

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Regeneration and Sustainable Development Cabinet Board

23 June 2017

JOINT REPORT OF THE HEAD OF PLANNING AND PUBLIC PROTECTION – N. PEARCE THE HEAD OF PROPERTY AND REGENERATION – S. BRENNAN THE HEAD OF COMMISSIONING AND SUPPORT SERVICES - ANGELA THOMAS

Matter for Monitoring

Wards Affected: ALL

REGENERATION AND SUSTAINABLE DEVELOPMENT PERFORMANCE INDICATORS FOR QUARTER 4 OF 2016/17

- 1 Quarterly Performance Management Data 2016-2017 – Quarter 4 Performance (1st April 2016 – 31st March 2017)

Purpose of the Report

- 2 To report quarter 4 performance management data for the period 1st April 2016 to 31st March 2017 for Environment. This will enable the Regeneration and Sustainable Development Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

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

Background

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

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

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

Financial Impact

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

Equality Impact Assessment

6 None required.

Workforce Impacts

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

Legal Impacts

8 This progress report is prepared under:

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

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

Risk Management

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

Consultation

- 10 No requirement to consult

Recommendations

- 11 Members monitor performance contained within this report.

Reasons for Proposed Decision

- 12 Matter for monitoring. No decision required.

Implementation of Decision

- 13 Matter for monitoring.

Appendices

- 14 Appendix 1 - Quarterly Performance Management Data 2016-2017– Quarter 4 Performance (1st April 2016 to 31st March 2017) – APPENDIX 1

List of Background Papers

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

Officer Contact

- 16 Joy Smith, Road Safety and Business Performance Manager
Tel. 01639 686581
Email: j.smith@npt.gov.uk



**Quarterly Performance Management Data 2016-2017– Quarter 4
Performance (1st April 2016 – 31st March 2017)**

Report Contents:

Section 1: Key Points

Section 2: Quarterly Performance Management Data and Performance Key

Section 3: Compliments & Complaints Data

Section 1: Key Points

Economic Development

In 2016/17 the Economic Development Team received a higher volume of requests for support from local businesses than the previous year. These requests in general were of a positive nature with many considering investing in expansion and growth which has helped attract new private sector investment while supporting the creation of new employment and the safeguarding of existing jobs within the County Borough. Consequently, despite L(ED) 1 outputs being lower than what was achieved last year, the Team has actually processed more funding applications than the previous year, which should be viewed as positive.

The team also played a major role in securing 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 and the significant increase in the outputs reported for the L(ED)2.

In addition, the team continues to work in partnership with key business support organisations to provide support to the many local businesses looking for advice on issues such as property, rates relief, local contract opportunities, tendering, events, etc. and this has had a positive impact on performance as outputs for L(ED)3 significantly exceed those achieved last year.

Planning

A strong fourth quarter performance and consistent implementation of new internal processes relating to “invalidity” has continued 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).

Overall performance remains consistent with 2015/16, with a renewed commitment to “front-loading” discussions on applications, and the ongoing review of processes – having regard to the new legislative changes – seeking to further improve efficiencies, reduce bureaucracy and reduce delays. In addition, a new Senior Planner appointment is being progressed as recognised in the FFP to provide additional resilience to enable increased focus on delivery of large scale, controversial or complex developments within statutory or agreed timescales.

These actions should, in turn, improve our overall performance going forward having regard to the 8 week statutory deadlines.

Building Control

It is regrettable to report a slight drop in performance in relation to BCT007 in comparison with the figures reported last year.

The drop in performance is attributed to the sudden and unexpected departure of two experienced members of staff. With the recruitment process for a replacement now complete and training of the new members of staff ongoing, the section is able to report that the performance has improved over the course of this year.

Furthermore despite the staffing issues referred to, the performance in relation to BCT/004 (SID) when compared to both last year and to the third quarter of this year is one of improvement.

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

Housing – Private Sector Renewal

External factors such as the local housing market has a significant impact on the number of properties brought back in to use. The department is making progress and proactively dealing with long term empty properties based on a risk rating tool that we have developed. An enforced sales policy has also been approved and is being used to bring back into use a number of long term difficult empty properties throughout the County Borough.

The properties requiring a HMO licence have remained the same, however the percentage has slightly increased due to the number of known Houses in Multiple Occupation reducing from 448 to 442.

We have seen a slight improvement in PSR/009b, and PSR/002 is within 5% of quarter 4 2015/16. The decrease in performance for PSR/009a can be attributed to the total end to end time of the grants in question as a result of the increased demand for extensions.

Public Protection

94.92% of food establishments were “broadly” compliant with food hygiene standards, marginally up on last year’s performance within the same period of 92.7%. The percentage of high risk businesses inspected for food hygiene has again achieved 100%, which is a reflection of the priority given to this service. The percentage of high risk businesses inspected by Trading Standards has decreased from 100% to 95.6% as the department is detecting more complex and significant infringements in this area and has experienced some staffing issues.

