

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

## **Street Scene and Engineering Cabinet Board**

14 July 2017

### **Joint Report of**

**Head of Engineering & Transport – D. W. Griffiths**

**Head of Streetcare – M. Roberts**

### **Matter for Monitoring**

**Wards Affected: ALL**

### **Street Scene and Engineering Performance Indicators for Quarter 4 of 2016/17**

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

### **Purpose of the Report**

- 2 To report quarter 4 performance management data for the period 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017 for Environment. This will enable the Street Scene and Engineering Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

### **Executive Summary**

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

## **Background**

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

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

## **Financial Impact**

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

## **Equality Impact Assessment**

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

## **Workforce Impacts**

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

## **Legal Impacts**

- 8 This progress report is prepared under:
1. The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".
  2. The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

## **Risk Management**

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

## **Consultation**

- 10 No requirement to consult.

## **Recommendations**

- 11 Members monitor performance contained within this report.

## **Reasons for Proposed Decision**

- 12 Matter for monitoring. No decision required.

## **Implementation of Decision**

- 13 Matter for monitoring. No decision required.

## **Appendices**

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

## List of Background Papers

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

## Officer Contact

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**Quarterly Performance Management Data 2016-2017 – Quarter 4  
Performance (1st April 2016 to 31<sup>st</sup> 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**

**Waste Management**

Good progress is being made in achieving the current 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. Overall the recycling performance for 2016/17 is 63.74%, there is, however, a slight reduction in compostable waste which is due to two main reasons:

- A decrease in the tonnage of green waste collected on the previous year
- Natural Resources Wales (NRW) has re-classified street cleansing waste collected for composting as “rubble” and therefore it is included in the “dry” recycling figure.

## **Transport and Highways**

The average repair time for street lighting has increased to 1.81 days from the fourth quarter last year due to operational conditions associated with the ongoing renewal project.

The percentage of adults over 60 who hold a bus pass has increased slightly due to an increase in the number of concessionary bus pass holders.

## **Street Scene & Countryside Management**

Whilst the Council's performance as measured by the indicator for "fly tips cleared within 5 days" is lower than the Welsh average, the Council's focus on pursuing prosecutions against fly tippers appears to be having a positive effect on the number of incidents in the County Borough. It is due to the proactive work of the waste enforcement section, and in particular the 15 day statutory notice period where the Refuse Disposal (Amenity) Act 1978 is employed as part of addressing fly tipping, that many fly tips are not cleared within the measured 5 day period. This Council has always taken the view that it is better in the longer term to try and tackle fly tipping at source rather than simply remove fly tips quickly whatever the circumstances. In 2016/17, the level of prosecutions for fly tipping undertaken by the Council was up 120% whilst the number of fly tipping incidents was down 22% compared to the previous year.

## Section 2: Quarterly Performance Management Data and Performance Key

### 2016-2017 – Quarter 4 Performance (1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017)

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








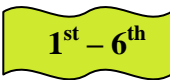
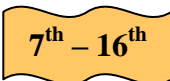

**(Former NSI) National Strategic Indicators (Former NSIs)** - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance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


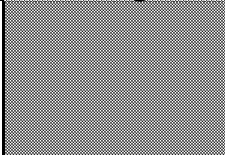
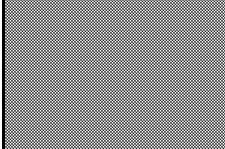
	<b>Performance Key</b>
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance is within 5% of previous year's performance
	Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison 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 <sup>th</sup> – 16 <sup>th</sup> ) in comparison with All Wales national published measures (NSI & PAM's).
	2015/16 NPT performance in lower quartile (17 <sup>th</sup> – 22 <sup>nd</sup> ) in comparison with All Wales national published measures (NSI & PAM's).





## 1. Environment & Transport – Waste 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
1	<b>WMT/012 (SID)</b>	The percentage of local authority collected municipal waste used to recover heat and power.	32.40%		<b>29.20%</b>	33.40% 23,165 of 69,355	↑
2	<b>WMT/009b (Former NSI/PAM)</b>	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%	60.19% 	<b>58.32%</b>	63.74% 44,206 of 69,355  *	↑
3	<b>WMT/010ii (SID)</b>	The percentage of local authority municipal waste: Recycled.	38.47%		<b>37.68%</b>	46.41% 32,187 of 69,355	↑
		a) Incinerator Bottom Ash recycling rate	n/a		<b>1.97%</b>	4.41% 3,058 of 69,355	↑
		b) Kerbside dry recycling rate	n/a		<b>16.40%</b>	18.31% 12,700 of 69,355	↑
		c) Household Waste Recycling Centres dry recycling rate	n/a		<b>19.31%</b>	23.69% 16,430 of 69,355	↑
<b>*Subject to validation</b>							

## 1. Environment & Transport – Waste Management (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
4	WMT/004b (Former NSI/PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	11.13%	18.14% 	14.04%	8.2% 5,682 of 69,355	↑
5	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.29%		0.45%	0.44% 308 of 69,355	↔
6	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%	16.89% 11,711 of 69,355	∇

## 2. Environment & Transport – Transport and Highways

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
7	THS/007 (Former NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	90.6%	85.6% 	92.1%	93.75% (35,070 of 37,409)	∇
8	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.56		1.55	1.81	↓

## 2. Environment & Transport – Transport and Highways (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
9	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	5.8%		4.5%	4.1%	↑
10	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	4.0%		2.6%	2.4%	↑
11	THS/012 (PAM)	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	5.6%	11.2%. 2nd	4.3%	3.9%	↑
12	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	7.0%		5.9%	5.4%	↑

### 3. Environment & Transport - Street Scene

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
13	<b>STS/005a</b> (SID)	The cleanliness Indicator	70.6		70.5	68.85	<b>V</b>
14	<b>STS/005b</b> (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	98.8%	96.5% <b>16<sup>th</sup></b>	93.57%	94.14%	↑
15	<b>STS/006</b> (Former NSI)	The percentage of reported fly tipping incidents cleared within 5 working days	72.06%	95.26% <b>21<sup>st</sup></b>	67.67%	69.68%	↑

Please see explanatory note under the heading “Street Scene & Countryside Management” in Section 1 “Key Points”

### Section 3: Compliments and Complaints

#### 2016/2017 – Quarter 4 (1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017) – Cumulative data for Street Scene and Engineering Board

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

No	PI Description	Full year 2015-16	Quarter 4 2016/17 (full year)	Direction of Improvement
1	<b><u>Total Complaints - Stage 1</u></b>	31	19	↑
	a - Complaints - Stage 1 upheld	15	5	
	b -Complaints - Stage 1 <u>not</u> upheld	16	14	
	c -Complaints - Stage 1 partially upheld	0	0	

No	PI Description	Full year 2015-16	Quarter 4 2016/17 (full year)	Direction of Improvement
2	<b><u>Total Complaints - Stage 2</u></b>	5	5	↔
	a - Complaints - Stage 2 upheld	2	1	
	b - Complaints - Stage 2 <u>not</u> upheld	3	4	
	c- Complaints - Stage 2 partially upheld	0	0	
3	<b><u>Total - Ombudsman investigations</u></b>	0	4	↓
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	4	
4	<b>Number of Compliments</b>	23	58	↑
<p><b>Complaints:</b> There has been a reduction in the number of Stage 1 complaints this quarter compared to the same quarter last year. However, there has been no change 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><b>Compliments:</b> The awareness of compliments received and recording them has resulted in a substantial increase compared to the same quarter last year.</p> <p><b>Welsh Language</b> – There were no Welsh Language complaints reported during this quarter</p>				