

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

20th September 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 2017/2018 – Quarter 1 Performance (1st April 2017 – 30th June 2017)

Purpose of the Report

2. To report quarter 1 performance management data for the period 1st April 2017 to 30th June 2017 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 Cabinet Boards (Education, Skills and Culture, Social Care Health and Wellbeing, Street Scene and Engineering and Regeneration and Sustainable Development). This will enable the Policy & Resources Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

Section 1 of the appendix includes a summary of performance that falls within the remit of the Council's current six improvement priorities. The Council has continued to prioritise these areas of work. These priorities will be superseded by the Council's new Well-being Objectives with effect from 1st October 2017. Also included in this

section is a summary of performance across a number of other services.

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 23 relate to 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 already been reported to the relevant Cabinet Boards.

Background

3. 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

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

Equality Impact Assessment

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

Workforce Impacts

6. The Council has seen a downsizing of its workforce by 197 in 2015/16 and by a further 198 in 2016/17 as it sought to deliver significant year on year savings.

Legal Impacts

7. 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 2017 /2018– Quarter 1 Performance (1st April 2017– 30th June 2017) – APPENDIX 1

List of Background Papers

15. [The Neath Port Talbot Corporate Improvement Plan Addendum-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 2017/2018 – Quarter 1 Performance (1st April 2017– 30th June 2017)

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 & Young People Services (CYPS) 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 CYPS Key Performance Indicators, which were previously agreed by Members at the Children, Young People and Education Committee on 28th July 2016.

Improvement Objective 2 –Better Schools Brighter Prospects

Education

- Secondary School attendance for the academic year 2016/17 has fallen slightly from 93.7% to 93.6% (provisional data) when compared to the academic year 2015/16.
- The percentage of pupils who achieved the key stage 2 Core Subject Indicator has risen from 84.9% to 85.9% when compared to the academic year 2015/16.

- The percentage of pupils receiving a teacher assessment in Welsh (first language) at the end of key stage 2 has remained at 15.6% but has fallen by 1.5% to 11.2% at key stage 3.
- The percentage of pupils who achieved the key stage 3 Core Subject Indicator has risen from 77.7% to 79.6% when compared to the academic year 2015/16.
- The number of young people in contact with the youth service has increased from 9.91% to 12.25%. This equates to 324 more young people attending the youth service.
- The number of full day childcare places provided has fallen from 2,581 to 2,303. The fall can be attributed to a number of establishments being deregistered / closed during the previous year.
- The percentage of final statements of special education needs issued within 26 weeks excluding exceptions has risen to maximum performance 100% and the number including exceptions has risen from 23.64% to 37.31%.
- There has been a rise in both the number of statements of special educational needs and new statements issued within the period.

Improvement Objective 3 - Improving Outcomes Improving Lives

Adults Services

There has been improvement in performance in areas such as assessments and care plans, delayed transfers of care and the amount of citizens requiring services. This can be attributed to an increase in preventative services offered, particularly our Reablement service and our Rapid Response Homecare team. In the areas of performance where improvements are needed, action plans and various working groups are in place to address these issues.

Improvement Objective 4 –Prosperity for All

Economic Development

- During the first quarter of the year the Economic Development Team has dealt with a high volume of enquiries from existing businesses looking for support to enable them to expand and grow. Many of these investments, once completed, will attract new private sector investment and support the creation and safeguarding of jobs which will have a positive effect on the local economy.
- The Economic Development Team also continues to work closely with Port Talbot Waterfront Enterprise Zone Board to provide support to the many local businesses within the Tata supply chain that have to

deal with staff losses or look for new markets. There is also an emphasis on attracting new investment and jobs to the area. Collectively, this approach is bringing many benefits to businesses while helping to further promote economic growth and job creation in the area.

- Through the South West Workways+ project, the Economic Development Team is delivering training and paid work experience opportunities to long-term unemployed across the region to help them get their lives and those of their families back on track.
- In addition, referrals from partners such as the Department of Works and Pensions and Welsh Government, is ensuring that individuals considering self-employment are being referred to the Council's Enterprise Club for valuable advice and guidance.

Homelessness

The previously reported 2016/17 year end data was generally found to be under-reported by the service's database and has now been corrected within the data tables within this report. In this context, the data for this quarter again appears generally low so our IT colleagues have been asked to look at this issue, as result data will not be reported until quarter 2.

