

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Environment and Highways Cabinet Board

16 February 2017

Joint Report of

Head of Engineering & Transport – D. W. Griffiths

Head of Streetcare – M. Roberts

Head of Planning and Public Protection – N. Pearce

Matter for Monitoring

Wards Affected: ALL

Environment and Highways Performance Indicators for Quarter 3 of 2016/17

- 1 Quarterly Performance Management Data 2016-2017 – Quarter 3 Performance (1st April – 31st December 2016)

Purpose of the Report

- 2 To report quarter 3 performance management data for the period 1st April to 31st December 2016 for Environment. This will enable the Environment and Highways Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

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

Background

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

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

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

Financial Impact

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

Equality Impact Assessment

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

Workforce Impacts

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

Legal Impacts

8 This progress report is prepared under:

1. The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".

2. The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management

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

Consultation

- 10 No requirement to consult.

Recommendations

- 11 Members monitor performance contained within this report.

Reasons for Proposed Decision

- 12 Matter for monitoring. No decision required.

Implementation of Decision

- 13 Matter for monitoring. No decision required.

Appendices

- 14 Appendix 1 - Quarterly Performance Management Data 2016–2017 Quarter 3 Performance (1st April – 31st December 2016) – APPENDIX 1

List of Background Papers

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

Officer Contact

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**Quarterly Performance Management Data 2016-2017 – Quarter 3
Performance (1st April to 31st December 2016)**

Report Contents:

Section 1: Key points.

Section 2: Quarterly Performance Management Data and performance key

Section 3: Compliments & Complaints Data

Section 1: Key Points

Waste Management

Good progress is being made in achieving the 64% 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.

Transport and Highways

The increase in average repair time has increased to 1.93 days from the third quarter last year 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.

Street Scene & Countryside Management

The performance data for street cleanliness is reported annually and therefore will be reported in Quarter 4.

Housing – Private Sector Renewal

External factors such as the local housing market has a significant impact on the number of properties brought back in to use. The department has recently appointed an officer to concentrate efforts on empty properties. As part of the role, an empty property risk rating tool has been developed, and it is envisaged that the recently approved enforced sales policy will be utilised when appropriate.

Some properties previously requiring a HMO licence no longer require a licence, hence a slight decrease in the percentage.

Public Protection

93.84% of food establishments were “broadly” compliant with food hygiene standards, marginally up on last year’s performance within the same period of 93.6%. The percentage of high risk businesses inspected for food hygiene has increased from 65% to 76% on last year’s figures, which is a reflection of the priority given to this service. The percentage of high risk businesses inspected by Trading Standards has decreased from 72.5% to 69.6% as the department is detecting more complex and significant infringements in this area.

The percentage of significant breaches that were rectified by intervention during the year has increased for Trading Standards (69.6% in comparison to 50%) and Animal Health (60% in comparison to 55%). 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 also higher than last year (90% compared to 85%). This improvement is as a consequence of the quality of the advisory service provided to new businesses to assist them with future compliance.

Section 2: Quarterly Performance Management Data and Performance Key

2016-2017 – Quarter 3 Performance (1st April to 31st December 2016)

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







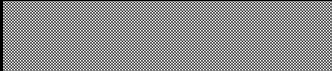
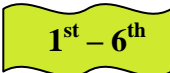
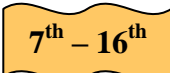
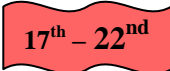
(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales) Order 2012. As such, 2015-16 will be the final year of collection of the former National Strategic Indicators (NSIs) by Welsh Government. In order to ensure minimal disruption for local authorities, many of whom will have included these indicators in their improvement plans for the current financial year, the WLGA's (Welsh Local Government Association) coordinating committee agreed that local authorities should collect them alongside the PAMs for 2016-17.

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


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

All Wales - The data shown in this column is the figure calculated using the base data supplied by all authorities for 2015/2016 i.e. an overall performance indicator value for Wales.


(L) Local Performance Indicator set by the Council.

	Performance Key
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance is within 5% of previous year's performance
	Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
	No comparable data (data not suitable for comparison /no data available for comparison)
	No All Wales data available for comparison.
	2015/16 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's).
	2015/16 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's).
	2015/16 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's).

