

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

8th MARCH 2017

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

Matter for: Monitoring

Wards Affected: All

Report Title

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

Purpose of the Report

2. To report quarter 3 performance management data for the period 1st April 2016 to 31st December 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

3. 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.

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

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:
 - Scrutinise the service improvement set out in the Corporate Plan which fall within the committee's purview;
 - Scrutinise the performance of all services within its purview 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;
 - Commission and participate in systems reviews through appropriate mechanisms and report onwards to the Executive
 - Monitor implementation by the Executive of responses to the conclusions and recommendations of the Council's external regulators; and
 - Promote innovation by challenging the status quo and encourage different ways of thinking and options for service delivery.

Financial Impact

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

Equality Impact Assessment

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

Workforce Impacts

7. 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

8. 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

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 2016– 31st December 2016) – APPENDIX 1

List of Background Papers

15. The Neath Port Talbot [Corporate Improvement Plan - 2016/2019](#) “Rising to the Challenge”;
16. Policy & Resources Committee report date 30th 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 3 Performance (1st April 2016– 31st December 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 were 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 Children and Young People’s Services Key Performance Indicators which were previously agreed by Members at the CYPE Meeting on 28th 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

- Secondary School attendance for the academic year 2015/16 has remained at 93.7% when compared to Academic Year 2014/15. Primary School attendance for the academic year 2015/16 has fallen by 0.2% compared to Academic Year 2014/15
- 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 552.

- 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 2,128 to 2,199 and the number of young people in contact with the youth service has increased from 23.93% to 32.33%.
- The percentage of final statements of special education needs issued within 26 weeks excluding exceptions has remained at maximum performance and the number including exceptions has risen considerably from 10.53% to 45.53%.
- 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.
- 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.
- There has been a rise in the “average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education” from 26.7 days to 35 days. This can be attributed to the non-attendance for 4 pupils, 2 have since left education, and the other 2 are now engaging in Education due to the hard work of staff.

Improvement Objective 3 - Improving Outcomes Improving Lives

Adults Services

There has been improvement in performance in some areas, for example the rate of older people who are supported in care homes and we are consistently performing well in areas such as offering carers assessments. In the areas of performance where improvements are needed we are actively addressing the issues to improve performance.

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 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.

Homelessness

- This is the first quarter that the service is reporting on this recently approved new set of local homelessness indicators. All but the pre-existing HOS1 (indicator number 96) are derived from the Welsh Government National dataset first published in respect of 2015/16.
- In 2015/16, cumulative performance generally accelerated in quarter 4 and it is anticipated this will happen again, albeit to a lesser extent, in 2016/17. The definitive reason for this is currently unclear but may be due, to some extent at least, to the implementation of the new Welsh homelessness legislative framework occurring in April 2015. If this is correct then it would be anticipated that the effect will continue to diminish in future years.

Improvement Objective 5 – Reduce Reuse Recycle

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.

Improvement Objective 6 – Digital by Choice

Digital by Choice

- Overall we are on track to deliver what we have planned for this priority.
- We have completed the first phase of our work to make our website easier. 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.
- A digital inclusion charter was approved in May 2016. Partners have indicated their support for this work 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 with support the support of trade unions.
- Work is progressing well with roll out of the iProcurement System and work has commenced to explore new income generation opportunities.
- In relation to self-service options across internal support services, the scope of the project has been confirmed and focus groups will be set up to determine the action plan and next steps.
- In relation to Customer services performance, there has been an increase in customer waiting times, an increase in the average time to answer telephone calls and abandoned calls. More information is provided under indicators no's 8 and 9 in section 2 below.

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

Sickness Management

- There has been an increase in the quarter 3 data (from 6.8 average full time equivalent days lost last year to 7.3 days this year) for 2016 / 2017. More detailed work is currently underway to understand this increase in sickness rates. This will be reported to Members at Policy and Resources Scrutiny Committee in March, and will

examine sickness by service area and occupational grouping, the breakdown between long term and short term absence, as well as the reasons for absence.

Housing - Private Sector Renewal

- The average number of days taken to deliver a Disabled Facilities Grant (DFG) has increased by 14 days during this period when compared to the same period of the previous year. The total number of DFG's completed during this reporting period has decreased to 217, compared to 250 in the same reporting period in 2015/16.
- The increase in the time taken to deliver a DFG can be attributed to the fact that more extensions and complex schemes were completed during this period. This has equated to 25% more extensions being completed in this reporting period compared to the same period 2015/16. Customer satisfaction surveys reveal a very high level of satisfaction. With 100% of respondents indicating that their quality of life had improved as a result of the adaptation and that they no longer need to consider moving home.
- 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 Houses in Multiple Occupation (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.

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

- 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

- Whilst the overall numbers of people using the Library Service is down it should be stressed that the numbers of people actually visiting the libraries has increased. Overall the national trend states a 5.5% fall but NPTCBC reported a 2.3% rise. It should also be noted that the 2015/16 figures are skewed by a boost in figures due to the refurbishment of Pontardawe Library. The Library Service is delivering many projects, activities and events within libraries that all have a direct impact on the number of people visiting. The overall fall in the

number of people using the library service can be directly attributed to the number of people using the library website, which has seen over a 11% fall in traffic. This could be attributed to the rise in other forms of contact via Social Media that is not measurable.

- The number of library materials issued has fallen in line with the national trend. It should be noted that this is the first year in which the effects of the reduction in the book fund is felt.
- A fall of just 1% to from 76% to 75% in “library material requests supplied within 7 calendar days” is better than expected given the book fund reductions as NPTCBC does not have the resources to buy extra stock to meet the usual demands. This is still considerably higher than the Welsh Library Standard of 67%.

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” and the hire of “Ysgol Bae Baglan” facilities by the general public.

Transport and Highways

- The increase in street lighting 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.

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 3 Performance (1st April 2016 – 31st December 2016)

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







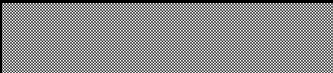
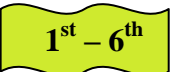
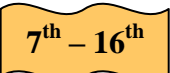
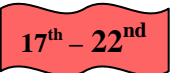
(Former NSI) Former National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators)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

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

1. Chief Executive's and Finance & Corporate Services

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 3 2015/16	NPT Quarter 3 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)	85.4% £51,875,230 of £60,758,006	85.5% £54,140,075 of £63,305,681	↑
2	Benefits M001 (Local)	Benefits Accuracy Rate - percentage of correctly granted benefit against total granted	99.92%	99.95%		99.9%	99.9% £42,499,663 of £42,537,511	↔
<p>This measure has changed from 'Percentage of new claims correctly assessed' to 'Benefits Accuracy Rate - percentage of correctly granted benefit against total granted'. 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>								
3	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%		87.6% £36,682,340 of £41,894,377	86.2% £36,750,760 of £42,642,942	v
4	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	0.08% 53 of 67,886	0.07% 44 of 65,481		0.06% (28 out of 47,651)	0.13% (69 out of 54,824)	v

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

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
5	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	12.47%	2.63 % Total calls 158,847 abandoned calls 4,190		2.35 % Total calls 119,060 abandoned calls 2,797	4.16 % Total calls 108,885 abandoned calls 4,529	V
6	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%		7.19%	9.12% (551 of 6,038)	V
	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	5.5*	4.8*		7.9	9.1	↓
7	<p>The workload has remained relatively constant over the last year although the introduction of Universal Credit in the area has had an effect on turnaround times. This against a background of reductions in budgets and staffing levels. Whilst the figure shows approximately a day's increase, the effect on the customer of such a difference is negligible.</p> <p>* - Revised data based on new method of collecting data.</p>							