Improvement Objective 5 – Reduce Reuse Recycle

Waste Management

The Council is progressing with the implementation of its waste strategy and achieved the 2015/16 statutory recycling and composting target of 58%. It is also well on the way to achieving the next target of 64% by 2019/20.

Improvement Objective 6 – Digital by Choice

Digital by Choice

- As at 30th June 2017, 100% of our website pages are available in Welsh.
- Number of visits to our one stop shops has reduced compared to quarter 1 2016/17. Please also refer to Customer Services performance summary below.
- 15 new online services have been developed in the last 4 years with a further 8 due to be implemented during 2017/18.

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

Customer Services

- 5 of 6 of the Customer Services indicators (numbers 1 to 6) have shown improvement in comparison to the quarter 1 period the previous year.
- Average time taken to answer telephone calls and percentage of abandoned telephone calls are now reported separately in Welsh and English.
- Customer waiting times (face to face contact at Neath and Port Talbot One Stop Shops) continue to improve and the average waiting time for the 3 month period (April 2017 to June 2017) is now 5.15 minutes with fewer customer walk offs. The number of customers being seen face to face compared with the same period last year continues to reduce with a number of factors influencing this. More customers are using online transactions for council services with this ability being routinely highlighted during our face to face and telephone contacts with customers. For example Council Tax enquiries managed by Customer Services staff between April and June 2017 were 940 compared to 1,617 for the same period last year. Face to face requests for recycling equipment/ bags for the period April 2017 to June 2017 were 1,219 compared to 2,196 for the same period last year. That reduction can be partly attributed to the final rollout of the Recycle + scheme in February/March 2017 which has reduced the reliance on the provision of clear bags. A concerted effort is made by Customer Services staff assist or signpost customers to the Council website for routine recurring transaction. This effort helps to reduce the reliance on dealing with persons face to face in keeping with the council's Digital by Choice Strategy.
- In relation to average telephone call waiting times, the change in recycling collection practices as mentioned above increased telephone enquiries and required explanations which were also of an extended nature compared to the usual call handling time durations. However, the Contact Centre's ability to handle these increased calls was aided by a reduction in overall call volume totals for other council related enquiries therefore contributing to overall improvements

Sickness Management

Managing sickness absence continues to be a key priority for Heads of Service and their Accountable Managers. Additional HR resources supporting the Long Term Sickness Absence Taskforce continue to be

available to support managers through a strategy of early intervention and effective communication. Quarter 1 shows a slight improvement on last year's performance, which whilst encouraging, there is still room for more improvement in our sickness absence rates.

Housing - Private Sector Renewal

- The average time for completing a Disabled Facilities Grant for children has decreased during this reporting period, although the overall time taken being higher than the average time for adults due to each referral having more extensive and complex works completed. One job in particular took 327 days from date of referral to completion of works. This was due in part to the complexity and nature of the works involved.
- Performance for the percentage of empty private properties that are brought back into use through direct action by the Council (indicator number 101) is reported annually.
- The number of licenced Houses in Multiple Occupation (HMO) remains the same. However, the percentage has dropped slightly due to an increase in the number of HMO's that do not require a licence.

Public Protection

- 94.97% of food establishments were "broadly" compliant with food hygiene standards, an increase on last year's performance within the same period of 92.57%.
- The percentage of high risk businesses inspected for food hygiene is in line with the same period last year.
- The percentage of high risk businesses that have been inspected by Trading Standards is considerably higher compared with last year. The department anticipates more reactive work in 2017/18 as more infringements are detected. Consequently it is currently working to achieve its proactive obligations whilst reactive demand is lower.
- The percentage of significant breaches that were rectified by intervention has dropped for Trading Standards (22.22% in comparison to 43.75%) and Animal Health (60% in comparison to 100%). This reflects the longer term investigations that the department is undertaking. Fewer breaches have also been detected (9 for Trading Standards this year compared with 16 last year, 5 for Animal Health compared with 4 last year). However, this has allowed the department to get ahead on its high risk inspection programme.
- The percentage of identified new businesses which were subject to a food hygiene risk assessment visit is considerably higher than last year. All businesses are coached and advised prior to the

commencement of trading to help raise standards and legal compliance. The risk assessment inspection can only take place when the business is trading; therefore, there is always a lag period between food businesses becoming registered and actually having an unannounced inspection.

