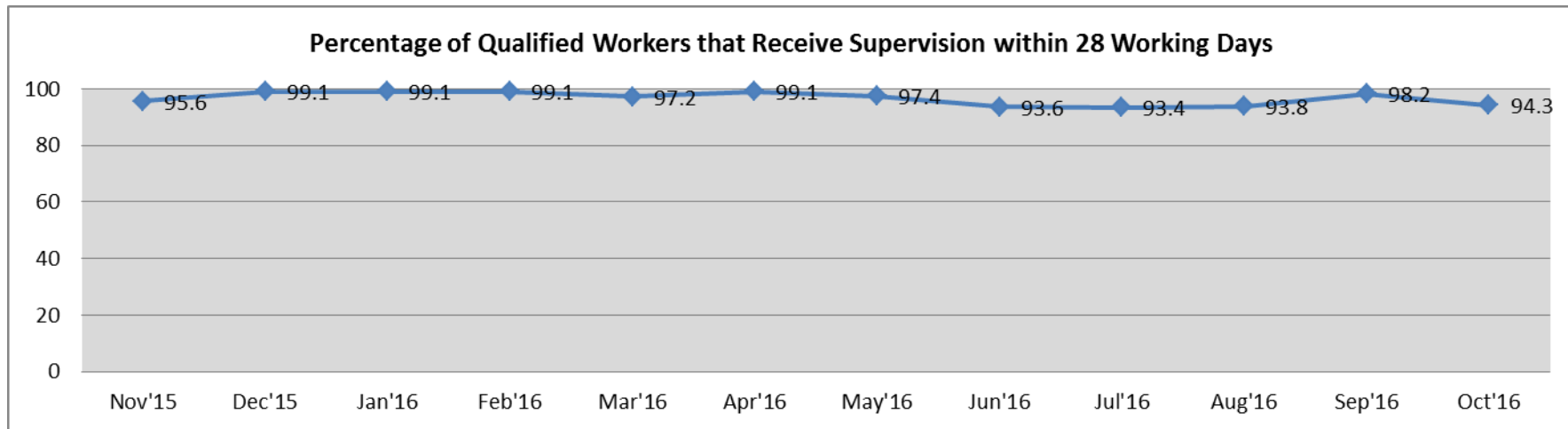
No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement	
45	PI 24	The percentage of assessments completed for children within 42 days from point of referral	N/a New					99.5% (631 out of 634)	—
46	PI 25	The percentage of children supported to live with their family	N/a New					67.2% (716 out of 1,065)	—
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					6% (7 out of 117)	—
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					226 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 <sup>st</sup> March registered with a GP within 10 working days of the start of their placement	97.2%	99.3%		Reported Annually		—	
53	PI 32 (former 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% 	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% 	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	—

**6b. Children and Young People’s Services Key Performance Indicators - as reported to Children, Young People and Education Cabinet Board on 1<sup>st</sup> December 2016 - non-cumulative data up to October 2016.**

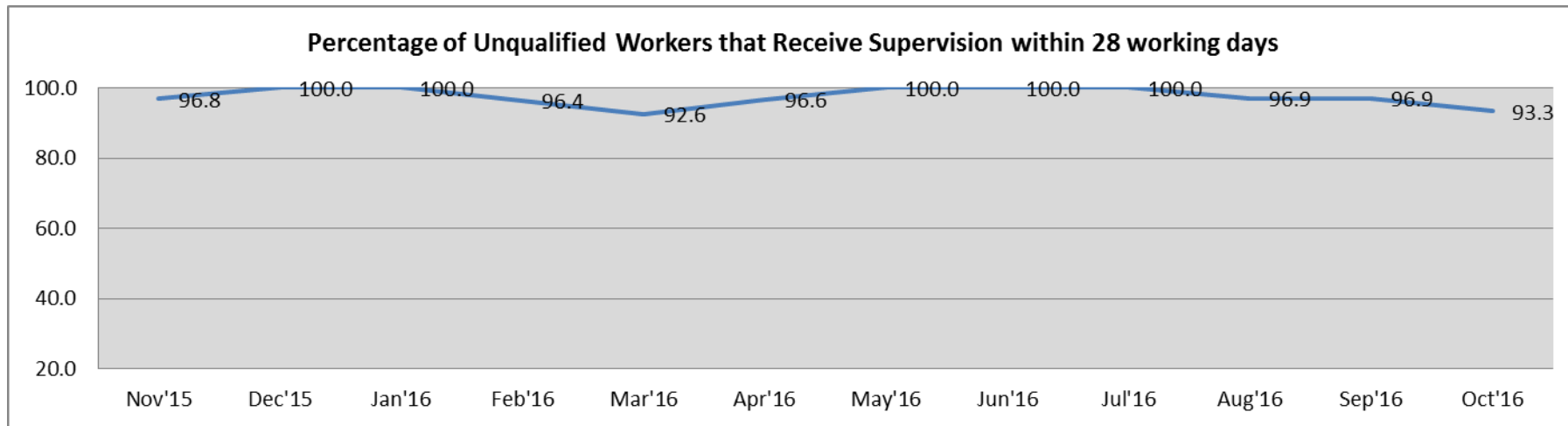
**• Priority Indicator 1 – Staff Supervision Rates**



	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Sep 2016	Oct 2016
<b>Performance Indicator/Measure</b>	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The percentage of Qualified and Unqualified Workers that receive Supervision within 28 working days	95.9	99.3	99.3	98.5	96.2	98.6	97.9	95.0	94.9	94.5	97.9	94.1
Number of workers due Supervision	145	144	140	136	133	139	143	139	136	145	143	135
Of which, were undertaken in 28 working days	139	143	139	134	128	137	140	132	129	137	140	127



	<b>Nov 2015</b>	<b>Dec 2015</b>	<b>Jan 2016</b>	<b>Feb 2016</b>	<b>Mar 2016</b>	<b>Apr 2016</b>	<b>May 2016</b>	<b>June 2016</b>	<b>July 2016</b>	<b>Aug 2016</b>	<b>Sep 2016</b>	<b>Oct 2016</b>
<b>Performance Indicator/Measure</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>
The percentage of Qualified Workers that receive Supervision within 28 working days	<b>95.6</b>	<b>99.1</b>	<b>99.1</b>	<b>99.1</b>	<b>97.2</b>	<b>99.1</b>	<b>97.4</b>	<b>93.6</b>	<b>93.4</b>	<b>93.8</b>	<b>98.2</b>	<b>94.3</b>
Number of workers due Supervision	<b>114</b>	<b>114</b>	<b>109</b>	<b>108</b>	<b>106</b>	<b>110</b>	<b>116</b>	<b>110</b>	<b>106</b>	<b>113</b>	<b>111</b>	<b>105</b>
Of which, were undertaken in 28 working days	<b>109</b>	<b>113</b>	<b>108</b>	<b>107</b>	<b>103</b>	<b>109</b>	<b>113</b>	<b>103</b>	<b>99</b>	<b>106</b>	<b>109</b>	<b>99</b>