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
8	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	6.8 minutes	5.4 minutes		5.6 minutes	7.1 minutes	↓
	<p>Demand on Customer Services has increased in this period. Total callers quarter 3 cumulative 2015/16 = 47,651 compared to quarter 3 cumulative 2016/17 = 54,824, an increase of 15.05%.</p> <p>Most service areas in both sites have increased in this third quarter. The greatest increase in recycling enquiries and particularly for rolls of clear bags. Recycling enquiries Q3 - 2015/16 = 4,577 compared to Q3 2016/2017 = 6,621 Increase of 44.66%</p> <p>However, staff resource has decreased - Q3, 2015/16 = 9 staff (3 F/T, 6 P/T) Q3 2016/17 = 7 Staff (3 F/T, 4 P/T)</p> <p>This increase 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 but often customers are unwilling to wait for that delivery to arrive. In addition to this some customers have reported that whilst they have ordered recycling items online they have not been received which results in repeat callers in person to obtain supplies or re-request.</p> <p>We have also seen an increase in the number of Council Tax enquiries at Neath Civic Centre – 4,516 – Q3 (2015/2016) as opposed to 5,391 – Q3 (2016/ 2017). Although a number of self -serve electronic forms are available for the customer to access online, customer feedback has suggested that some changes would improve the forms and encourage greater use. The service and I.T. have therefore been made aware of this to hopefully resolve the issue to then help reduce the face to face duplicate enquiries currently experienced which impacts on our wait times and walk offs.</p>							
9	CS002 (Local)	Customer Services - Average time to answer telephone calls	33 seconds	16 seconds		14 seconds	22 seconds	↓
	<p>Following the roll out of the Recycle + scheme at the beginning of Quarter 1 and the implementation of the side waste scheme in June 2016, enquiries relating to both schemes 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 as a result of these schemes.</p> <p>The Contact Centre provided extra staff to the One Stop Shop face to face services to ensure their business continuity at the first point of contact. This supporting measure reduced the number of staff at the Contact Centre to respond to telephone calls and also contributed to a drop in comparable performance to the previous Quarter 1.</p> <p>Additionally, performance was affected by the seasonal reduction in staff availability for both services as the majority of staff take extended leave over July and August.</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. Additionally as the year progresses we are seeing an improvement in cumulative performance with both time to answer and abandoned rates improving throughout the year.</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 3 2015/16	NPT Quarter 3 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 th	6.8	7.3	↓
	More detailed work is currently underway to understand this increase in sickness rates. This will be reported to Members at Policy and Resources Scrutiny Committee in March, and will examine sickness by service area and occupational grouping, the breakdown between long term and short term absence, as well as the reasons for absence							
11	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	86.3%	61.5%		53.1%	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 December 2016. We anticipate having the issues rectified in time to provide Quarter 4 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 6th position across Wales, NPT are placed outside the upper quartile as not all Local Authorities provided data.

2. Chief Executive's and Finance & Corporate Services – Digital by Choice Measures

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
13	DBC/001 (Local)	Percentage of transactions completed on-line 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%		61.9% (7,793 of 12,583)	68.9% (12,345 of 17,907)	↑
14	DBC/002 (Local)	Number of new services available on-line	7	7		7	8	↑
15	DBC/003 (Local)	Percentage of webpages available in Welsh	62%	88% see note 1		66%	98% (1,062 of 1,084 pages)	↑
16	DBC/004 (Local)	Reduce the demand on Customer Services – visitors to one stop shops	67,886	65,481		47,651	54,824	↓
	Explanation as per indicator 8 above							
17	DBC/005 (Local)	Percentage volume of transactions processed through i-procurement	N/a New	45.5%		N/a New	47.1% (70,991 of 150,722) (qtr 1: 47%) (qtr 2 : 48.5%)	—

Note 1: additional 9% of pages (as at 31st 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 3 2015/16	NPT Quarter 3 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 very satisfied/satisfied or OK with improvements made to services available on-line – General look and feel	N/a new	91%		2016/17: 97% (196 out of 203) Survey undertaken Sept/October 2016	↑	
20	DBC/008 (Local)	More of our customers find the website easier to use: Percentage very satisfied/Satisfied or OK with ease of getting around site.	N/a new	83%		2016/17: 91% (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 very satisfied/Satisfied or OK with ease of finding information/Services.	N/a new	78%		2016/17 : 84% (169 out of 199) Survey undertaken Sept/October 2016	↑	
<p>In relation to measures 19 – 21: 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"> • 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; • introduced a series of 'call to action' buttons which make it easier to request services from the Council; and • introduced a series of digital libraries, where the public can download documents straight to their devices 								
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 academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 3 2015/16 (2014/15 full academic year)	Quarter 3 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% Joint 1st	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 of 9,071 pupils	0 0 of 9,220 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% 12th	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% 22nd	83.3% (1,194 of 1,433)	84.9% (1,331 of 1,567)	↑
28	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 (107 days for 9 pupils)	7.5 (149 days for 20 pupils)	↑

3. Education – Schools

- continued

No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 3 2015/16 (2014/15 full academic year)	Quarter 3 2016/17 (2015/16 full academic year)	Direction of Improvement
29	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% 11^h	58.4% (900 of 1,542 pupils)	60.9% (919 of 1,508 pupils)	↑
30	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	93.5% (2,182,564 of 2,333,737 sessions)	93.2% 15th	93.7% (2,148,160 of 2,293,388 sessions)	93.7% (2,186,082 of 2,332,537 sessions)	↔
31	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% 12th	0.1% (2 of 1,542 pupils)	0.3% (4 of 1,491 pupils)	▼
	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.						
32	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% 22nd	77.8% (1,160 of 1,491)	77.7% (1,165 of 1,499)	▼
33	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	94.6% 3,153,617 of 3,333,372 sessions	95.0% 13th	94.8% 3,262,430 of 3,441,713 sessions	94.6% 3,306,608 of 3,496,979 sessions	▼

3. Education –Schools - continued

No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 3 2015/16 (2014/15 full academic year)	Quarter 3 2016/17 (2015/16 full academic year)	Direction of Improvement
34	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.016% 262 days		0.008% 203 days	0.014% 247 days	v
35	EDU/010b (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.112% 1,598 days		0.085% 1,255 days	0.101% 1,418 days	v
	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	↓
36	<p>Comment for Indicators 32, 33 & 34 - 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>						
37	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 2 nd	586	552	↓
	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.						
38	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.	79.8 957 days for 12 pupils		26.7 240 days for 9 pupils	35.0 699 days for 20 pupils	↓
	The fall can mainly be attributed to the non-engagement of two year 11 pupils who have since left the Education System (due to their age) and two year 10 pupils who are now engaging and receiving education due to the hard work of the schools involved and the newly set-up Well Being Team.						

4. Education - Other

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
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% Joint 1st	100%* (10 of 10 pupils)	100%* (56 of 56 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% 22nd	10.5%* (10 of 95 pupils)	45.5% (56 of 123 pupils)	↑
41	L(FP) 1+ (Local)	Number of full day childcare places provided.	1,624	2,003		2,128	2,199	↑
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)		23.9% (3,386 of 14,150)	32.3% (4,500 of 13,920)	↑
43	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	77	95		95*	123*	—
44	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	790	799		799*	843*	—
	<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>							