Planning

- Planning performance has in the majority of categories either improved or remained consistent since the same quarter in 2016/17.
- There has been a significant fall in the overall time taken to both validate applications (PLA/M001) and overall time taken to determine applications from received date (PLA/M002). It is important to note, however, that these figures have been skewed by a number of applications where applications have been “re-registered” for procedural reasons (thus significantly increasing the receipt to validation time) along with a number of very old applications having been “cleared out”, having taken a number of years to determine. While necessary to include these in the overall average, omitting such applications would show a much more respectable 9.4 days for PLA/M001 and 54 days for PLA/M002, which is considered to indicate that the service continues to register and determine applications expeditiously in the majority of cases, albeit there remains work to do to clear old cases from the system.
- The above comment is supported by the “new” indicator – PAM/018 – Percentage of all planning applications determined within required time periods – which seeks to reflect the WG performance for applications which are determined either within 8 weeks or in accordance with an agreed “extension of time”. In this respect, a figure of 97% “in time” for all applications determined is an excellent performance, made even more so in Quarter 1 by the “8 week figure” being a very high figure of 87%. There is also increasing focus, following the recent appointment of a new Senior Planner, on improving performance on major applications (PLA/M004).
- Another new indicator is PAM/019 – Percentage of appeals against planning application decisions dismissed. The “average” for Wales for this indicator is usually around 66% of appeals dismissed, so for Quarter 1 a figure of 86% with one appeal allowed, is an excellent start to 2017/18, thus showing a good degree of support for the decisions made by the Authority when taken to appeal.

Building Control

- The performance for the percentage of 'full plan' applications approved first time for the first quarter shows a drop in performance compared to the same quarter in the previous year, but encouragingly shows improvement over the whole year performance for 2016/17. It is hoped that this will continue throughout the year.
- Performance in relation to the percentage of building control 'full plan' applications checked within 15 working days during the year shows slight improvement over the same quarter last year, although there is a marginal drop in relation to the whole year figure. This drop is attributable to officer misinterpretation of performance guidelines.
- At no time have any statutory deadlines been missed but, as a section, and in the interests of customer satisfaction, the matter will be addressed immediately and improvement is expected to be reported by Quarter 3.

Libraries

- There has been a fall in the number of people using Public Libraries during the year, per 1,000 population which can be attributed to a number of key library staff being unable to attend work (due to sickness) resulting in a decrease in the number of activities on offer. Also the Libraries were shut for extra days over the Easter period.
- There has also been a fall in the number of library materials issued which can be attributed to the continuing shortfall in the book budget, the timing of books issued to playgroups and technical difficulties with the Library Management System which are being investigated.
- It should be noted there is an increased use of digital services via national schemes (i.e. e-magazine and e-audio/e-book service) which are not reflected in the figures for these performance indicators. (approx. 13,000 issues and 6,500 website).

Sport and Leisure

There is no comparable data for the first quarter due to technical issues in 2016/17. Overall the trend indicates 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 Council continues to progress its street lighting renewal contract and is on target to finish in 2018. The effect of the renewal programme on the maintenance regime is a step change from reactive to proactive

maintenance, which requires a realignment of the understanding of the reported figures. The figures now reflect an increase in the increase of proactive work of (bulk changing lamps) and the decrease in reactive work being (service failure). This will result in the reported figures being more closely matched to the target figure and the first quarter is within the target.

In relation to the percentage of adults aged 60 or over who hold a concessionary bus pass, the Welsh Government has, via the National Fraud Initiative along with Applied Card Technologies, identified approximately 28,000 deceased pass holders across Wales and cancelled the passes. This would have had a significant impact on the number of pass holders in Neath Port Talbot, which has reduced by 3,571 cards. In addition, First Cymru have switched on a piece of software on their ticket machines that identify inactive cards (termed as hot listed cards) this will have further impact on the reduction of concessionary cards in circulation, as most routes in the County are operated by their business.

Asset Management and Street Scene

Local Authority buildings conditions and maintenance are annual indicators and will be reported during the quarter 4 period of 2017/18.

Street Scene

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

Section 2: Quarterly Performance Management Data and Performance key








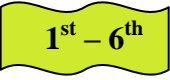
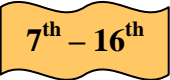
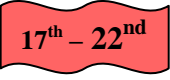
2016/2017 – Quarter 1 Performance (1st April 2017 – 30th June 2017)

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

(PAM) Public Accountability Measures – a revised set of national indicators for 2017/18. Following feedback from authorities the revised performance measurement framework was ratified at the WLGA (Welsh Local Government Association) Council on 31 March 2017. These measures provide an overview of local government performance and how it contributes to the national well-being goals. This information is required and reported nationally, validated, and published annually.