The percentage of significant breaches that were rectified by intervention during the year has increased for Trading Standards (79.2% in comparison to 73.5%), but dropped for Animal Health (81.8% in comparison to 100%). Rectification was achieved through the issuing of written warnings, cautions or the provision of formal advice to traders. Investigations are ongoing in relation to outstanding breaches.

The percentage of identified new businesses which were subject to a food hygiene risk assessment visit is also higher than last year (97% compared to 92%). This improvement is as a consequence of the quality of the advisory service provided to new businesses to assist them with future compliance.

Asset Management

There has been a significant reduction in the number of buildings that NPT manage due to:

- Several schools being renewed and existing school buildings demolished or sold.
- A large number of community centres, bowling greens and pavilions, changing rooms, etc. leased out to community groups.
- Further reduction in day centres and social service buildings.

This has resulted in a reduction of backlog maintenance of circa £20M (From £132.6M to £111.8M). Further reductions are expected when vacant / surplus buildings are disposed of.

Survey figures are usually adjusted using BCIS (Building Cost Information Service) maintenance indices, supplied by City and County of Swansea (as agreed with Data Unit Wales), unfortunately, the maintenance indices were not available this year (C&C of Swansea no longer subscribe to this service). Several other BCIS indices were consulted and on average, it was determined that costs have risen by circa 3% over the last year, therefore, in the absence of the maintenance index for March 2017, a 3% increase was applied to 2016/17 costs. It is expected that Data Unit Wales will have made alternative arrangements for next year's KPI submission.

Section 2: Quarterly Performance Management Data and Performance Key

2016-2017 – Quarter 4 Performance (1st April 2016 to 31st March 2017)

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

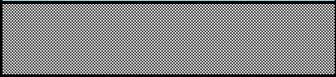
(Former NSI) National Strategic Indicators (Former NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators)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

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

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

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

(L) Local Performance Indicator set by the Council.

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

1. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2015/16	NPT Quarter 4 2015/16 (full year)	NPT Quarter 4 2016/17	Direction of Improvement
1	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	30.6 days		31.5 days	14.2 days (11509 days over 809 applications)	↑
2	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	82.7 days		96.1 days	85.8 days (69442 days over 809 applications)	↑
3	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	87.4%		95.1%	95.3% (284 of 298 applications)	↑
4	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved	96.4%		96.3%	97.3% (787 of 809 applications)	↑
5	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%	36% 	30%	31%	↑
6	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	30.4%		16%	14.8% (4 of 27 applications)	∨
7	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	79%		79%	77.5% (224 of 289 applications)	∨

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

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2015/16	NPT Quarter 4 2015/16 (full year)	NPT Quarter 4 2015/16	Direction of Improvement
8	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	63.5%		66.1%	63.1% (123 of 195 applications)	V

2. Planning and Regulatory Services – Building Control

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2015/16	NPT Quarter 4 2015/16 (full year)	NPT Quarter 4 2016/17	Direction of Improvement
9	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	100%		95.12%	95.95% 142 of 148	↑
10	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	96.6%		99.02%	96.62% 143 of 148	V

3. Planning and Regulatory Services – Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2015/16	NPT Quarter 4 2015/16 (full year)	NPT Quarter 4 2016/17	Direction of Improvement
11	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%	11.08% 3rd	40.20%	42.35%	↑

Of 1478 empty dwellings identified via Council Tax records on 1st April 2016, 626 dwellings were reoccupied as of 31st March 2017

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

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2015/16	NPT Quarter 4 2015/16 (full year)	NPT Quarter 4 2016/17	Direction of Improvement
12	PSR/007a	Of the 442 houses in multiple occupation known to the Local Authority, the percentage that: Have a full licence	1.63%		1.35%	1.36%	↑
13	PSR/007b	Of the 442 houses in multiple occupation known to the Local Authority, the percentage that: Have been issued with a licence with conditions attached	0%		0%	0%	—
14	PSR/007c	Of the 442 houses in multiple occupation known to the Local Authority, the percentage that: Are subject to enforcement activity	0%		0%	0%	—

4. Housing - Private Sector Renewal

No.	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2015/16	NPT Quarter 4 2015/16 (full year)	NPT Quarter 4 2016/17	Direction of Improvement
15	PSR/002 (Former NSI/PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	252	241 	228	232 (310 of 71,951)	V

4. Housing - Private Sector Renewal (Cont.)

No.	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2015/16	NPT Quarter 4 2015/16 (full year)	NPT Quarter 4 2016/17	Direction of Improvement
16	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people.	437		354	451 (18 of 8,122)	↓
The average number of days taken to deliver adaptations to children has increased during this period. This is a reflection of the complex needs of children requiring larger, more complicated adaptations.							
17	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults.	233		220	219 (292 of 63,829)	↑