1. Environment & Transport – Waste Management

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
1	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	32.40%	29.20%		25.70%	33.90% (17,471ts)	↑
2	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.29%	0.45%		0.47%	0.48% (247ts)	↑
3	WMT/009b (Former NSI/PAM)	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way.	58.10%	58.32%	60.19% 	58.43%	64.28% (33,114ts)	↑
4	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	38.47%	37.68%		36.70%	43.27% (22,292ts)	↑
		a) Incinerator Bottom Ash recycling rate	n/a	1.97%		2.20%	4.39% (2,262ts)	↑
		b) Kerbside dry recycling rate	n/a	16.40%		17.01%	19.84% (10,221ts)	↑
		c) Household Waste Recycling Centres dry recycling rate	n/a	19.31%		17.49%	19.04% (9,809ts)	↑

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

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
9	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	5.8%	4.5%		Reported Annually		—
10	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	4.0%	2.6%				—
11	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%. 			—
12	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	7.0%	5.9%				—

3. Environment & Transport - Street Scene

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
13	STS/005a (SID)	The cleanliness Indicator	70.6	70.5		Reported Annually		—
14	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	98.8%	93.57%	96.5% 16 th			—
15	STS/006 (Former NSI)	The percentage of reported fly tipping incidents cleared within 5 working days	72.06%	67.67%	95.26% 21 st			—

4. Planning and Regulatory Services – Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
16	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%	40.20%	11.08% 3 rd		Reported Annually	—

4. Planning and Regulatory Services – Private Sector Renewal (Cont.)

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
17	PSR/007a	Of the 448 houses in multiple occupation known to the Local Authority, the percentage that: Have a full licence	1.63%	1.35%		1.57%	1.34% (6 premises of the 448 requiring a licence)	V
18	PSR/007b	Of the 448 houses in multiple occupation known to the Local Authority, the percentage that: Have been issued with a licence with conditions attached	0%	0%		0%	0%	—
19	PSR/007c	Of the 448 houses in multiple occupation known to the Local Authority, the percentage that: Are subject to enforcement activity	0%	0%		0%	0%	—

5. 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 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
20	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards	86.8%	73.5%		50%	69.6% (32 of 46 breaches rectified)	↑
<p>This is a large increase when compared to the same period last year and is as a consequence of the significant number of breaches that have been detected in the first half of the year. These have been resolved by written warnings, simple cautions or formal advice to traders. However, there is still a notable number that are still under investigation, particularly in relation to rogue traders, car dealers and food standards infringements. Of 46 significant breaches detected, 32 were rectified.</p>								
21	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health	71.4%	100%		55%	60% (6 of 10 breaches rectified)	↑
<p>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 10 significant breaches detected, 6 have been rectified</p>								
22	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	98%	100%		65%	76% (272 of 356)	↑
<p>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 356 high risk premises scheduled for inspection, 272 premises have been inspected.</p>								

5. 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 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
23	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% (3 of 5 premises inspected)	↔
Of the 6 high risk premises, 4 have been visited. One of the high risk premises is the sheep market which is visited weekly. The remaining sites will be visited by the end of the financial year, their inspection dates lie within the 4 th quarter.								
24	PPN/009 (Former NSI/PAM)	The percentage of food establishments which are “broadly” compliant with food hygiene standards	92.8%	92.7%	94.2% 16 th	93.6%	93.84% (1051 of 1120)	V
Of 1120 registered food establishments which qualify, 1051 were “broadly compliant” with food hygiene standards, compared to 1050 out of 1122 during the same period in 2015-16								
25	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards	100%	100%		72.5%	69.6% (16 of 23 premises inspected)	V
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. The Department’s Inspection Team currently has an officer on long term absence which has affected inspection rates. However, this has been addressed by reallocating the relevant inspections to colleagues. Of the 23 businesses designated high risk, 16 have been inspected. The remaining businesses are scheduled for inspection in the final quarter.								

5. 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 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
26	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%		85%	90%	↑
	Of the 68 identified new businesses, 61 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.							
27	PPN/008iii (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Animal Health		100%		See note	See note	—

- Note : There were no new businesses detected for Animal Health in this period. This figure is no longer reported

Section 3: Compliments and Complaints

2016/2017 – Quarter 3 (1st April to 31st December 2016) – Cumulative data for E&H Board

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

No	PI Description	Full year 2015-16	Quarter 3 2015/16	Quarter 3 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	31	19	19	↔
	a - Complaints - Stage 1 upheld	15	8	5	
	b -Complaints - Stage 1 <u>not</u> upheld	16	11	14	
	c -Complaints - Stage 1 partially upheld	0	0	0	

No	PI Description	Full year 2015-16	Quarter 3 2015/16	Quarter 3 2016/17	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	5	4	5	↓
	a - Complaints - Stage 2 upheld	2	0	1	
	b - Complaints - Stage 2 <u>not</u> upheld	3	4	4	
	c- Complaints - Stage 2 partially upheld	0	0	0	
3	<u>Total - Ombudsman investigations</u>	0	0	4	↓
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	4	
4	Number of Compliments	23	20	48	↑
<p>Complaints: There has been no change in the number of Stage 1 complaints this quarter compared to the same quarter last year. However, there has been a slight increase in the number of Stage 2 complaints compared to the same quarter last year.</p> <p>The figure for Ombudsman investigations is a cumulative figure which may relate to previous quarters. However, due to the timescales involved this information may not be readily available during the reporting of previous quarters</p> <p>Compliments: The awareness of compliments received and recording them has resulted in a substantial increase compared to the same quarter last year.</p> <p>Welsh Language – There were no Welsh Language complaints reported during this quarter</p>					