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 and also includes former national data sets (such as former National Strategic Indicators or Service Improvement Data – SID's) that continue to be collected and reported locally.

	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.
	2015/16 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures.
	2015/16 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures.

1. Chief Executive's and Finance & Corporate Services – Customer Services

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
1	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	5.4 minutes	6.5 minutes		6.7 minutes	5.15 minutes	↑
2	CS002a (Local)	Customer Services - Average time to answer telephone calls in Welsh	–	18 seconds		30 Seconds	28 Seconds	↑
<p>This is a new category to account for the different way in which calls are handled in accordance with the Welsh Language Scheme. There has been an increase in Welsh Language conversations via the dedicated line which are directed to the next available Welsh speaking member of staff by the telephony system. The few Welsh speaking staff within the Contact Centre also deal with incoming English calls therefore as they may already be dealing with a customer, they may not always be immediately available.</p>								
3	CS002b (Local)	Customer Services - Average time to answer telephone calls in English	16 seconds (all calls)	21 seconds		28 Seconds	22 Seconds	↑
<p>The final roll out of the Recycle + Scheme commenced from the end of Quarter 4 2016/17 taking several months to achieve. The change in recycling collection practices increased telephone enquiries and required explanations which were also of an extended nature compared to the usual call handling time durations. However, the Contact Centre's ability to handle these increased calls was slightly aided by a reduction in overall call volume totals for other council related enquiries therefore contributing to overall improvements. The Contact Centre continued to provide support to the One Stop Shop face to face service in Neath and Port Talbot Civic Centre which reduced the number of staff at the Quays.</p>								
4	CS003b (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds – English calls	2.63 % (all calls)	3.64 % (5,225 of 143,391 calls)		5.55 % (2,310 of 41,821 calls)	3.73 % (1,275 of 34,139 calls)	↑
5	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	0.07% (44 of 65,481)	0.12% (85 of 71,589)		0.10% (20 of 18,571)	0.07% (12 of 16,046)	↑
6	CS003a (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds – Welsh calls	–	11.14% (151 of 1,394 calls)		15.6 % (20 of 128 calls)	16.6 % (39 of 235 calls)	v

Explanation as per Indicator 2 above.

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

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
7	DBC/003 (Local)	Percentage of webpages available in Welsh	88%	99.9% (1,095 of 1,096)		92%	100% (1,107 of 1,107)	↑
8	DBC/004 (Local)	Reduce the demand on Customer services -Number of visitors to one stop shops	67,886	71,589		18,571	16,046	↑
9	DBC/001 (Local)	Percentage of transactions completed on-line	56.9%	67.7% (59,791 of 88,264)		60.4%	75.2%	↑
	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. A breakdown of this information by service area will be reported in Quarter 2. Data for the other online services will become available over time.							
10	DBC/002 (Local)	Number of new services available on-line	7	8		8	15	↑
	2016/17 data includes <u>new</u> on-line services delivered since October 2013 through Better, Simpler, Cheaper (previous Improvement Objectives) and Digital by Choice work streams. 2017/18 data includes all internally developed online services since October 2013. There are a further 8 new online services under development and due for implementation during 2017/18. There are also a number of older online services available such as planning applications, libraries: reserve a book, payments: council tax/business rates and job applications. In addition there are numerous 'static' online forms available and a number of links on our website to online services provided by other organisations for example registering to vote (Central Government service).							
11	DBC/006 (Local)	Improve the professional rating of our website page rating from a 1 star (maximum rating is 4 star):	2 star	3 star		2017/18 data available March 2018		—
12	DBC/007 (Local)	Percentage of customers very satisfied/satisfied or OK with improvements made to services available on-line – General look and feel	91%	97% (196 out of 203)		Data available Autumn 2017		—
13	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.	83%	91% (184 out of 203)				—
14	DBC/009 (Local)	More of our customers can access the information/service they want (on our website) first time: % very satisfied/satisfied or OK with ease of finding information/Services.	78%	84% (169 out of 199)				—