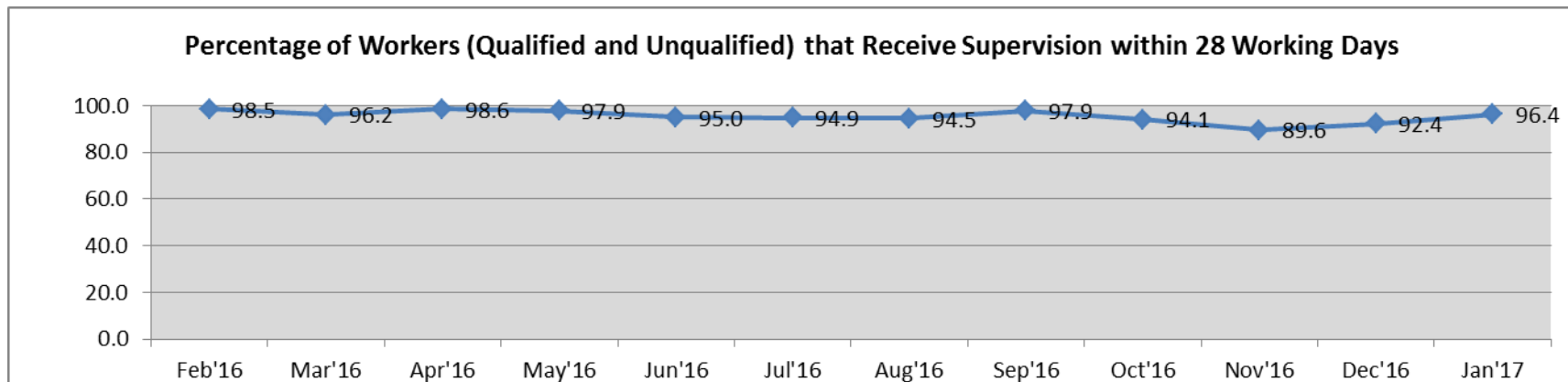
*- Calendar year data - 12 months data

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

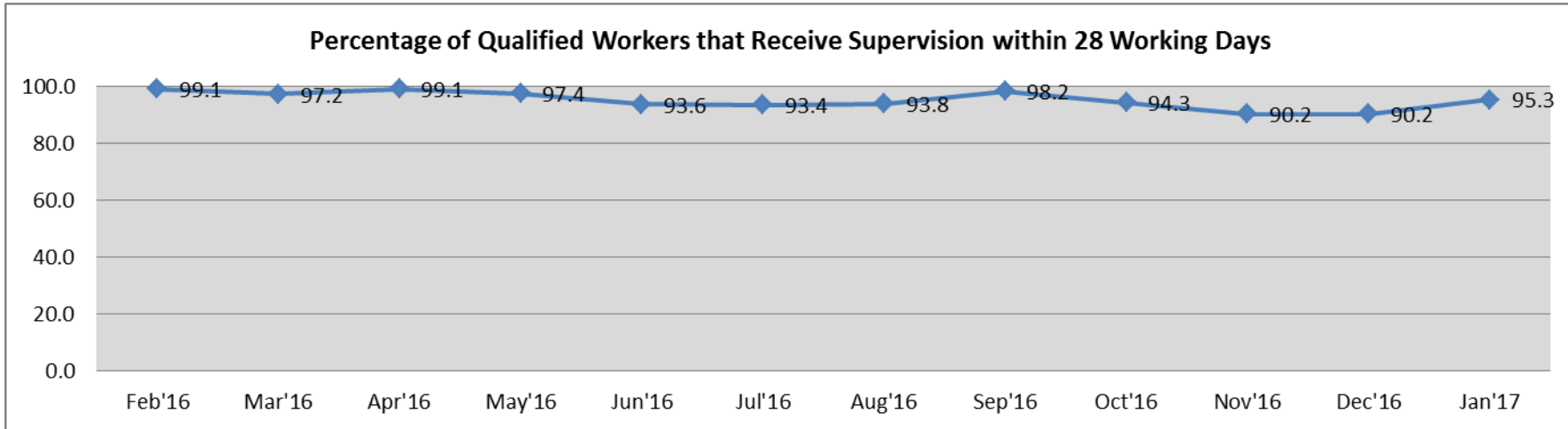
No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
45	PI 24	The percentage of assessments completed for children within 42 days from point of referral	N/a New				98.9% (871 of 881)	—
46	PI 25	The percentage of children supported to live with their family	N/a New				64.2% (629 of 979)	—
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				5.3%	—
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				212.5 days	
50	PI 29	The percentage of children receiving the core subject indicators at key stage 2 + 3	N/a New				Reported Annually	—
51	PI 30	The percentage of children seen by a dentist within 3 months of becoming looked after	N/a New				Reported Annually	—
52	PI 31	The percentage of Looked After Children at 31 st March registered with a GP within 10 working days of the start of their placement	97.2%	99.3%			Reported Annually	—
53	PI 32 (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% 7 th		Reported Annually	—
54	PI 33 (PAM)	The percentage of children looked after on 31 March who has had three or more placements during the year.	7.1%	8.8%	9.8% 5 th		Reported Annually	—
55	PI 34	The percentage of all care leavers who are in education, training or employment continuously for 12 + 24 months after leaving care	N/a New				Reported Annually	—
56	PI 35	The percentage of care leavers who have experienced homelessness during the year	N/a New				Reported Annually	—

6b. Children and Young People's Services Key Performance Indicators - as reported to Children, Young People and Education Cabinet Board on 2nd March 2017 - non-cumulative data up to January 2017.

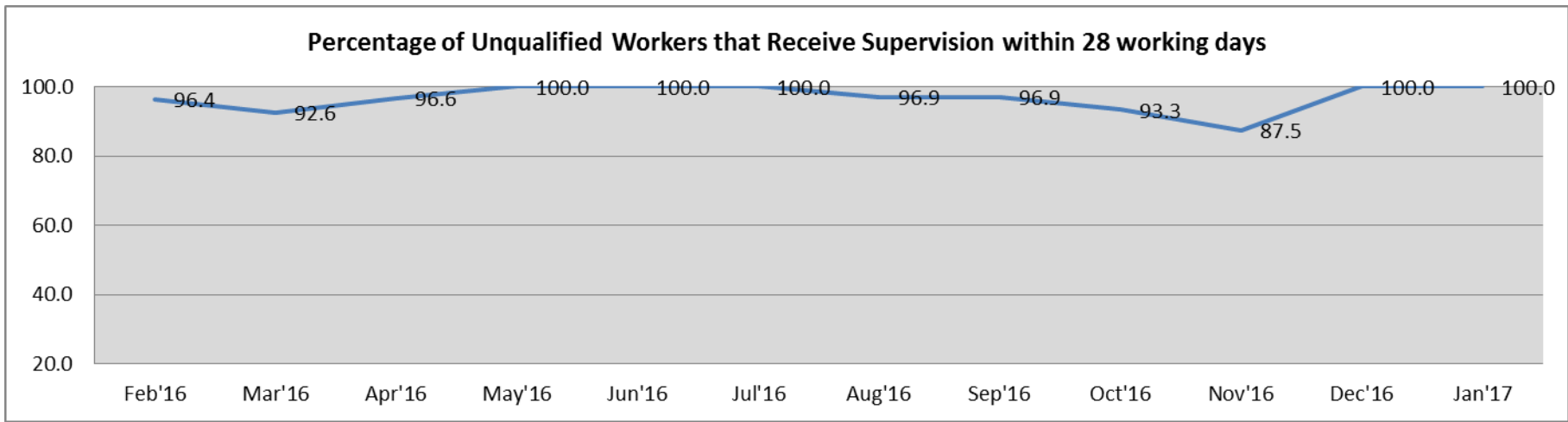
• Priority Indicator 1 – Staff Supervision Rates



	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017
Performance Indicator/Measure	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	98.5	96.2	98.6	97.9	95.0	94.9	94.5	97.9	94.1	89.6	92.4	96.4
Number of workers due Supervision	136	133	139	143	139	136	145	143	135	144	145	140
Of which, were undertaken in 28 working days	134	128	137	140	132	129	137	140	127	129	134	135



	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The percentage of Qualified Workers that receive Supervision within 28 working days	99.1	97.2	99.1	97.4	93.6	93.4	93.8	98.2	94.3	90.2	90.2	95.3
Number of workers due Supervision	108	106	110	116	110	106	113	111	105	112	112	107
Of which, were undertaken in 28 working days	107	103	109	113	103	99	106	109	99	101	101	102



	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The percentage of Unqualified Workers that receive Supervision within 28 working days	96.4	92.6	96.6	100	100	100	96.9	96.9	93.3	87.5	100	100
Number of workers due Supervision	28	27	29	27	29	30	32	32	30	32	33	33
Of which, were undertaken in 28 working days	27	25	28	27	29	30	31	31	28	28	33	33