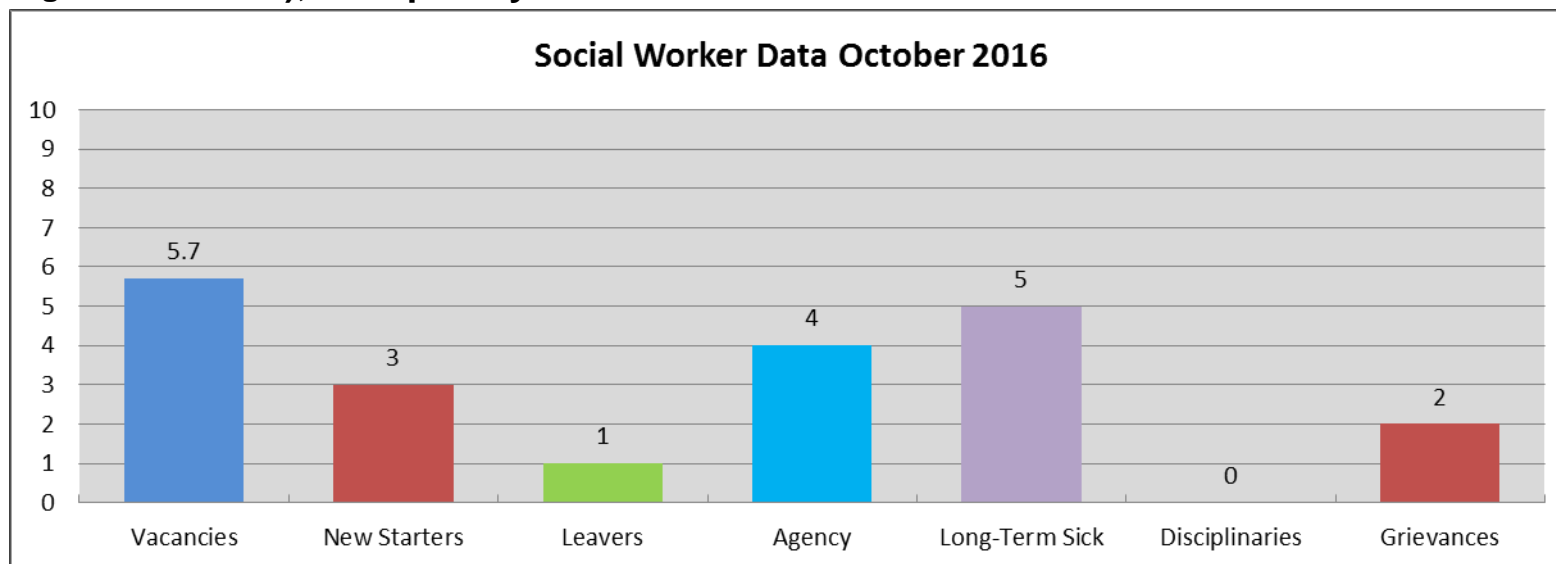
	<b>Nov 2015</b>	<b>Dec 2015</b>	<b>Jan 2016</b>	<b>Feb 2016</b>	<b>Mar 2016</b>	<b>Apr 2016</b>	<b>May 2016</b>	<b>June 2016</b>	<b>July 2016</b>	<b>Aug 2016</b>	<b>Sep 2016</b>	<b>Oct 2016</b>
<b>Performance Indicator/Measure</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>
The percentage of Unqualified Workers that receive Supervision within 28 working days	<b>96.8</b>	<b>100</b>	<b>100</b>	<b>96.4</b>	<b>92.6</b>	<b>96.6</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>96.9</b>	<b>96.9</b>	<b>93.3</b>
Number of workers due Supervision	<b>31</b>	<b>30</b>	<b>31</b>	<b>28</b>	<b>27</b>	<b>29</b>	<b>27</b>	<b>29</b>	<b>30</b>	<b>32</b>	<b>32</b>	<b>30</b>
Of which, were undertaken in 28 working days	<b>30</b>	<b>30</b>	<b>31</b>	<b>27</b>	<b>25</b>	<b>28</b>	<b>27</b>	<b>29</b>	<b>30</b>	<b>31</b>	<b>31</b>	<b>28</b>

- **Priority Indicator 2 – Average Number of Cases held by Qualified Workers across the Service**

As at 31st October 2016	Caseload Information - Qualified Workers, including Deputy Team Managers					
Team	Available Hours	FTE Equivalent	Team Caseload	Highest Worker Caseload	Lowest Worker Caseload	Average Caseload per Worker
Cwrt Sart	444.0	12.0	117	14	1	<b>9.8</b>
Disability Team	415.5	11.2	171	19	1	<b>15.2</b>
LAC Team	430.5	11.6	174	22	10	<b>15.0</b>
Llangatwg	444.0	12.0	149	18	4	<b>12.4</b>
Sandfields	365.0	9.9	104	15	1	<b>10.5</b>
Route 16	274.2	7.4	53	11	3	<b>7.2</b>
Dyffryn	333.0	9.0	115	17	7	<b>12.8</b>
Intake	448.0	12.1	107	10	3	<b>8.8</b>
<b>Totals</b>	<b>3,154.20</b>	<b>85.2</b>	<b>990</b>			
<b>Average Caseload - CYPS</b>				<b>15.8</b>	<b>3.8</b>	<b>11.6</b>

1. The above figures include cases held by Deputy Team Managers and Part-Time Workers.
2. The 'Available Hours' does not include staff absences e.g. Sickness, Maternity, Placement, unless cover is being provided.

- **Priority Indicator 3 – The Number of Social Worker Vacancies (including number of starters/leavers/agency staff/long-term sickness), Disciplinary and Grievances across the Service**



	Team Manager	Deputy Manager	Social Worker	Peripatetic Social Worker	IRO	Consultant Social Worker	Support Worker	Total
<b>Vacancies</b>		1	1	1.7	2			5.7
<b>New Starters</b>			2		1			3
<b>Leavers</b>					1			1
<b>Agency</b>			2		2			4
<b>Long-Term Sick</b>	1		4					5
<b>Disciplinary</b>								0
<b>Grievances</b>			1				1	2