3. Chief Executive's and Finance & Corporate Services - other

No	PI Reference	PI Description	NPT (full year) 2015/16	NPT (full year) 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
15	Benefits M001 (Local)	Benefits Accuracy Rate - percentage of correctly granted benefit against total granted	99.95%	99.94% 54,607,544 of 54,642,981		100% £16,073,270 of £16,080,396 (rounded to 100%)	100% £16,460,928 of £16,466,502 (rounded to 100%)	😊
16	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	4.8	5.4 534,710 days/ 98,291 assessments		7.34 107,347 days/ 14,626 assessments	6.9 97,631 days/ 87,369 assessments	↑
17	CFH/007 (Local)	The percentage of council tax due for the financial year which was received by the authority.	97.9% £59,369,316 of £60,654,754	98.0% £61,953,092 of £63,205,489	97.2% (Welsh Average)	29.3% £18,543,496. 57 of £63,297,386. 91	29.5% £19,307,271. 22 of £65,406,349. 72	↑
18	PAM/001 (PAM)	Number of working days lost to sickness absence per employee.	9.7	9.9	10.2 6 th	2.4	2.3	↑
19	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	61.5%	Awaiting data		85.8%	96.0%	↑

3. Chief Executive's and Finance & Corporate Services- other

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
20	CHR/001 (local)	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.	13.22%	11.04% (667 of 6,044)		1.76%	2.11% (126 of 5958)	V
21	CFH/008 (Local)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	98.0%	98.1%		36.9%	34.2%	V
			£41,012,706 of £41,837,905	£41,749,893 of £42,569,361		£15,785,373.80 of £42,781,366.22	£13,020,344.95 of £38,028,096.56	
The service has recently had a number of businesses with high 'rateable values' brought into rating with retrospective balances due to be paid. These balances should be cleared by the end of the year and it is anticipated that collection levels will be maintained.								
22	PAM/002 (PAM)	Percentage of people that agree their local council provides high quality services	New National Measure (Public Accountability Measure) for 2017/18. Data provided by Welsh Government					—
23	PAY/001i (local)	Percentage of invoices paid within 30 days	N/a new				94.79%	—
24	PAY/001ii (local)	The amount of interest paid to suppliers due to late payment					Nil	—
25	PAY/001iii (local)	The 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.					£16,224.05	—

4. Education – Schools




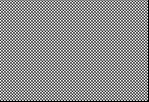
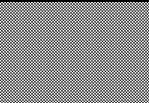

No	PI Reference	PI Description	NPT Actual 2015/16 (2014/15 academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 1 2016/17 (2015/16 full academic year)	Quarter 1 2017/18 (2016/17 full academic year)	Direction of Improvement
26	PAM/004 (PAM)	The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	83.3% (1,194 of 1,433 pupils)	88.1% 22 nd	84.9% (1,331 of 1,567 pupils)	85.9% (1,315 of 1,531 pupils)	↑
27	PAM/005 (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.	77.8% (1,160 of 1,491 pupils)	84.1% 22 nd	77.7% (1,165 of 1,499 pupils)	79.6% (1,170 of 1,470 pupils)	↑
28	EDU/006i (Local)	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	14.1% (202 of 1,433 pupils)		15.6% (244 of 1,567 pupils)	15.6% (239 of 1,531 pupils)	↔
29	PAM/008 (PAM)	The percentage of pupil attendance in Secondary Schools.	93.7% (2,148,160 of 2,293,388 sessions)	93.2% 15 th	93.7% (2,186,082 of 2,332,537 sessions)	93.6% (P) (2,177,916 of 2,325,867)	∇
30	EDU/006ii (Local)	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	11.6% (173 of 1,491)	17.8% 12 th	12.7% (191 of 1,499)	11.2% (165 of 1,470)	∇
31	PAM/003 (PAM)	Percentage of pupils achieving the expected outcome as the end of the Foundation Phase	82.3% (1,279 of 1,554)		81.4% (1,264 of pupils)	81.2% (1,248 of 1,537)	∇

4. Education – Schools

- continued

No	PI Reference	PI Description	NPT Actual 2015/16 (2014/15 full academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 1 2016/17 (2015/16 full academic year)	Quarter 1 2017/18 (2016/17 full academic year)	Direction of Improvement
32	EDU/002i (Local)	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.	0.1% (2 of 1,542 pupils)	0.2% 12th	0.3% (4 of 1,492 pupils)	Reported 2nd Qtr.	—
33	EDU/002ii (local)	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 21 pupils)	0.5% Joint 1st	0% (0 of 31 pupils)	Reported 2nd Qtr.	—
34	EDU/008a (local)	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0 (0 of 9,071 pupils)		0 (0 of 9,220 pupils)	Reported 2nd Qtr.	—
35	EDU/008b (Local)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.2 (9 of 7,377 pupils)		2.6 (19 of 7,372 pupils)	Reported 2nd Qtr.	—
36	EDU/010a (Local)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.012% (203 of 1,723,944 days)		0.014% (244 of 1,752,043 days)	Reported 2nd Qtr.	—
37	EDU/010b (Local)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.085% (1,255 of 1,484,278 days)		0.101% (1,417 of 1,401,376 days)	Reported 2nd Qtr.	—