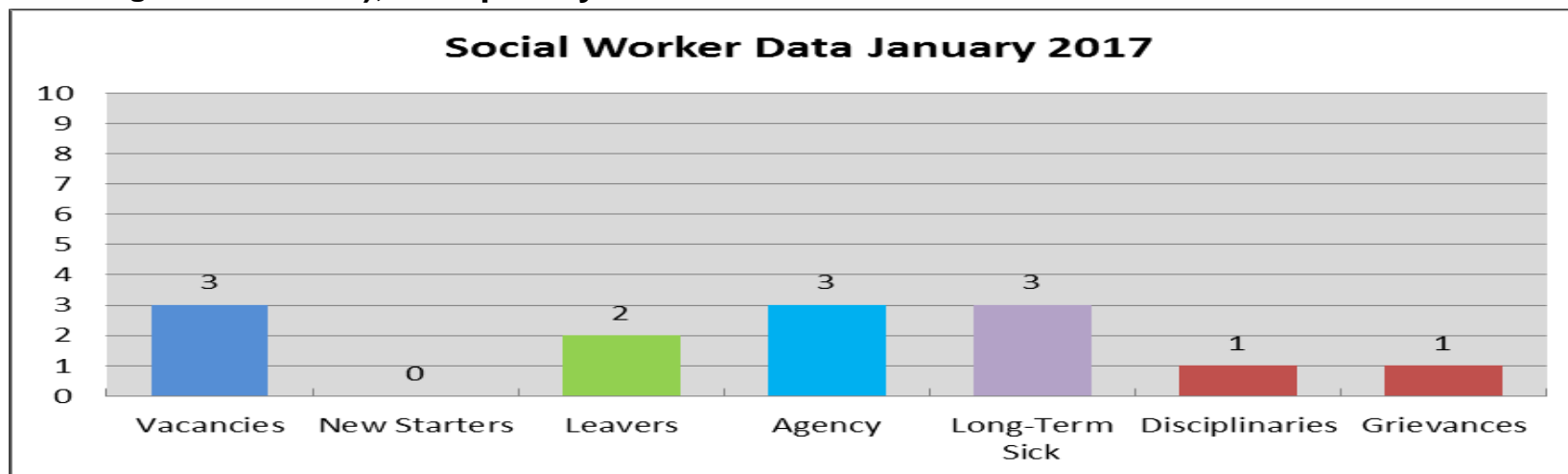
- **Priority Indicator 2 – Average Number of Cases held by Qualified Workers across the Service**

As at 31st January 2017	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	116	15	7	9.7
Disability Team	452.5	12.2	178	19	1	14.6
LAC Team	401.0	10.8	171	20	9	15.8
Llangatwg	481.0	13.0	147	17	3	11.3
Sandfields	328.0	8.9	98	17	1	11.1
Route 16	271.2	7.3	53	11	3	7.2
Dyffryn	296.0	8.0	94	14	5	11.8
Intake	448.0	12.1	92	12	2	7.6
Totals	3,121.70	84.4	949			
Average Caseload - CYPS				15.6	3.9	11.2

Please Note:

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**



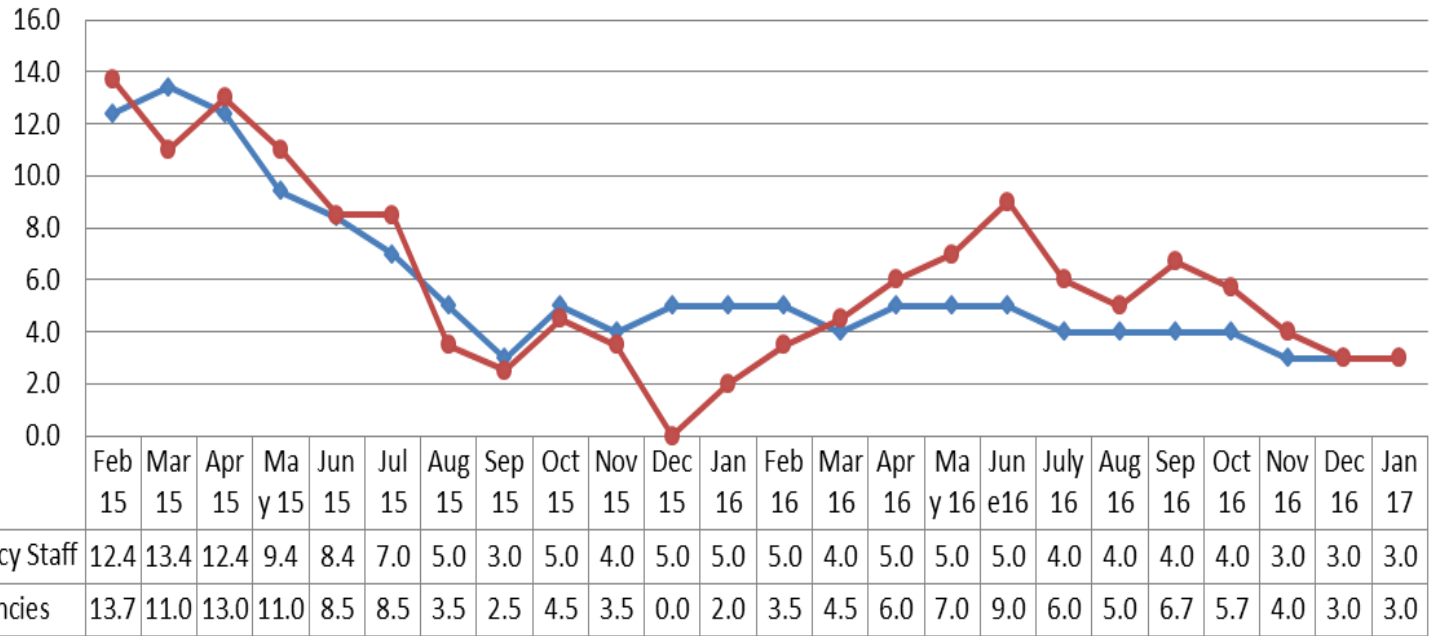
	Team Manager	Deputy Manager	Social Worker	Peripatetic Social Worker	IRO	Consultant Social Worker	Support Worker	Total
Vacancies			2		1			3
New Starters								0
Leavers			2					2
Agency			1		2			3
Long-Term Sick			2	1				3
Disciplinary				1				1
Grievances							1	1

Vacancies: - IRO (Independent Reviewing Officer) post has been offered to current agency worker – start date to be agreed

Agency: - 2 – Conference and Review Service – covering maternity leave/sickness

1 - Fostering Social Worker covering temporary rehabilitation period following long term sickness absence

Summary of Agency Staff and Vacancies Across the Service (February 2015 - January 2017)



- **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.

Quality Assurance Audits take place on a monthly basis within Children and Young People Services. The table below gives an overview of the thematic audits undertaken in quarter 3. More information in relation to this Priority Indicator e.g. what is working well, what we will improve and by what methods has been reported to [Children, Young People and Education Cabinet Board on 2nd March 2017](#).