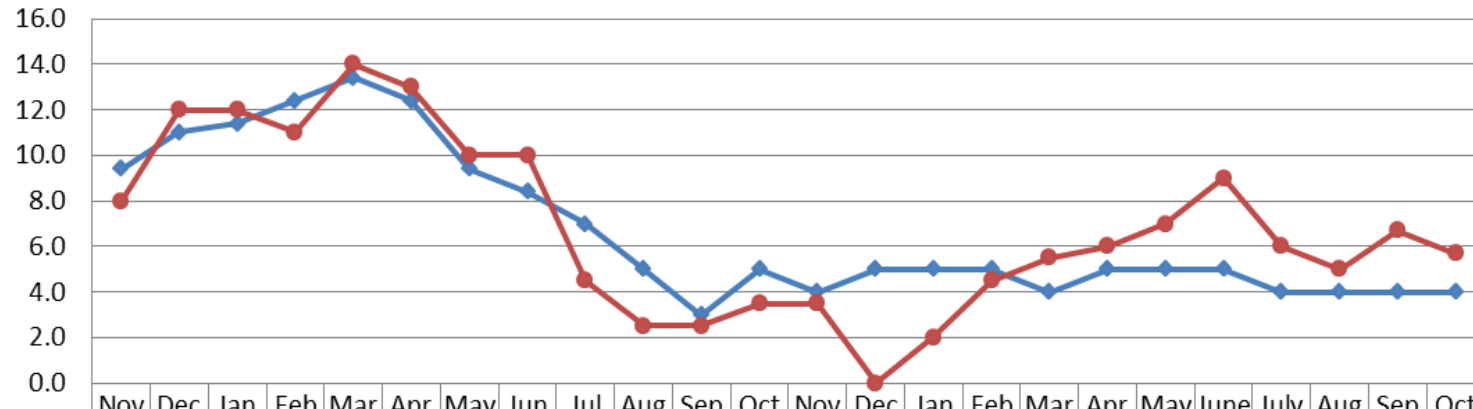
**Vacancies:** - Offers have been made and accepted for the 2 IRO (Independent Reviewing Officer) posts. New Deputy Team Manager starts 01/11/16

**Agency:** - 1 x Social Worker in Llangatwg CCT covering maternity leave; transfers to permanent Deputy Team Manager post on 01/11/16.

1 X Fostering Social Worker covering long term sickness absence.

**Summary of Agency Staff and Vacancies across the Service**

**Summary of Agency Staff and Vacancies Across the Service  
(November 2014 - October 2016)**



Agency Staff	9.4	11.0	11.4	12.4	13.4	12.4	9.4	8.4	7.0	5.0	3.0	5.0	4.0	5.0	5.0	5.0	4.0	5.0	5.0	5.0	4.0	4.0	4.0	4.0
Net Vacancies	8.0	12.0	12.0	11.0	14.0	13.0	10.0	10.0	4.5	2.5	2.5	3.5	3.5	0.0	2.0	4.5	5.5	6.0	7.0	9.0	6.0	5.0	6.7	5.7

- **Priority Indicator 4 – Thematic reports on the findings of Case file Audits**

There is an audit programme in place which facilitates the scrutiny of various aspects of activity within Children and Young People Services.

Quarter 2 – Audit Overview - Quality Assurance Audits take place on a monthly basis within Children and Young People Services. During this quarter there have been five thematic audits completed (see table below), four of these on audit days and one completed by the Principal Officers. All audits completed in this quarter returned a 100% completion rate which had previously not been completed in any audit month; however this has been achieved in five successive audits. More information in relation to this Priority Indicator has been reported to Children, Young People and Education Cabinet Board on 1<sup>st</sup> December 2016 .

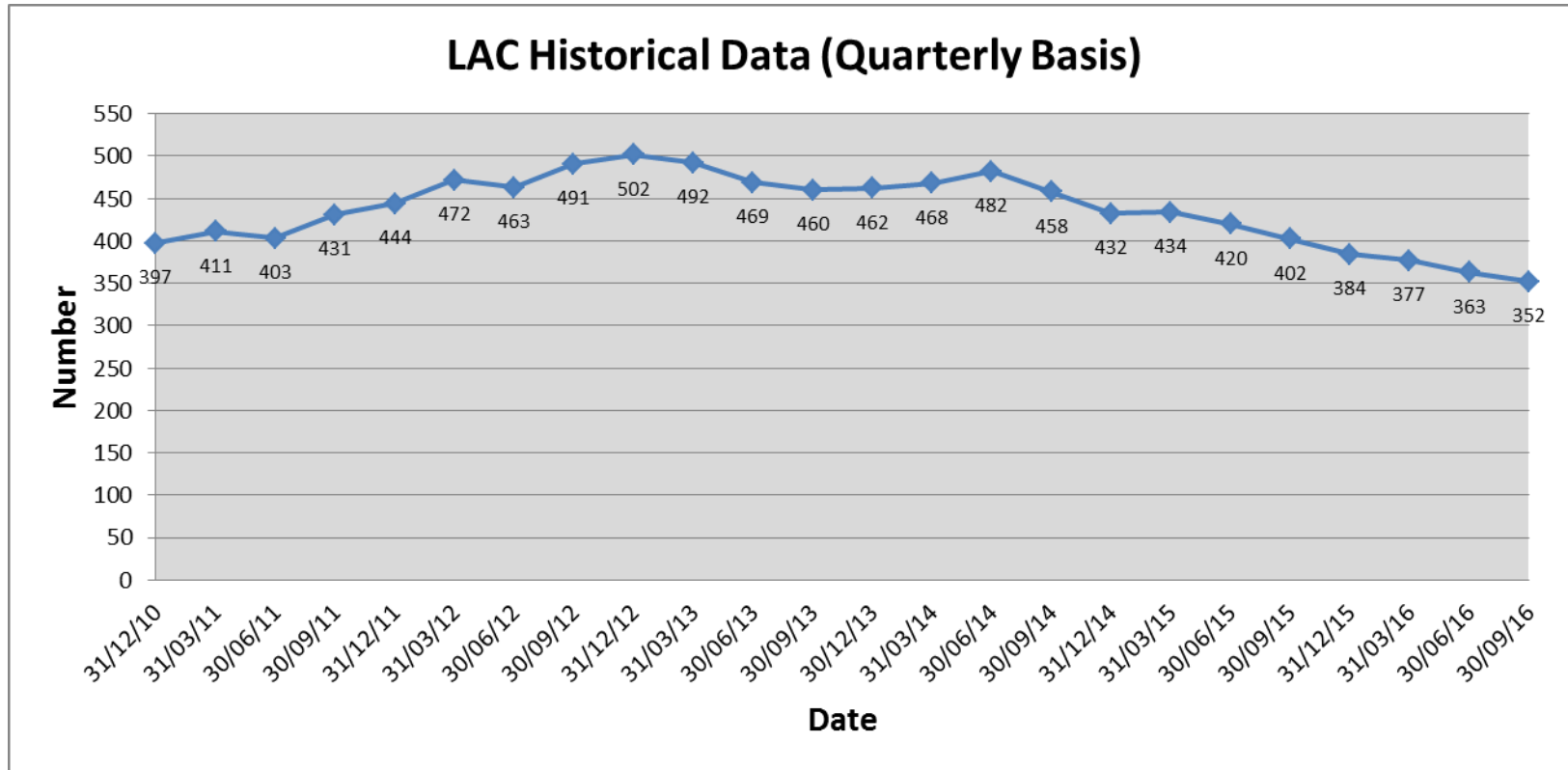
<b>Audit Theme</b>	<b>Date Completed</b>	<b>Cases Selected for Audit</b>	<b>Actual Completed</b>
Core Groups	June 2016	48	48
Principal Officer Supervision Audits	July 2016	20	20
Cases that were stepped down to TAF that were stepped back up to CYPS within 12 months	July 2016	17	17
Placement with Parents	August 2016	37	37
Cases with 1 “No Further Action” contact in a 6 month period	Sept 2016	80	85