4. Education –Schools - continued

No	PI Reference	PI Description	NPT Actual 2015/16 (2014/15 full academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 1 2016/17 (2015/16 full academic year)	Quarter 1 2017/18 (2016/17 full academic year)	Direction of Improvement
38	EDU/011 (Local)	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	586	538.6 	556	Reported 2 nd Qtr.	—
39	PAM/006 (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.	58.4% (900 of 1,542 pupils)	58.3% 	61.5% (918 of 1,492 pupils)	Reported 2 nd Quarter	—
40	PAM/007 (PAM)	The Percentage of pupil attendance in Primary Schools.	94.8% (3,262,430 of 3,441,713 sessions)	95.0% 	94.6% (3,306,608 of 3,496,979 sessions)	Reported 3 rd Qtr.	—
	EDU/009a (Local)	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.	26.7 (240 days for 9 pupils)		35.0 (699 days for 20 pupils)	Reported 3 rd Qtr.	—
41	EDU/009b (Local)	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.	11.9 (107 days for 9 pupils)		7.5 (149 days for 20 pupils)	Reported 3 rd Qtr.	—
42	PAM/009 (PAM)	Percentage of Year 11 leavers not in Education, Training or Employment	3.6% (56 of 1,542 pupils)		3.6% (53 of 1492 pupils)	Reported 4 th Qtr.	—

5. Education - Other


No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
43	EDU/015b (Local)	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100% (10 of 10 pupils)	100% (56 of 56 pupils)	94.5% Joint 1st	100%* (13 of 13 pupils)	100%* (25 of 25 pupils)	😊
44	EDU/015a (Local)	The percentage of final statements of special education need issued within 26 weeks including exceptions.	10.5% (10 of 95 pupils)	45.5% (56 of 123 pupils)	68.1% 22nd	23.64%* (13 of 55 pupils)	37.31%* (25 of 67 pupils)	↑
45	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service.	31.31% (4,431 of 14,150)	36.70% (5,108 of 13,920)		9.91% (1,379 of 13,920)	12.25% (1,703 of 13,897)	↑
46	L(FP) 1+ (Local)	Number of full day childcare places provided.	2,003	2,281		2,581	2,303	↓
		The fall can be attributed to a number of establishments being deregistered / closed during the previous year. The percentage figure of provided childcare places has remained constant.						
47	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	95	123		55*	67*	—
	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	799	843		792*	900*	—
48		The increase in the total number of statements of special education needs can be attributed to a greater number of pupils moving into NPT who are already in receipt of a Statement which the Local Authority has to adopt. The number of new statements of special education needs has been heavily influenced by a large increase in the number of parental requests for Statutory Assessments which have resulted in a Statement of special education needs. Performance over time is non-comparable for these indicators as they are largely influenced by third party services where the council has no control.						