Audit Theme	Date Completed	Cases Selected for Audit	Actual Completed
Cases with 3 “No Further Action” contact in a 12 month period	10.10.2016	60	61
Initial Child Protection Conference Process	07.11.2016	51	51
Initial Child Protection Conference Minutes	05.12.2016	51	51

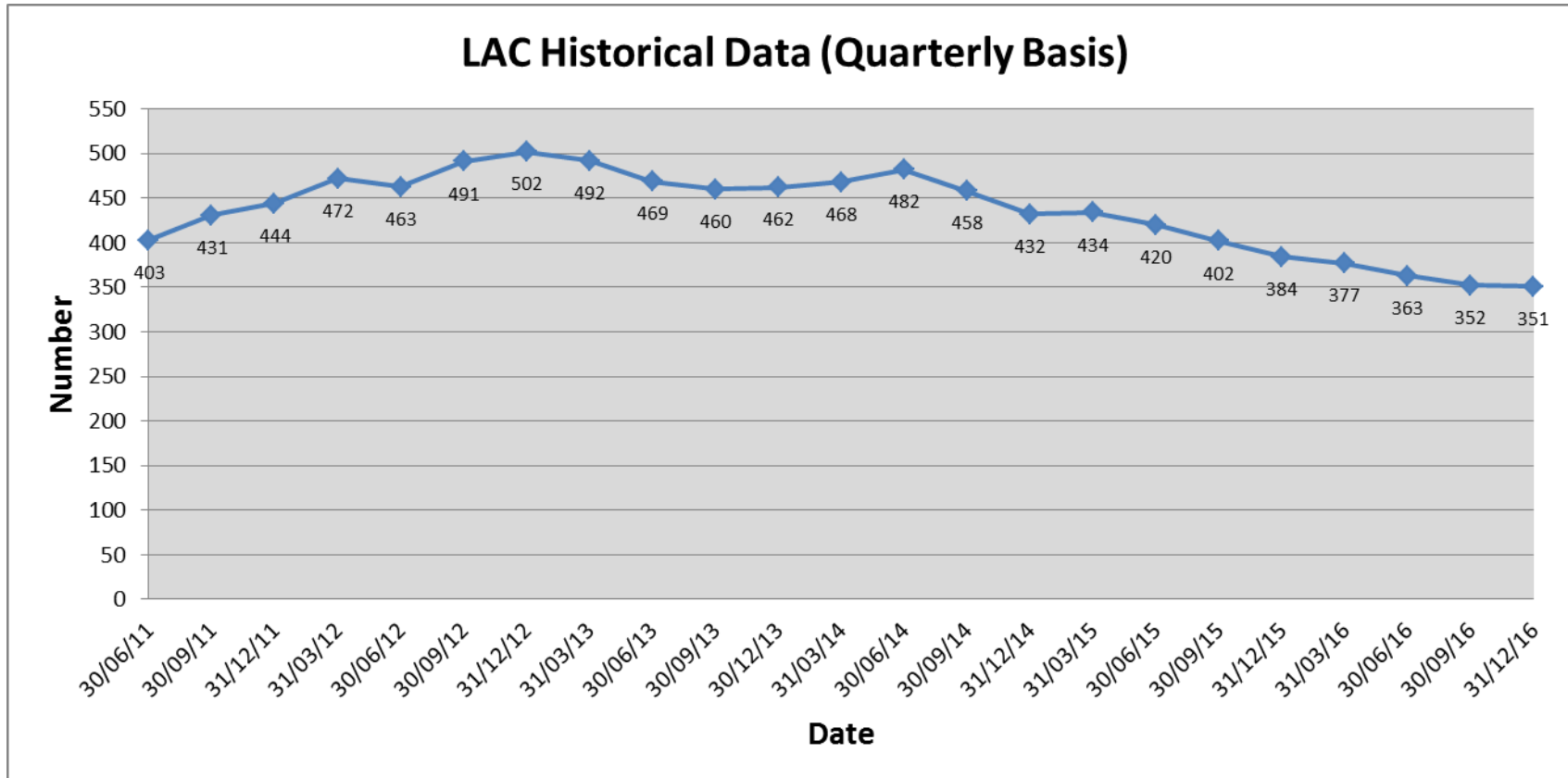
Next Steps?

Our effective auditing process is identifying key themes on good practice and areas we want to improve, post audit we have mechanisms in place 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.

We will also be commencing with peer to peer audits in early 2017 where social workers will audit case files on a quarterly basis, this practice will give the social workers who attend the audit days the opportunity to see what good looks like which will not only aid their working practices but it is anticipated the knowledge gained from auditing will filter through to their team members. All audit tools and reports are disseminated to the teams within Children and Young People Services, this provides staff with information on good practice and areas for improvement, it also provides a visual audit tool that can be referenced in everyday tasks completed.

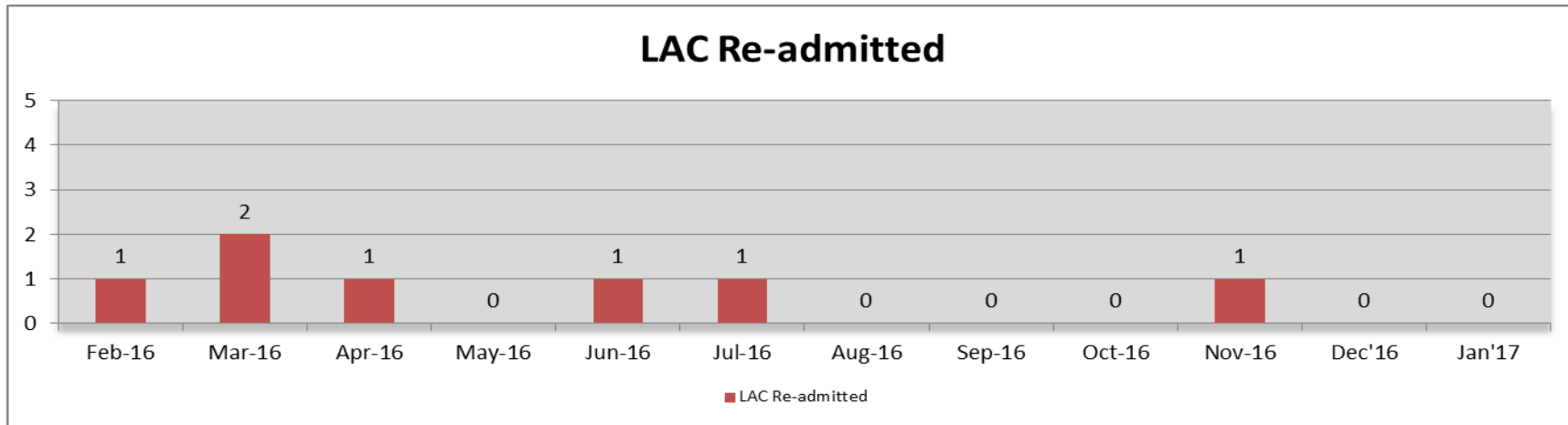
The Quality Assurance Group has invited teams to suggest themes to audit during 2017, the rolling audit program will then be agreed within the group and will also take into consideration any repeat audits needed to compare with audits undertaken in 2016 of the same theme, this will also inform of progress with audit actions identified and the success of their implementation.