#### Next Steps?

We have established an effective auditing process which is identifying key themes on good practice and areas that could be improved we are now establishing mechanisms for following through on actions identified. Actions identified from each audit are transferred to an audit action register whereby individual actions are discussed and agreed at each Practice Improvement Group, this allows us to monitor desired outcomes and progress. This gives a transparent view on the service, what we recognise is working well, what we will improve, how we will do it and when it will be in place. With the rolling audit program that has been agreed in the Quality Assurance Group we will then be able to compare audits undertaken in this quarter with future audits undertaken in 2017.

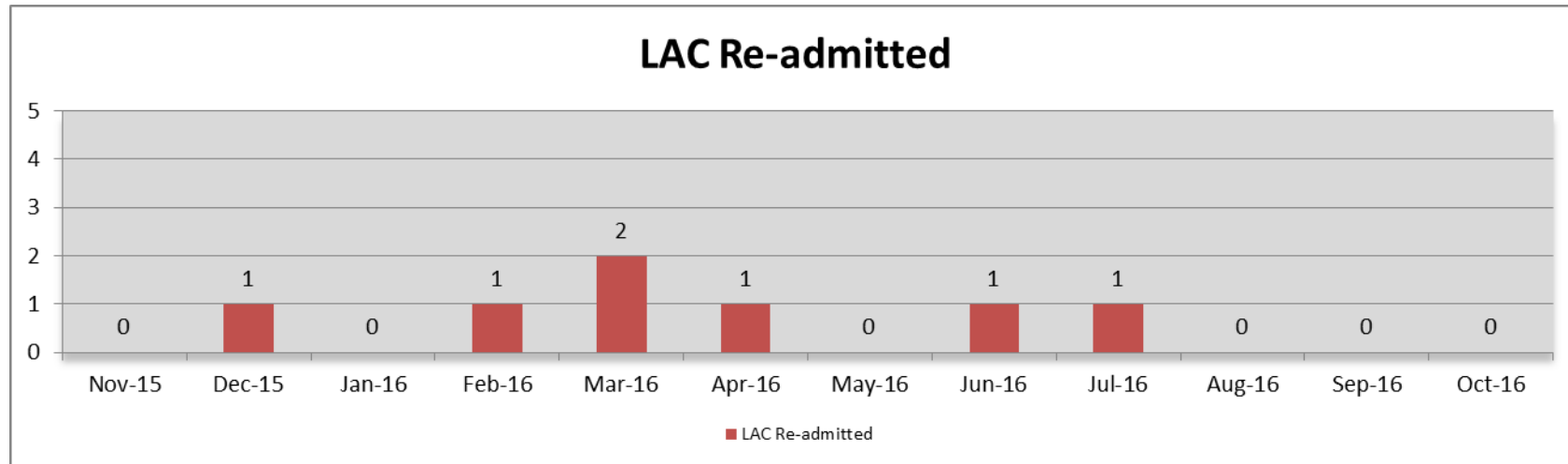


- **Priority Indicator 5 – Number of Looked After Children (Quarterly)**



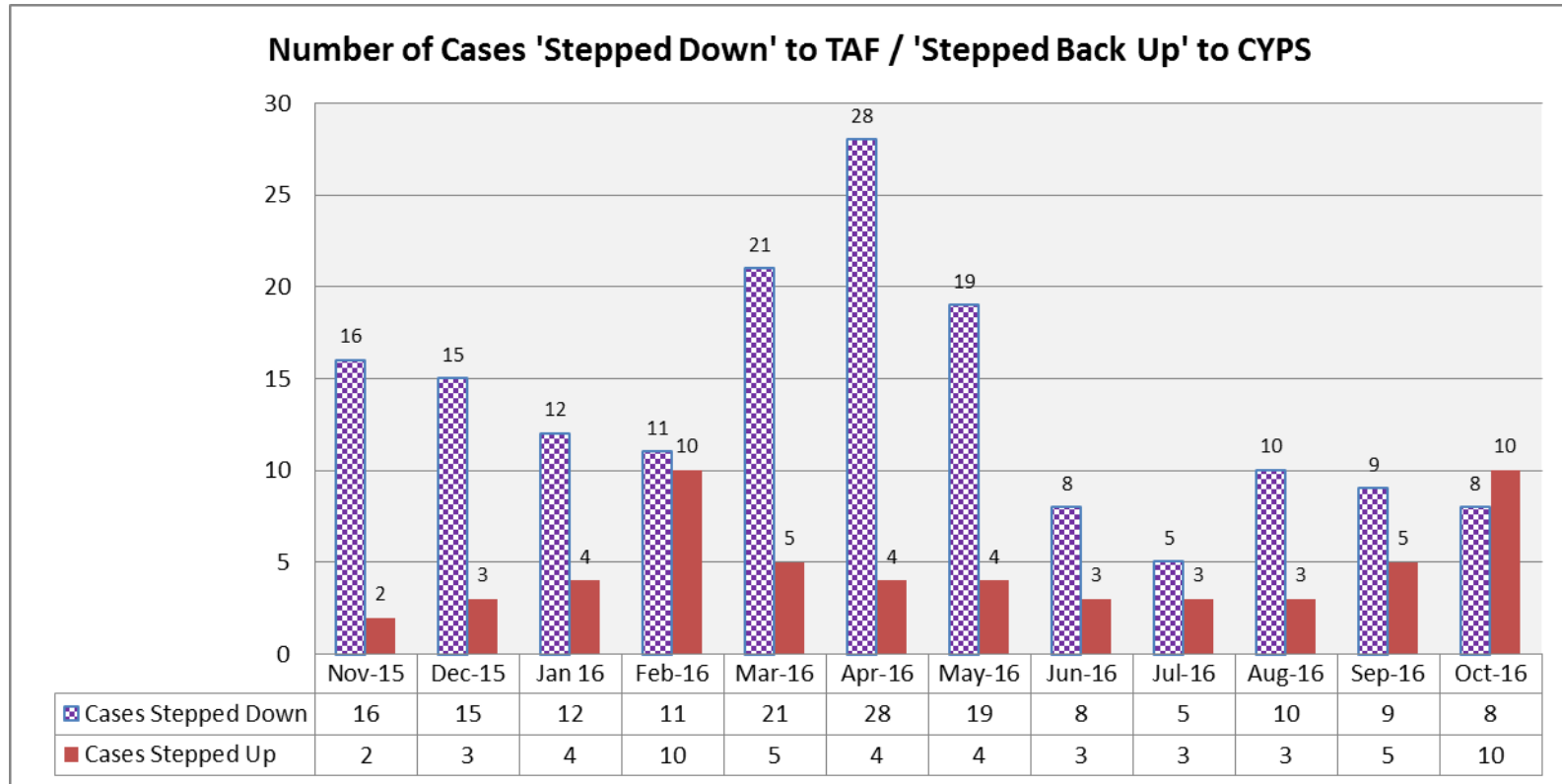
Number of LAC as at 31/10/16 = 349

- **Priority Indicator 6 – The Number of children who have been discharged from care and subsequently re-admitted within a 12 month period**

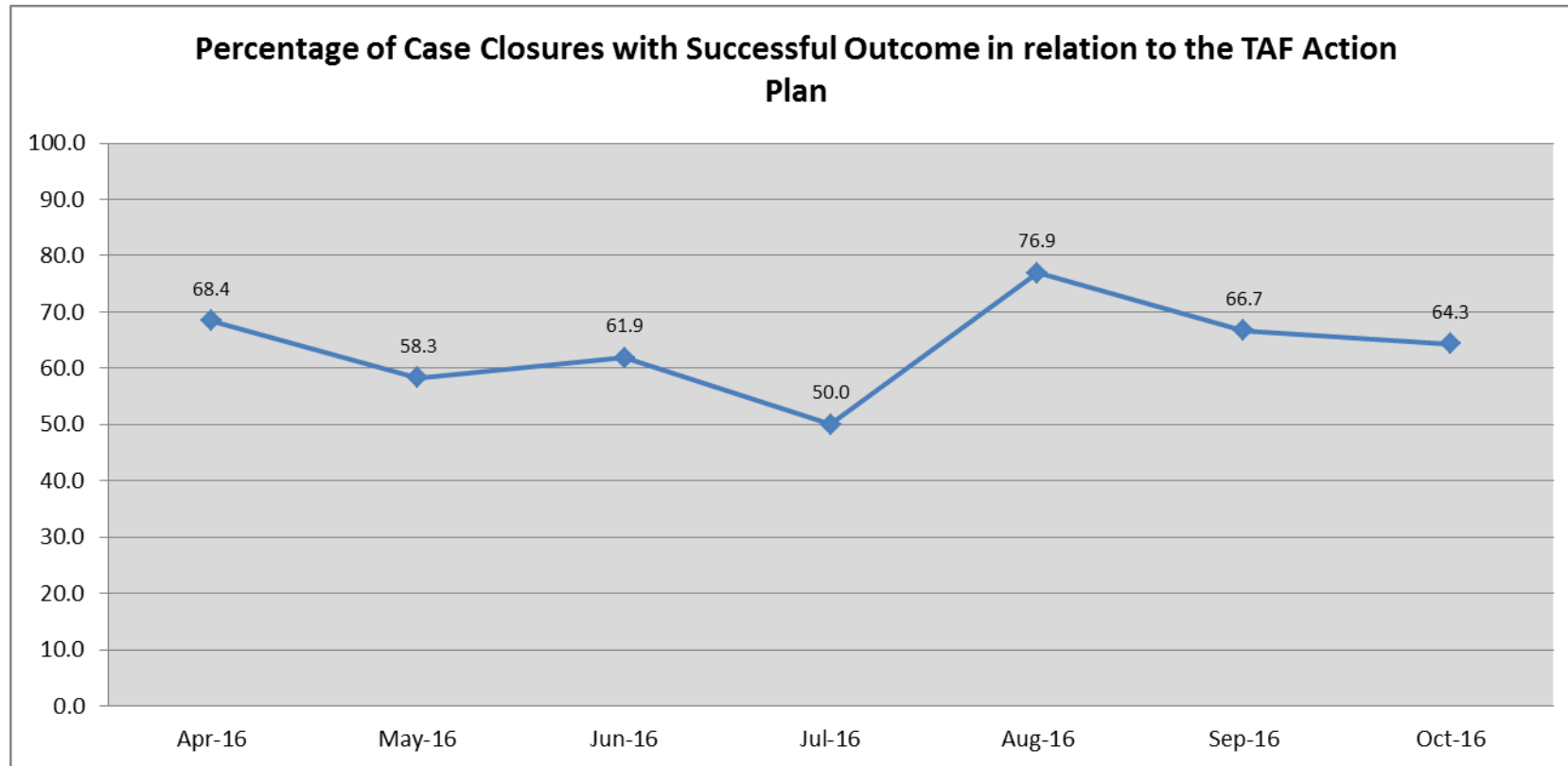


Date	Number Re-admitted
November 2015	0
December 2015	1
January 2016	0
February 2016	1
March 2016	2
April 2016	1
May 2016	0
June 2016	1
July 2016	1
August 2016	0
September 2016	0
October 2016	0

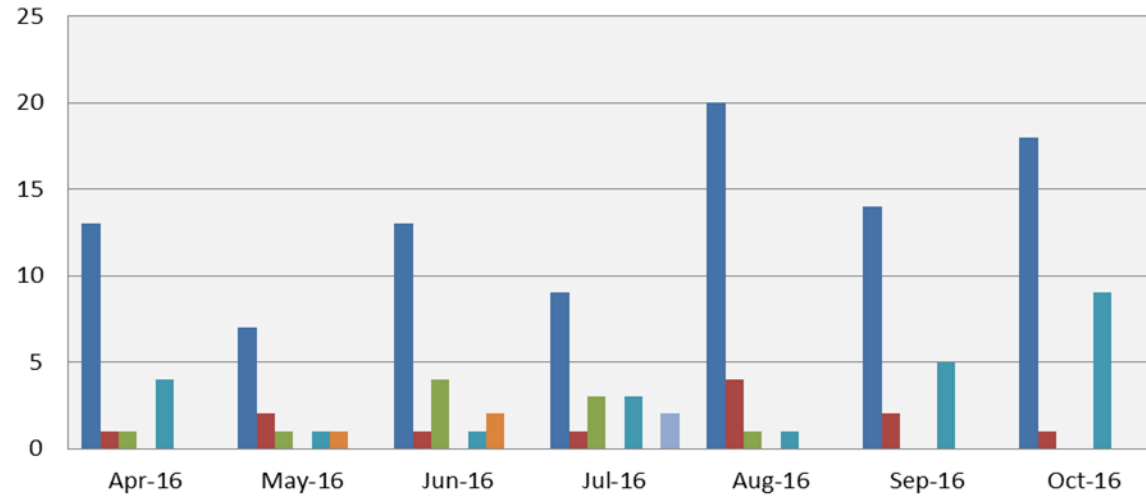
- **Priority Indicator 7 – The Number of Cases ‘Stepped Down / Stepped Up’ between Team Around the Family (TAF) and CYPS**