5. Planning and Regulatory Services – Public Protection

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2015/16	NPT Quarter 4 2015/16 (full year)	NPT Quarter 4 2016/17	Direction of Improvement
18	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	98%		100%	100%	😊
Food hygiene inspections of High Risk food premises remain a key priority for the service. Of the 326 high risk premises scheduled for inspection, 326 premises have been inspected.							
19	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health	100%		100%	100%	😊
All of the 5 high risk premises have been visited. One of the high risk premises is the sheep market which is visited weekly. The number of high risks has increased for the year 2017-18 to 7							

5. Planning and Regulatory Services – Public Protection (Cont.)

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2015/16	NPT Quarter 4 2015/16 (full year)	NPT Quarter 4 2016/17	Direction of Improvement
20	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards	86.8%		73.5%	79.2%	↑
<p>Of 53 significant breaches detected, 42 were rectified. Many breaches 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 and others which are awaiting court hearings.</p>							
21	PPN/009 (Former NSI/PAM)	The percentage of food establishments which are “broadly” compliant with food hygiene standards	92.8%	94.2% 	92.7%	94.92%	↑
<p>Of 1123 registered food establishments which qualify, 1066 were “broadly compliant” with food hygiene standards, compared to 1033 out of 1114 during the same period in 2015-16.</p> <p>In-year variations occur, based on the standards achieved by food business operators throughout the Borough. Where premises are found to be not broadly compliant, appropriate enforcement action is taken.</p>							
22	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%	97%	↑
<p>Of the 99 new food businesses identified during the year, 96 received a risk assessment visit within this period. This is a 5% 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.</p>							

5. Planning and Regulatory Services – Public Protection (Cont.)

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2015/16	NPT Quarter 4 2015/16 (full year)	NPT Quarter 4 2016/17	Direction of Improvement
23	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards	100%		100%	95.6%	V
	Of the 23 businesses designated high risk, 22 have been inspected. This was as a consequence of a combination of vacancies and absences affecting three posts within the section. Staffing is expected to return to normal during the year and extra resources are being deployed to ensure targets are met going forward.						
24	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health	71.4%		100%	81.8%	↓
	Of 11 significant breaches detected, 9 have been rectified. A number of significant breaches that have been detected have been resolved by written warnings or formal advice to traders. There are two further ones which are subject to ongoing investigations. The premises concerned have been risked high for the forthcoming year.						
25	PPN/008iii (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Animal Health			See note	See note	—

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

6. Economic Development

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2015/16	NPT Quarter 4 2015/16 (full year)	NPT Quarter 4 2016/17	Direction of Improvement
26	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	361		271	341	↑
<p>The Team continues to work in collaboration with key partners such as the Department of Works and Pensions, Neath College, Prince's Trust and Business Wales to ensure that people in the community who are considering starting their own business are provided with relevant support and advice. In addition, the team successfully run an Enterprise Club from Sandfields Business Centre that provides guidance on self-employment. These sessions have been so popular that outputs for this indicator have increased this year in comparison to what was achieved in 2015-16.</p>							
27	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	628	↑
<p>The Team continues to service a high volume of enquiries from businesses looking for support on issues such as property, rates relief, local contract opportunities, tendering, events, etc. Throughout 2016/17 the Team has also concentrated on delivering high quality events and business support activities which have had a positive impact on performance as outputs exceed those achieved in 2015/16</p>							
28	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	187		184	131	↓
<p>Even though job outputs are lower than what was achieved last year, the Team has actually managed more funding applications than the previous year. This has enabled funding to be provided to more local businesses to support key investment areas such as capital equipment, website development, accreditations, training and general marketing activities. These investments have not only supported local job creation but have enabled 255 existing jobs to be safeguarded which is a substantial increase in what was achieved in the previous year (185)</p>							

7. Corporate Health – Asset Management

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2015/16	NPT Quarter 4 2015/16 (full year)	NPT Quarter 4 2016/17	Direction of Improvement
29	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%	15.02%	↑
30	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%	32.26%	↑
31	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%	9.39%	↑
32	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%	2.8%	↑
33	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%	19.44%	↑
34	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%	43.33%	↑
35	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%	50.03%	↑
36	CAM/001biii (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%	30.53%	↑

Section 3: Compliments and Complaints

2016/2017 – Quarter 4 (1st April 2016 – 31st March 2017) – Cumulative Data for Regeneration and Sustainable Development Board

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

No	PI Description	Full Year 2015/16	Quarter 4 2016/17 (full year)	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	3	6	↓
	a - Complaints - Stage 1 upheld	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	5	
	c -Complaints - Stage 1 partially upheld	0	1	

No	PI Description	Full Year 2015/16	Quarter 4 2016/17	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	15	7	↑
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	15	7	
	c- Complaints - Stage 2 partially upheld	0	0	
3	<u>Total - Ombudsman investigations</u>	0	1	↓
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	1	
4	Number of Compliments	5	10	↑
<p>Complaints: There has been an 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 an 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>				