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



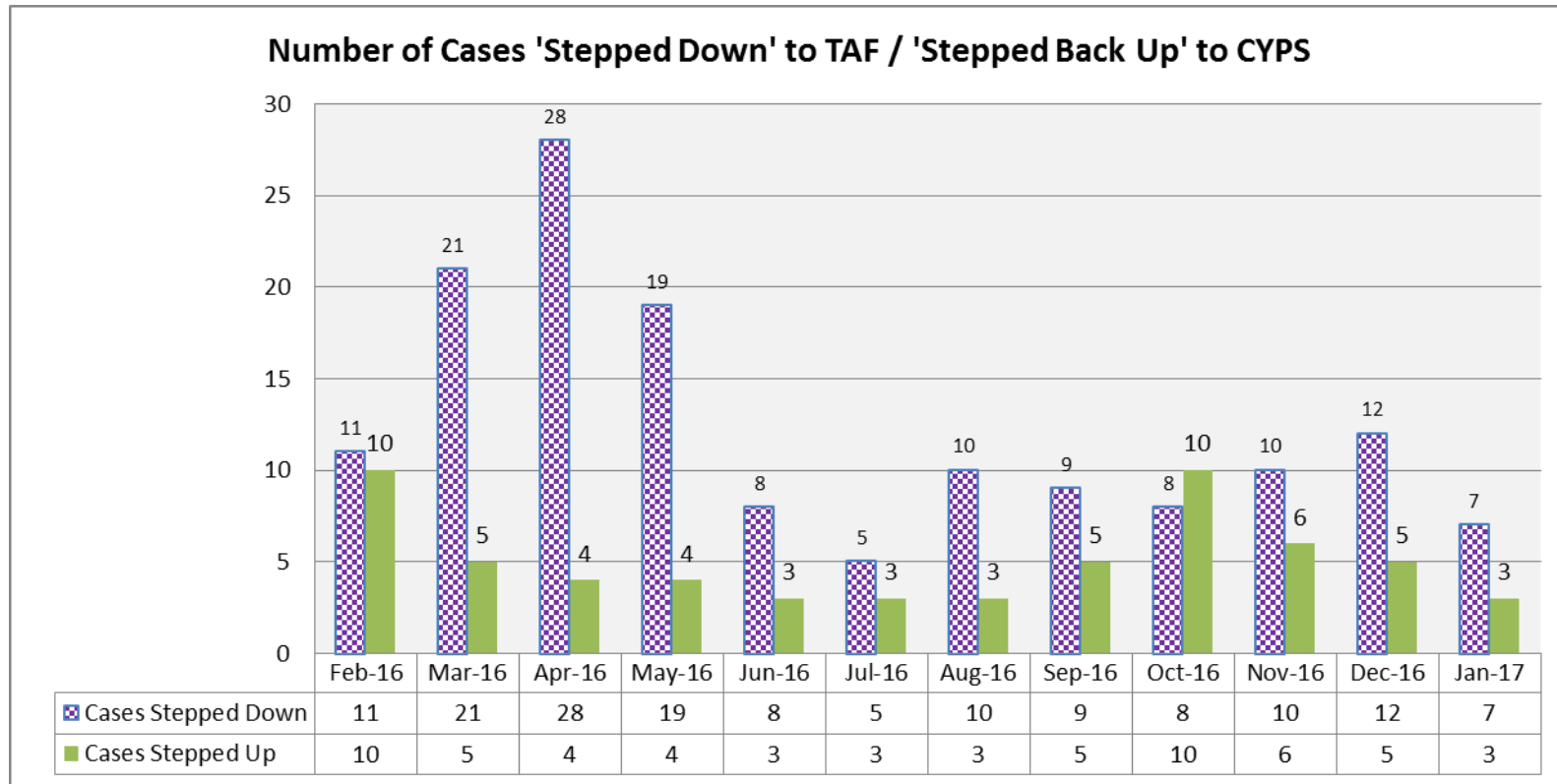
Number of LAC as at 31/01/17 = 348

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

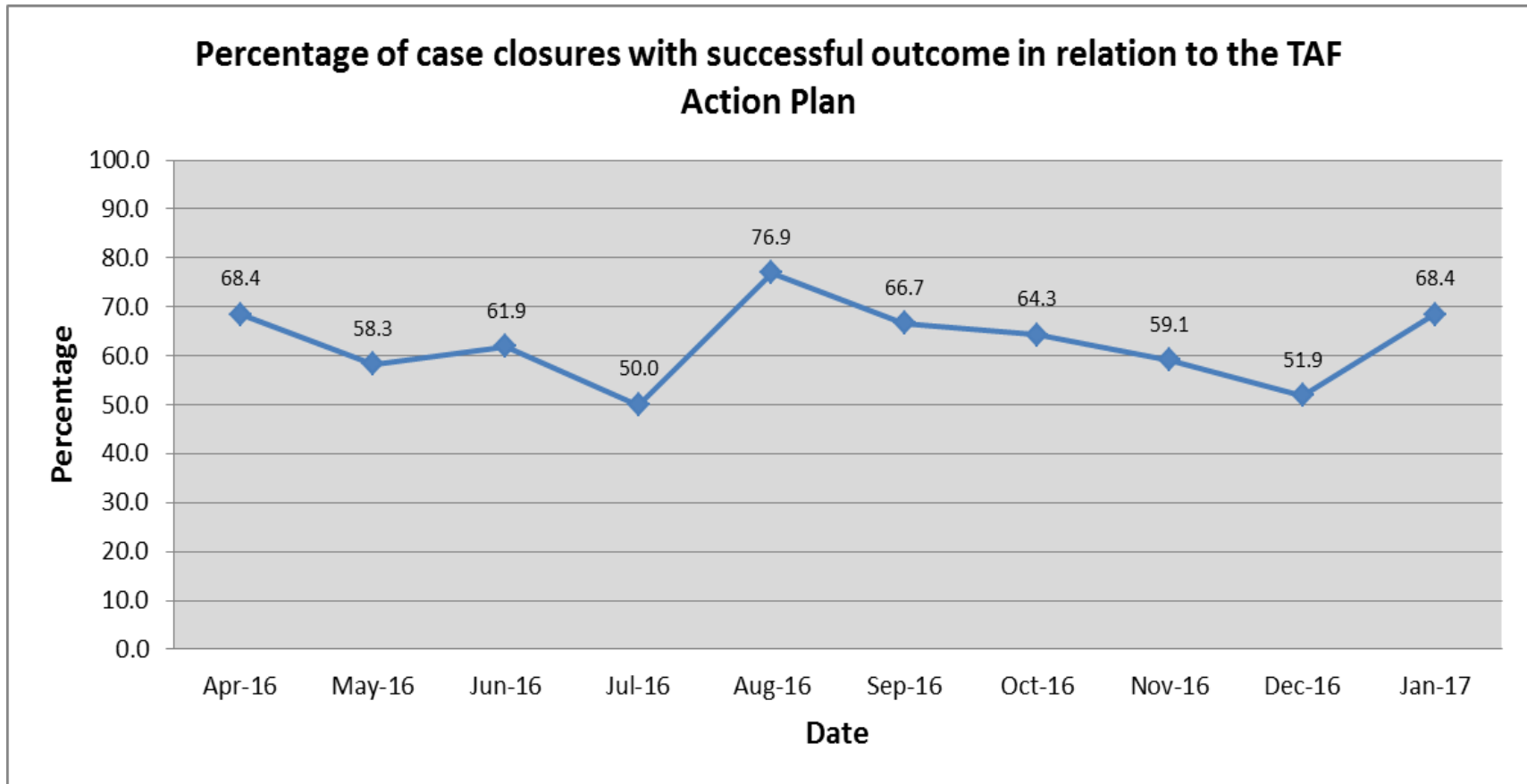


Date	Number Re-admitted
February 2016	1
March 2016	2
April 2016	1
May 2016	0
June 2016	1
July 2016	1
August 2016	0
September 2016	0
October 2016	0
November 2016	1
December 2016	0
January 2017	0

- **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: –**



7a. Social Care - Adults Services

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
57	SCA/018a (local)	The percentage of carers of adult service users who were offered an assessment or review of their needs in their own right during the year.	100%	100%	94.5% Joint 1 st	100%	100%	😊
58	SCA/019 (local))	The percentage of adult protection referrals completed where the risk has been managed.	100%	100%	97% Joint 1 st	100%	100%	😊
59	SCA/002b (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 th	22.32	18.32	↑
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	108.99	109.33	↑
	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 th	69.12%	69.3%	↑
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 th	3.65	4.59	↓
	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.							