- **Priority Indicator 8 – The percentage of Team Around the Family cases that were closed due to the Achievement of a successful outcome in relation to the plan: –**



### TAF Case Closures by Reason April 2016 - October 2016



	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
■ Successful outcome in relation to the TAF Action Plan	13	7	13	9	20	14	18
■ Family opt-out	1	2	1	1	4	2	1
■ Non-engagement	1	1	4	3	1	0	0
■ Family moved out of area	0	0	0	0	0	0	0
■ Escalated to a statutory service	4	1	1	3	1	5	9
■ Stepped down to single agency intervention	0	1	2	0	0	0	0
■ Other reason	0	0	0	2	0	0	0

## 7. Social Care - Adults Services

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 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 <sup>st</sup>	100%	100%	😊
58	SCA/019 (local))	The percentage of adult protection referrals completed where the risk has been managed.	100%	100%	97% Joint 1 <sup>st</sup>	100%	100%	😊
59	SCA/002b (local)	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 <sup>th</sup>	22.18	18.70	↑
60	SCA/002a (local)	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 see note below	112.37	110.60	v
Note: Due to data consistency issues this indicator should not be compared between local authorities. However, comparisons can be made with our own performance over time.								
61	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 <sup>th</sup>	70.6%	69.5%	v
62	SCA/001 (former 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 <sup>th</sup>	2.49	3.60	↓
A number of solutions are being put in place such as a rapid response Home Care Service and the service is working proactively with Health colleagues to ensure people's transfers of care are not delayed. An improvement in delays has been seen in last month's figures. Following the Delayed Transfer of Care (DTC) figures for the second quarter being published Adult Services have focussed on providing a service for those who are ready to be discharged from hospital. The Homecare Rapid Response Team has prioritised those in hospital who need a package of care. As a result there had been a significant improvement in the reported DTC figures in the last two months – There were no delays for social care reasons in October and only 1 in November.								

## 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 2 2015/16	NPT Quarter 2 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				2,319	—
64	2	Number of assessments of need for care and support undertaken during the year;	N/a New				364	—
65	2(i)	Of which, the number of assessments that led to a care and support plan.					303	—
66	3	Number of assessments of need for support for carers undertaken during the year;	N/a New				173	—
67	3(i)	Of which, the number of assessments that led to a support plan.					12	—
68	4	Number of carer assessments that were refused by carers during the year.	N/a New				42	—
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 2 2015/16	NPT Quarter 2 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					0 (a)	—
							1 (b)	—
72	6i	Of which, the number of re-assessments undertaken on a) adults in the secure estate b) all other adults and carers				N/a New	0 (a)	—
							0 (b)	—
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				N/a New	0 (a)	—
							0 (b)	—
74	7	Number of care and support plans and support plans that were reviewed during the year:					759	—
75	7i	Of which, the number of plans that were reviewed within agreed timescales				N/a New	352	—
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					Systems currently being developed to capture data	—
77	8i	Of which, the number of reviews undertaken				N/a New		—



## 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 2 2015/16	NPT Quarter 2 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				10	—
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				2,937	—
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				25	—
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				2,794	—
83	14	Number of adults who were charged for care and support or support for carers during the year	N/a New				2,527	—
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	2.49	3.60	↓
	Please see explanation for indicator number 62 above.							

## 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 2 2015/16	NPT Quarter 2 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				784	—
88	22	Average age of adults entering residential care homes	N/a New				83	—
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 2 2015/16	NPT Quarter 2 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		33	34	↑
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%		94%	99%	↑




## 10. Housing - Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
92	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	233	220		216	213	↑
93	PSR/002 (PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	252	228	241 10 <sup>th</sup>	220	222	v
94	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	437	354		314	404	↓
	The Children and young people performance for this period shows a significant increase to last year, this is due to an NPT Homes job that took 1,047 days to complete. This is due to significant delays with NPT Homes deciding on the final course of action for this applicant.							
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 (former 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 <sup>rd</sup>	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 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
99	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	100%		41%	57%	↑
	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 half 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. Of the 37 businesses designated high risk, 21 have been inspected.							
100	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	98%	100%		40%	47%	↑
	Food hygiene inspections of High Risk food premises remain a key priority for the service. The quarterly percentages are accumulative, and currently ahead of the same quarter last year. Of the 370 high risk premises scheduled for inspection, 174 premises have been inspected.							
101	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	86.8%	73.5%		41%	57%	↑
	This is a significant increase over the same period last year. A number of significant breaches that have been detected in the first quarter have been resolved by written warnings or formal advice to traders. However, there is still a notable number that are still under investigation, particularly in relation to rogue traders and food standards infringements. Of 37 significant breaches detected, 21 were rectified.							
102	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	71.4%	100%		33%	66.7%	↑
	A number of significant breaches that have been detected in the first quarter have been resolved by written warnings or formal advice to traders. Of 5 significant breaches detected, 3 were rectified							

## 11. Planning and Regulatory Services - Public Protection – cont.

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
103	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	92.8%	92.7%	94.2% 	92.4%	92.8%	↑
	Of 1,118 registered food establishments, 1,038 were "broadly compliant" with food hygiene standards, compared to 1,023 out of 1,107 during the same period in 2015-16.							
104	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%		75%	87%	↑
	Of the 52 identified new businesses, 45 received a risk assessment visit within this period. This is a considerable increase from the same quarter last year. 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.							
105	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%	100%		60%	60%	↔
	Of the 6 high risk premises, 4 have been visited. One of the high risk premises is the sheep market which is visited weekly							

## 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 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
106	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	30.6 days	31.5 days		30.4 days	15.8 days 6,432 total days, 408 determined applications	↑
107	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	82.7 days	96.1 days		101.3 days	85.5 days 34,893 total days, 408 determined applications	↑
108	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	96.4%	96.3%		96.6%	96.6 % 394 of 408 applications	↔
109	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	87.4%	95.1%		95.2%	94.2 % 145 of 154 applications	v
110	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	79%	70.3%		81.1%	74.8 % 107 of 143 applications	↓
<p>The drop in performance for PLA/004 (b) and (d) (indicators 111 &amp; 113) has been as a result of the range and complexity of applications handled in the period, and challenging circumstances including the absence on long-term sickness of a member of the team.</p>								