*- Calendar year data – 6 months data – January to June

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

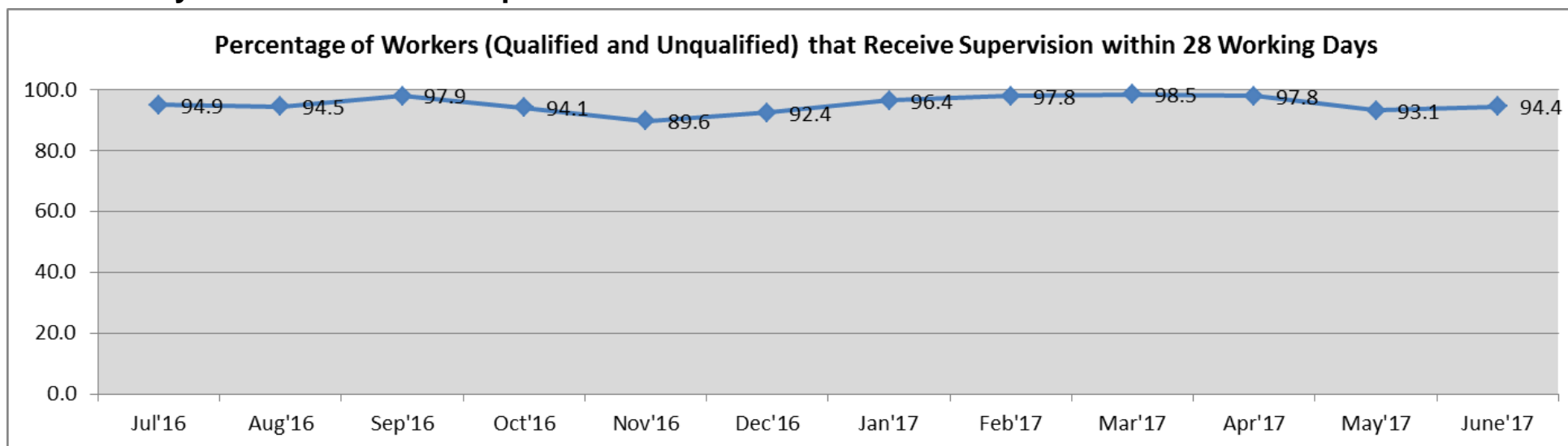
No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
49	PI 27	The percentage of re-registrations of children on the local authority Child Protection Register	N/a New	7.8% (18 of 230)		13.5% (7 of 52)	4.2% (3 of 71)	↑
50	PI 24 PAM/028	The percentage of assessments completed for children within 42 days from point of referral PAM reference: Percentage of child assessments completed in time	N/a New	97.6% (1,197 of 1,226)		99.2% (363 of 366)	96.9% (247 of 255)	v
51	PI 25	The percentage of children supported to live with their family	N/a New	60.9% (598 of 982)		65.0% (742 of 1,141)	61.4% (613 of 998)	v
52	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	233.1 days		222.2 days	318.2 days	↓
	This performance indicator is subject to regular fluctuation. Children will remain on the Child Protection Register for as long as is deemed necessary by a multi-agency of professionals and this will all depend on circumstances and nature of each individual child's case. Therefore, the average length of time each child has been on the Child Protection Register at the point they are discharged will be different, meaning that this indicator will fluctuate significantly over time.							
53	PAM/027	Percentage of children satisfied with their care and support	N/a New	N/a new		Populated by Welsh Govt. Annually		—
54	PI 26	The percentage of Looked After Children returned home from care during the year	N/a New	14.8% (78 of 527)		Populated by Welsh Govt. Annually		—
55	PI 29a	The percentage of children receiving the core subject indicators at key stage 2	N/a New	59.2% (29 of 49)		Populated by Welsh Govt. Annually		—
56	PI 29b	The percentage of children receiving the core subject indicators at key stage 4	N/a New	17.5% (10 of 57)		Populated by Welsh Govt. Annually		—
57	PI 30	The percentage of children seen by a dentist within 3 months of becoming looked after	N/a New	8.8% (3 of 34)		Reported Annually		—