7b. New 2016/17 Performance Indicators - Adults Services

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
63	1	Number of adults who received advice or assistance from the information, advice and assistance service during the year.			N/a New		3,116	—
64	2	Number of assessments of need for care and support undertaken during the year;			N/a New		1,115	—
65	2(i)	Of which, the number of assessments that led to a care and support plan.					887	—
66	3	Number of assessments of need for support for carers undertaken during the year;			N/a New		257	—
67	3(i)	Of which, the number of assessments that led to a support plan.					14	—
68	4	Number of carer assessments that were refused by carers during the year.			N/a New		50	—
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	—

7b. New 2016/17 Performance Indicators - Adults Services

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				
71	6	Number of requests for re-assessment of need for care and support and need for support made by an adult during the year a) in the secure estate b) all other adults and carers	N/a New	N/a New	N/a New	N/a New	0	—				
72	6i	Of which, the number of re-assessments undertaken on a) adults in the secure estate b) all other adults and carers					0	—				
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					0	—				
							0	—				
74	7	Number of care and support plans and support plans that were reviewed during the year:					N/a New	N/a New	N/a New	N/a New	1,225	—
75	7i	Of which, the number of plans that were reviewed within agreed timescales									668	—
76	8	Number. of requests for review of care and support plans and support plans for carers before agreed timescales made by an adult during the year	N/a New	N/a New	N/a New	N/a New	Systems currently being developed to capture data	—				
77	8i	Of which, the number of reviews undertaken						—				

7b. New 2016/17 Performance Indicators - Adults Services

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
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					Systems currently being developed to capture data	—
79	10	Number of adults who received care and support who were in employment during the year					14	—
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					3,169	—
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					38	—
82	13	Number of adults who paid a flat rate charge for care and support or support for carers during the year					3,068	—
83	14	Number of adults who were charged for care and support or support for carers during the year					2,667	—

7c. New - 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 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
84	18	The percentage of adult protection enquiries completed within 7 days	N/a New				Awaiting Development of IT report	—
85	19	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 and over	3.21	4.36	4.87	3.65	4.59	↓
	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.							
86	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				Awaiting further guidance from WG	—
87	20b	The percentage of adults who completed a period of reablement and have no package of support 6 months later	N/a New					—
88	21	The average length of time adults (aged 65 and over) are supported in residential care homes	N/a New				786	—
89	22	Average age of adults entering residential care homes	N/a New				84	—
90	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				Systems currently being developed	—

8. Housing – Homelessness and Housing Advice

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
91	HOS/002 (Local)	The percentage of households for which homelessness was successfully prevented	N/A	52.2%	64.5%	18.7%	35.8%	↑
92	HOS/003 (Local)	The percentage of households for which homelessness was successfully relieved	N/A	45.7%	45.1%	26.5%	28%	↑
93	HOS/005 (Local)	The overall percentage of successful outcomes for assisted households	N/A	45.8%	42.6%	24.7%	32.7%	↑
94	HHA/013 (Local)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	N/A	91.0%		92.1%	92.4%	↑
95	HOS/004 (Local)	The percentage of those households for which a final duty was successfully discharged	N/A	54.5%	78.7%	100%	36%	↓
96	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		66	53	↓
The deterioration in cumulative performance for HOS/001 to date is being monitored but is not yet considered a cause for concern because additional successful activity is anticipated in Quarter 4								


9. Housing - 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
97	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	233	220		213	223	V
98	PSR/002 (PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	252	228	241 10 th	221	235	↓
99	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	437	354		355	422	↓
	Comment relevant to PSR/002 & PSR/009: The increase in the time taken to deliver a DFG can be attributed to the fact that more extensions and complex schemes were completed during this period. This has equated to 25% more extensions being completed in this reporting period compared to the same period 2015/16.							
100	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%		1.57%	1.34% (6 of 448 requiring a licence)	V
101	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 rd	Reported Annually		—
102	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%	—
103	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%	—

10. 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
104	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)	↑
	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.							
105	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)	↑
	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.							
106	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)	↑
	A number of significant breaches that have been detected in the first quarter have been resolved by written warnings or formal advice to traders.							
	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% (61 of 68)	↑
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.								

10. 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
107	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	92.8%	92.7%	94.2% 	93.6%	93.84% (1,051 of 1,120)	↑
	Of 1,120 registered food establishments which qualify, 1,051 were "broadly compliant" with food hygiene standards, compared to 1,050 out of 1,122 during the same period in 2015-16.							
108	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 5 high risk premises, 3 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.							
	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)	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.								

11. 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
109	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 (9,034 days/ 588 applications)	↑
110	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 (49,816 days/588 applications)	↑
111	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)	↑
112	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)	v
113	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

11. 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 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
114	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)	v
	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.							
115	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)	↓
	The 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.							
116	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%	Reported Annually		—

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
12. Planning and Regulatory Services – Building Control								
117	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	96.6%	99.02%		98.75%	95.37% (103 out of 108)	v
118	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)	v
13. Economic Development								
119	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	361	271		187	222	↑
	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.							
120	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.							
121	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.							

14. 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
122	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		—
123	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%				—
124	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%				—
125	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%				—
126	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%				—
127	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%				—
128	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%				—
129	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%				—


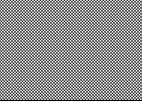

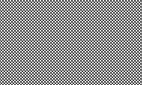
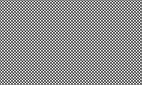

15. Leisure and Libraries

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
130	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 th	4,351 (611,325 visits)	4,305 (606,994 visits)	v
131	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	81%	76%		76% (148 of 195)	75% (127 of 170)	v
132	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)		2,311 (324,658 issued)	2,209 (311,414 issued)	v
133	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 nd	No comparable data	4,513 (634,100 visits)	—
134	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	6	6		Reported Annually		—
135	LCL/002b (SID)	The percentage of available computer hours, in use.	46%	42%		Reported Annually		—

16. 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
136	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 th	58.43%	64.28% (33,114 tonnes)	↑
137	WMT/004b (PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	11.13%	14.04%	18.14% 10 th	13.90%	9.90% (5,089 tonnes)	↑
138	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.29%	0.45%		0.47%	0.48% (247 tonnes)	↑
139	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	38.47%	37.68%		36.70%	43.27% (22,292 tonnes)	↑
		a) Incinerator Bottom Ash recycling rate	N/a new	1.97%		2.20%	4.39% (2,262 tonnes)	↑
		b) Kerbside dry recycling rate	N/a new	16.40%		17.01%	19.84% (10,221 tonnes)	↑
		c) Household Waste Recycling centres dry recycling rate	N/a new	19.31%		17.49%	19.04% (9,809 tonnes)	↑
140	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	32.40%	29.2%		25.70%	33.90% (17,471 tonnes)	↑
141	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%		21.26%	20.53% (10,574 tonnes)	v

17. Environment & Transport – Transport and Highways

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
142	THS/007 (former NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	90.6%	92.1%	85.6% 	92.5%	93.3% (34,903 out of 3,7409)	↑
143	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.56	1.55		1.38	1.93	↓
	The increase in street lighting average repair time has increased to 1.93 days from the third quarter last year due to operational conditions.							
144	THS/012a (SID)	The percentage of: Principal (A) roads in overall poor condition.	5.8%	4.5%		Reported Annually	—	
145	THS/012b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	4.0%	2.6%		Reported Annually	—	
146	THS/012c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	7.0%	5.9%		Reported Annually	—	
147	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% 	Reported Annually	—	

18. 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
148	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	98.8%	93.57%	96.5% 16 th	Reported Annually		—
149	STS/005a (SID)	The cleanliness Indicator	70.6	70.5		Reported Annually		—
150	STS/006 (former NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	72.06%	67.67	95.26% 21 st	Reported Annually		—

Note: Indicator STS005b (indicator 145 above) whilst achieving 16th position across Wales, NPT are placed in the lower quartile as not all Local Authorities provided data

Section 3: Compliments and Complaints

2016/2017– Quarter 3 (1st April 2016 – 31st December 2016) – Cumulative data

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

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

No	PI Description	Full year 2015/16	Quarter 3 2015/16	Quarter 3 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	29	24	23	↑
	a - Complaints - Stage 1 upheld	9	8	5	
	b -Complaints - Stage 1 <u>not</u> upheld	16	12	17	
	c -Complaints - Stage 1 partially upheld	4	4	1	
2	<u>Total Complaints - Stage 2</u>	3	3	5	↓
	a - Complaints - Stage 2 upheld	0	0	1	
	b - Complaints - Stage 2 <u>not</u> upheld	2	2	4	
	c- Complaints - Stage 2 partially upheld	1	1	0	