## 12. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
111	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	30.4%	16%		20%	14.3 % 1 of 7 applications	↓
	Given the relatively low number of major applications determined (7), the drop in performance equates to a single application. The complexity of major applications determined in the period also means that the statutory 8 week target is often difficult to achieve, with increasing focus nationally now on determining such applications within an “agreed period of time”. Nevertheless, performance on major applications is soon to be the subject of an internal review to ensure that resources and processes are focused on delivering major developments planning permission in a timely manner.							
112	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	63.5%	66.1%		66.3%	57.7 % 60 of 104 applications	↓
	See explanation for indicator 110 above.							
113	PLA/006(b) (former 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 <sup>th</sup>	Reported Annually	—	



No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
<b>13. Planning and Regulatory Services – Building Control</b>								
114	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	96.6%	99.02%		98.8%	95.12%	v
115	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	100%	95.12%		95.2%	93.9%	v
<b>14. Economic Development</b>								
116	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	361	271		141	173	↑
	As a direct result of the Council's Innov8 programme of support for new businesses and the Team working in partnership with key organisations to support individuals affected by the Tata redundancies, the number of people attending the Council's Enterprise Club which provides advice and guidance on self-employment has increased when compared to the same period last year.							
117	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	187	184		119	119	↔
	The Team has seen a significant increase in the 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 which has resulted in outputs this quarter being maintained in comparison to the same period last year. However, we anticipate performance to further increase during the last two quarters of this year.							
118	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		346	225	↓
	The Team receives 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 with new contracts for delivery now been issued and working relationships established, we anticipate performance will significantly increase in the next two quarters of this year.							

## 15. Corporate Health – Asset Management

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
119	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		—
120	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%				—
121	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%				—
122	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%				—
123	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%				—
124	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%				—
125	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%				—
126	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 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
127	LCS/002(b) (former 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 <sup>nd</sup>	2,583 (362,924 visits)	2,825 (396,943 visits)	↑
128	LCL/001(b) (former 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 <sup>th</sup>	2,990 (420,028 visits)	2,957 (416,909 visits)	v
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)		1,578 (221,668 visits)	1,539 (216,998 visits)	v
130	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	6	6		Reported Annually		—
131	LCL/002b (SID)	The percentage of available computer hours, in use.	46%	42%		Reported Annually		—
132	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 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
133	WMT/009b (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 <sup>th</sup>	59.21%	63.68%	↑
134	WMT/004b (PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	11.13%	14.04%	18.14% 10 <sup>th</sup>	10.7%	8.0%	↑
135	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.29%	0.45%		0.42%	0.52%	↑
136	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	38.47%	37.68%		36.79%	42.07%	↑
		a) Incinerator Bottom Ash recycling rate	N/a new	1.97%		1.80%	4.34%	↑
		b) Kerbside dry recycling rate	N/a new	16.40%		15.33%	17.17%	↑
		c) Household Waste Recycling centres dry recycling rate	N/a new	19.31%		19.66%	20.55%	↑
137	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	32.40%	29.2%		23.9%	33.5%	↑
138	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%		21.99%	21.10%	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 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
139	THS/007 (former NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	90.6%	92.1%	85.6% 4 <sup>th</sup>	92.0%	92.8%	↑
140	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.56	1.55		1.28	1.90	↓
	Although there is a slight increase, this is not a cause for concern recognising that the ongoing lighting renewal project is to some extent disrupting day to day repairs.							
141	THS/012a (SID)	The percentage of: Principal (A) roads in overall poor condition.	5.8%	4.5%		Reported Annually	—	
142	THS/012b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	4.0%	2.6%		Reported Annually	—	
143	THS/012c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	7.0%	5.9%		Reported Annually	—	
144	THS/012 (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 <sup>nd</sup>	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 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
145	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 <sup>th</sup>	Reported Annually		—
146	STS/005a (SID)	The cleanliness Indicator	70.6	70.5		Reported Annually		—
147	STS/006 (former NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	72.06%	67.67	95.26% 21 <sup>st</sup>	Reported Annually		—

Note: Indicator STS005b (indicator 145 above) whilst achieving 16<sup>th</sup> 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 2 (1<sup>st</sup> April 2016 – 30<sup>th</sup> September 2016) – Cumulative data

	<b>Performance Key</b>
↑	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 2 2015/16	Quarter 2 2016/17	Direction of Improvement
1	<b><u>Total Complaints - Stage 1</u></b>	29	10	13	↓
	a - Complaints - Stage 1 upheld	9	5	4	
	b -Complaints - Stage 1 <u>not</u> upheld	16	4	9	
	c -Complaints - Stage 1 partially upheld	4	1	0	
2	<b><u>Total Complaints - Stage 2</u></b>	3	2	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	1	0	



No	PI Description	Full year 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
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>	226	72	74	↑
5	<p><b>Stage 1</b> - Complaints have increased by 3 compared to same quarter last year. 4 complaints were upheld, 3 related to Council Tax discount and 1 to the Contact Centre. In respect of Council Tax Complaints - 1. Errors were made on an account of a resident, an apology and a refund were given and employees reminded of the need to verify information in the future. 2. An error was made in incorrectly requesting the refund of a single person discount. The debt that was created was removed and an apology was given. 3. A complaint was made that an employee had been rude to a Landlord, who insisted that staff have training in customer care, an apology was given. The Contact Centre complaint relates to a member of staff who provided the public with incorrect opening time information, again an apology was given and a reminder of opening and closing times have been sent to all Contact Centre and One Stop Shop staff. Of the 9 complaints that were not upheld, 2 related to One Stop Shop, 5 for Council Tax, 1 for Contact Centre and the other was dealt with by the Chief Executive.</p> <p><b>Stage 2</b> – There was no change to the number of stage 2 complaints received this quarter compared to the same period the previous year, 2 were received and both were not upheld.</p> <p><b>Compliments</b> A total of 74 compliments were received which has increased slightly, the compliments relate to 10 for customer services staff providing excellent service, helpful and understanding, 1 for HR in relation to training, 29 for communications relating to the website, 4 for Council tax in relation to quick, polite, and understanding service provided by staff, 1 from the insurance section on providing kindness, understanding and being extremely helpful to a customer at a vulnerable time, 1 for Benefits Section for helpful member of staff, 9 were received for community safety in relation to helpful staff, 17 from crucial crew providing excellent training for young people and 2 for Childcare particularly focusing on knowledge of a case and fine attention to detail and efficiency.</p>				

