

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Economic and Community Regeneration Cabinet Board

3rd March 2017

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

Matter for Monitoring

Wards Affected: ALL

ECONOMIC & COMMUNITY REGENERATION PERFORMANCE INDICATORS FOR QUARTER 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 Economic and Community Regeneration Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

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

Background

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

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

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

Financial Impact

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

Equality Impact Assessment

6 None required.

Workforce Impacts

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

Legal Impacts

8 This progress report is prepared under:

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

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

Risk Management

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

Consultation

- 10 No requirement to consult

Recommendations

- 11 Members monitor performance contained within this report.

Reasons for Proposed Decision

- 12 Matter for monitoring. No decision required.

Implementation of Decision

- 13 Matter for monitoring. No decision required.

Appendices

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

List of Background Papers

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

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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

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 will attract new private sector investment and support 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 team also played a major role in ensuring Enterprise Zone status for Port Talbot Waterfront which is already providing significant financial benefit to local businesses through Business Rates Relief. Continued partnership working with Welsh Government should help further promote economic growth and job creation in the area.

Providing advice and support to individuals considering starting up in business is also a priority. 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 the Workways + project, 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.

Planning

The third quarter continues the significant improvement in the average time taken to validate applications (PLA/M001) in addition to the time taken to determine applications from received date to determination (PLA/M002). 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 is therefore underway to improve efficiencies, reduce bureaucracy and reduce delays. This should, in turn, improve our overall performance going forward having regard to the 8 week statutory deadlines.

Building Control

It is regrettable to report a slight drop in performance in both BCT004 and BCT007 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

It must be stressed that at no time have any legal targets been missed.

Asset Management

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

Section 2: Quarterly Performance Management Data and Performance Key

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

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







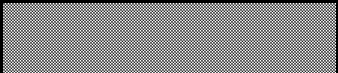
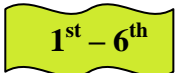
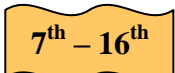
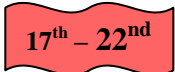
(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales)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

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	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	30.6 days	31.5 days		31.6 days	15.4 days (9034 days over 588 applications)	↑
2	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	82.7 days	96.1 days		95.8 days	84.7 days (49816 days over 588 applications)	↑
3	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	30.4%	16%		11.76%	14.3% (2 of 14 applications)	↑
4	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	79%	70.3%		80.8%	76.9% (160 of 208 applications)	↓
<p>The complexity of major applications determined in the period 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.</p>								
5	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	87.4%	95.1%		96.2%	93.8% (210 of 224 applications)	v
6	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	63.5%	66.1%		65.1%	57.7% (82 of 142 applications)	↓
<p>The regrettable drop in performance for PLA/004 (b), (c) and (d) 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>								

1. Planning and Regulatory Services – Planning (Cont...)

7	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved	96.4%	96.3%		96.7%	96.6% (568 of 588 applications)	↔
8	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 th	Reported Annually		—

2. Planning and Regulatory Services – Building Control

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	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	96.6%	99.02%		98.75%	95.37% (103 out of 108)	∨
10	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	100%	95.12%		95.86%	94.44% (102 out of 108)	∨

3. Economic Development

11	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	361	271		187	222	↑
<p>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</p>								

3. Economic Development (Cont...)

12	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	187	184		150	85	↓
Although lower than the same period last year, the Team is currently in the process of administering a number of applications from local businesses for funding to support investments in areas such as capital equipment, website development, accreditations, training and general marketing activities. It is anticipated therefore that performance will increase significantly by the end of this financial year								
13	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		435	367	↓
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. Despite outputs being down in comparison to the same period last year, there are a number of events and other activities planned for the next quarter which will have a positive impact on performance during the last quarter the financial year.								

4. Corporate Health – Asset 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
14	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		—
15	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%				—
16	CAM/001bii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 2 – Essential work	56.72%	50.76%			Reported Annually	—

4. Corporate Health – Asset Management (Cont...)

17	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%		Reported Annually	—
18	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%			—
19	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%			—
20	CAM/037 (PAM)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	6.8%	4.4%			—
21	CAM//001bi (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 – Urgent work	15.11%	21.95%			—

Section 3: Compliments and Complaints

2016/2017 – Quarter 3 (1st April 2016 – 31st December 2016) – Cumulative Data for ECR Board

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

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

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>	15	10	4	↑
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	15	10	4	
	c- Complaints - Stage 2 partially upheld	0	0	0	
3	<u>Total - Ombudsman investigations</u>	0	0	1	↓
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	1	
4	Number of Compliments	5	3	4	↑
<p>Complaints: There has been a slight increase in the number of Stage 1 complaints this quarter compared to the same quarter last year. However, there has been a significant reduction 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: There has been a slight increase in the number of compliments recorded compared to the same quarter last year.</p> <p>Welsh Language – There were no Welsh Language complaints reported during this quarter</p>					