No	PI Description	Full year 2015/16	Quarter 3 2015/16	Quarter 3 2016/17	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	0	
4	Number of Compliments	226	189	135	↓
5	<p>Summary</p> <p>Stage 1 – Complaints have decreased slightly compared to same quarter in 2015/16. Cumulative data for 2016/17 has seen twenty three complaints received, five of which have been upheld. Three of these were in connection with Council Tax where errors were made on accounts, these errors were rectified and apologies were given. One upheld complaint was in connection with Housing Benefits where an error had been made by a member of staff. Where errors were made in both Sections employees were reminded to verify information in future. One complaint in connection with Contact Centre was upheld, which relates to a member of the public being provided with the incorrect opening and closing times, an apology was given and a reminder was sent to all Contact Centre and Customer Services staff of the correct opening and closing times. One partially upheld complaint was in connection with Council Tax where errors had been made on an account of a resident, an apology was given and the error rectified. Seventeen complaints have not been upheld.</p> <p>Stage 2 – Complaints have increased by two compared to the same quarter in 2015/16. Cumulative data for 2016/17 has seen five complaints received, one has been upheld whereby an error had occurred on a residents account, an apology was given at the Stage 1 process and re-issued again at Stage 2. Staff have been reminded of the importance of verifying information received.</p> <p>Compliments - 2016/17 has seen a drop in compliments for the quarter 3 (cumulative nine month period) from 189 last year to 135 this year. This is due primarily to less compliments being received in respect of the Corporate Website. In 2015/16 a complete re-write of the corporate website took place, whereby users of the system were presented with a completely different look and feel to their customer online experience, hence a high level of compliments. The re-write of the web has continued into 2016/17, but is now more established and customers are comfortable with the new look and feel.</p>				

A total of 61 compliments were received in the three month period October to December 2016 and these are:

7 - Call Centre staff providing excellent service, helpful and understanding;

4 - Customer Services Staff providing an excellent service;

2 - Housing Benefits where a staff member was complimented on the way she dealt with enquiries;

1 - Childcare Legal Services where praise was given by a Judge to two members of staff on the preparation of work on a case;

25 - in respect of new Corporate Website;

2 - in respect of Mayoral services relating to administrating civic events;

9 - from Community Safety in relation to helpful staff and professional services provided;

3 - for Council Tax in respect of helpfulness and prompt responses and

8 - received by Corporate Strategy which in the main were from partners and other local Authorities for help and support by the team.

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

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>	544	544	18	↑
	a - Complaints - Stage 1 upheld	481	481	0	
	b -Complaints - Stage 1 <u>not</u> upheld	63	63	18	
	c -Complaints - Stage 1 partially upheld	0	0	0	
2	<u>Total Complaints - Stage 2</u>	1	1	1	↔
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	1	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 3 2015/16	Quarter 3 2016/17	Direction of Improvement
	<u>Total - Ombudsman investigations</u>	1	0	1	↓
3	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	1	0	1	
4	Number of compliments	3	0	0	↔
5	<p>Summary:-</p> <p>Stage 1:- 2016/17 has seen a dramatic DECREASE in the number of complaints received when compared to 2015/16 third quarter cumulative period, from 544 to 18. 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 <u>not</u> upheld but processes are in place to prevent future reoccurrences where ever possible.</p> <p>Stage 2 :- 2016/17 has seen the number of complaints maintained when compared to 2015/16 third quarter. This complaint concerned the library services public consultation process but was <u>not</u> upheld.</p> <p>Ombudsman:- One complaint was escalated to the Ombudsman but was <u>not</u> upheld.</p> <p>Compliments:- The number of compliments has remained at zero.</p>				

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

No	PI Description	Full year 2015/16	Quarter 3 2015/16	Quarter 3 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	8	8	2	↑
	a - Complaints - Stage 1 upheld	0	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	8	8	2	
	c -Complaints - Stage 1 partially upheld	4	0	0	
2	<u>Total Complaints - Stage 2</u>	4	3	1	↑
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	3	3	1	
	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 3 2015/16	Quarter 3 2016/17	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	3	0	1	↓
	a - Complaints - Ombudsman investigations upheld	1	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	2	0	1	
4	Number of compliments	2	0	7	↑
5	<p>Summary:-</p> <p>Stage 1:- 2016/17 has seen a DECREASE in the number of complaints received when compared to 2015/16 third 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 <u>not</u> upheld.</p> <p>Stage 2 :- 2016/17 has seen a DECREASE in the number of complaints received when compared to 2015/16 third quarter, from 2 to 1. The complaint concerned staff at Rehab Jobfit but was <u>not</u> upheld.</p> <p>Ombudsman:- One complaint was escalated to the Ombudsman but was <u>not</u> upheld.</p> <p>Compliments:- The number of compliments has increased to 7 from zero when compared to 2015/16 third 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 3 2015/16	Quarter 3 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	27	17	15	↑
	a - Complaints - Stage 1 upheld	5	3	5	
	b - Complaints - Stage 1 <u>not</u> upheld	13	10	3	
	c - Complaints - Stage 1 partially upheld	3	2	2	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	6	2	5	
2	<u>Total Complaints - Stage 2</u>	1	0	1	↓
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	0	0	1	
	c - Complaints - Stage 2 partially upheld	1	0	0	

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

(Children, Young People and Education Cabinet Board)

<i>No</i>	<i>PI Description</i>	Full year 2015/16	Quarter 3 2015/16	Quarter 3 2016/17	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	0	
4	Number of Compliments	25	18	19	↑
5	<p>Summary Stage 1 – there has been a slight reduction in the number of complaints received during the first 3 quarters of 2016/17 (when compared to 2015/16) at 15; the Complaints Team will monitor forthcoming quarters to ascertain any trends.</p> <p>Stage 2 – 1 stage 2 complaint received during the first 3 quarters; there continues to be a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels.</p> <p>Compliments – the number of compliments has 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 3 2015/16	Quarter 3 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	30	24	26	↓
	a - Complaints - Stage 1 upheld	7	6	8	
	b - Complaints - Stage 1 <u>not</u> upheld	13	11	10	
	c - Complaints - Stage 1 partially upheld	4	1	2	
	d - Complaints - Stage 1 other (including withdrawn, passed to other agency, on-going)	6	6	6	
2	<u>Total Complaints - Stage 2</u>	4	4	0	↑
	a - Complaints - Stage 2 upheld	0	1	0	
	b - Complaints - Stage 2 <u>not</u> upheld	2	1	0	
	c- Complaints - Stage 2 partially upheld/other	2	0	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 3 2015/16	Quarter 3 2016/17	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	0	
4	Number of Compliments	18	10	23	↑
5	<p>Summary Stage 1 – There has been an increase in the number of complaints received during the first 3 quarters of 201/17 (when compared to 2015/16) from 24 to 26; The Complaints Team will monitor forthcoming quarters to ascertain any trends.</p> <p>Stage 2 – There were no Stage 2 complaints in the first 3 quarters. There continues to be a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels.</p> <p>Compliments – The number of compliments has significantly increased; this can be attributed to services acknowledging the need to report such incidences. The Complaints Team will monitor forthcoming quarters to ascertain any trends.</p>				

ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)

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	
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	

ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)

No	PI Description	Full year 2015/16	Quarter 3 2015/16	Quarter 3 2016/17	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	1	↓
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	1	
4	Number of Compliments	5	3	4	↑
5	<p>Summary</p> <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>				

ENVIRONMENT DIRECTORATE
(Environment & Highways Cabinet Board)

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	
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	

ENVIRONMENT DIRECTORATE (Environment & Highways Cabinet Board)

No	PI Description	Full year 2015/16	Quarter 3 2015/16	Quarter 3 2016/17	Direction of Improvement
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	↑
5	<p>Summary</p> <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>				