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

No	PI Description	Full year 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
1	<b><u>Total Complaints - Stage 1</u></b>	544	542	17	↑
	a - Complaints - Stage 1 upheld	481	481	0	
	b -Complaints - Stage 1 <u>not</u> upheld	63	61	17	
	c -Complaints - Stage 1 partially upheld	0	0	0	
2	<b><u>Total Complaints - Stage 2</u></b>	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 2 2015/16	Quarter 2 2016/17	Direction of Improvement
	<b><u>Total - Ombudsman investigations</u></b>	1	0	1	↓
3	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	1	0	1	
4	<b>Number of compliments</b>	3	0	0	↔
5	<p><b>Summary</b></p> <p><b>Stage 1:-</b> 2016/17 has seen a dramatic DECREASE in the number of complaints received when compared to 2015/16 second quarter, from 535 to 17. The complaints mainly concern Margam Park events, the price of the car park and the construction work undertaken at the park. All the complaints were not upheld but processes are in place to prevent future reoccurrences wherever possible.</p> <p><b>Stage 2:-</b> 2016/17 has seen the number of complaints rise by 1 when compared to 2015/16 second quarter. This complaint concerned the library services public consultation process but was not upheld.</p> <p><b>Ombudsman:</b> - One complaint was escalated to the Ombudsman but was not upheld.</p> <p><b>Compliments:</b> - 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 2 2015/16	Quarter 2 2016/17	Direction of Improvement
1	<b><u>Total Complaints - Stage 1</u></b>	8	6	2	↑
	a - Complaints - Stage 1 upheld	0	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	8	6	2	
	c -Complaints - Stage 1 partially upheld	4	0	0	
2	<b><u>Total Complaints - Stage 2</u></b>	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 2 2015/16	Quarter 2 2016/17	Direction of Improvement
3	<b><u>Total - Ombudsman investigations</u></b>	3	0	1	↓
	a - Complaints - Ombudsman investigations upheld	1	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	2	0	1	
4	<b>Number of compliments</b>	2	0	3	↑
5	<p>Summary:-</p> <p>Stage 1:- 2016/17 has seen a DECREASE in the number of complaints received when compared to 2015/16 second quarter, from 6 to 2. Complaints concerned a LAC (looked after children) supervision role with a foster carer and a NPT Works supervision interview. Both were not upheld.</p> <p>Stage 2 :- 2016/17 has seen a DECREASE in the number of complaints received when compared to 2015/16 second 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.</p> <p>Compliments:- The number of compliments has increased to 3 from zero when compared to 2015/16 second quarter.</p>				

# SOCIAL SERVICES, HEALTH AND HOUSING (Children and Young People Services)

## (Children, Young People and Education Cabinet Board)

No	PI Description	Full year 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
1	<b><u>Total Complaints - Stage 1</u></b>	27	12	12	↔
	a - Complaints - Stage 1 upheld	5	2	2	
	b - Complaints - Stage 1 <u>not</u> upheld	13	7	1	
	c - Complaints - Stage 1 partially upheld	3	2	1	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	6	1	8	
2	<b><u>Total Complaints - Stage 2</u></b>	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 and Young People Services)

## (Children, Young People and Education Cabinet Board)

No	<i>PI Description</i>	Full year 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
3	<b><u>Total - Ombudsman investigations</u></b>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	-	-	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	-	-	
4	<b>Number of Compliments</b>	25	10	11	↑
5	<p><b>Summary</b>  <b>Stage 1</b> – there has been no change in the number of complaints received during the first 2 quarters of 2016/17 (when compared to 2015/16) at 12; the Complaints Team will monitor forthcoming quarters to ascertain any trends.</p> <p><b>Stage 2</b> – these have remained at the same level as the previous year at 1 during the first 2 quarters; there continues to be a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels.</p> <p><b>Compliments</b> – the number of compliments has risen slightly; 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**  
(Adult and Business Strategy Services only)

(Social Services, Health and Housing Cabinet Board)

No	PI Description	Full year 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
1	<b><u>Total Complaints - Stage 1</u></b>	30	15	20	↓
	a - Complaints - Stage 1 upheld	7	4	3	
	b - Complaints - Stage 1 <u>not</u> upheld	13	8	6	
	c - Complaints - Stage 1 partially upheld	4	1	1	
	d - Complaints - Stage 1 other (including withdrawn, passed to other agency, on-going)	6	2	10	
2	<b><u>Total Complaints - Stage 2</u></b>	4	2	0	↑
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	2	1	0	
	c- Complaints - Stage 2 partially upheld/other	2	1	0	



**SOCIAL SERVICES, HEALTH AND HOUSING**  
(Adult and Business Strategy Services only)

(Social Services, Health and Housing Cabinet Board)

No	PI Description	Full year 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
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>	18	9	7	↓
5	<p><b>Summary</b></p> <p><b>Stage 1</b> – there has been an increase in the number of complaints received during the first 2 quarters of 2016/17 (when compared to 2015/16) from 15 to 20 (33%); the Complaints Team will monitor forthcoming quarters to ascertain any trends.</p> <p><b>Stage 2</b> – there were no Stage 2 complaints in the first 2 quarters; there continues to be a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels.</p> <p><b>Compliments</b> – 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 2 2015/16	Quarter 2 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	3	0	3	↓
	a - Complaints - Stage 1 upheld	0	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	0	2	
	c -Complaints - Stage 1 partially upheld	0	0	1	
2	<b><u>Total Complaints - Stage 2</u></b>	15	8	4	↑
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	15	8	4	
	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 2 2015/16	Quarter 2 2016/17	Direction of Improvement
	<b><u>Total - Ombudsman investigations</u></b>	0	0	0	↔
3	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	4	↑
5	<p><b>Stage 1</b> complaints have increased by 3 compared to this time last year</p> <p><b>Stage 2</b> complaints have decreased by 4 compared to this time last year</p> <p><b>Compliments</b> have increased by 2 compared to this time last year</p> <p><b>Welsh Language</b> - There were no complaints in relation to the Welsh Language</p>				

ENVIRONMENT DIRECTORATE  
(Environment & Highways Cabinet Board)

No	PI Description	Full year 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
1	<b><u>Total Complaints - Stage 1</u></b>	31	13	17	↓
	a - Complaints - Stage 1 upheld	15	5	4	
	b -Complaints - Stage 1 <u>not</u> upheld	16	8	13	
	c -Complaints - Stage 1 partially upheld	0	0	0	
2	<b><u>Total Complaints - Stage 2</u></b>	5	2	3	↓
	a - Complaints - Stage 2 upheld	2	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	3	2	3	
	c- Complaints - Stage 2 partially upheld	0	0	0	

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

No	PI Description	Full year 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
3	<b><u>Total - Ombudsman investigations</u></b>	0	0	2	↓
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	2	
4	<b>Number of Compliments</b>	23	8	43	↑
5	<p><b>Summary</b></p> <p><b>Complaints:</b> There has been an overall increase of 4 Stage 1 complaints this quarter compared to the same quarter last year.</p> <p><b>Compliments:</b> 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><b>Welsh Language</b> – There were no Welsh Language complaints reported during this quarter.</p>				