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

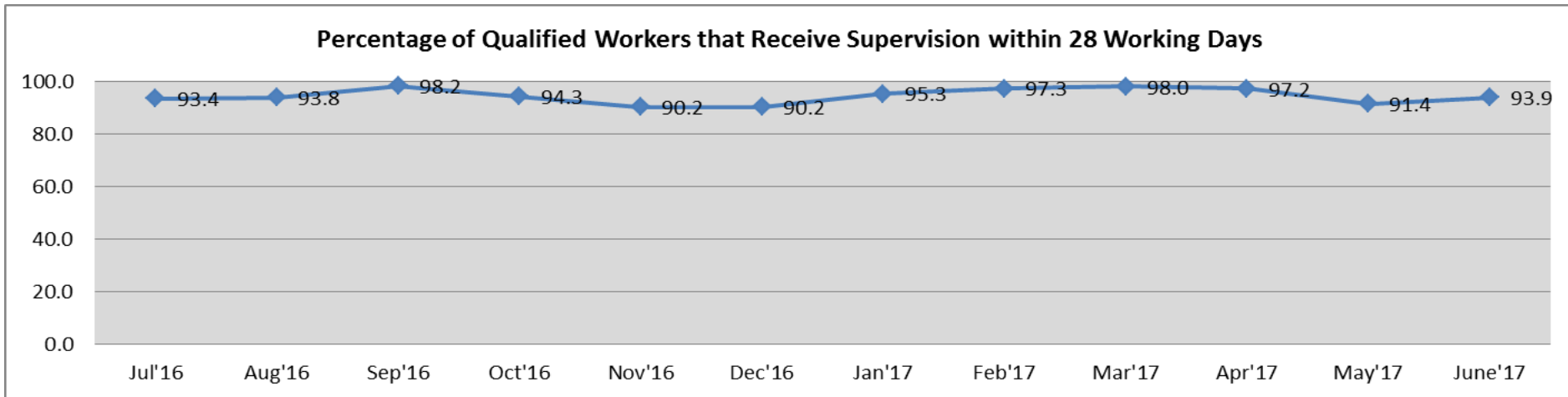
No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
58	PI 31	The percentage of Looked After Children at 31 st March registered with a GP within 10 working days of the start of their placement	99.3%	99.5% (183 of 184)			Reported Annually	—
59	PI 32	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.	9.4%	10.2% (22 of 215)	11.9%		Reported Annually	—
60	PI 33 PAM/029	The percentage of children looked after on 31 March who has had three or more placements during the year. PAM description: percentage of children in care who had to move 3 or more times	8.8%	4.4% (17 of 384)	9.8% 		Populated by Welsh Govt. Annually	—
61	PI 34a	The percentage of all care leavers who are in education, training or employment continuously for 12 months after leaving care	N/a New	63.0% (29 of 46)			Reported Annually	—
62	PI34b	The percentage of all care leavers who are in education, training or employment continuously for 24 months after leaving care	N/a New	44.8% (13 of 29)			Reported Annually	—
63	PI 35	The percentage of care leavers who have experienced homelessness during the year	N/a New	1.1% (3 of 271)			Reported Annually	—

6b. Children and Young People's Services Key Performance Indicators - as reported to Social Care, Health and Well Being Cabinet Board on 7th September 2017 - non-cumulative data up to June 2017.

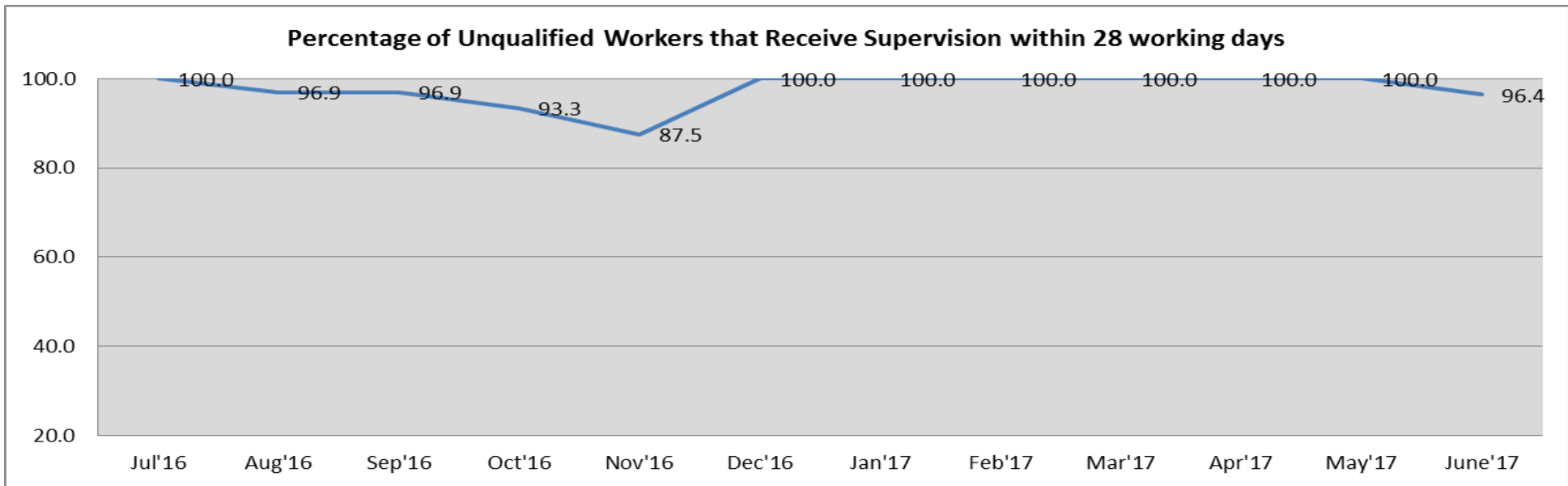
• Priority Indicator 1 – Staff Supervision Rates



	July 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	June 2017
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of Qualified and Unqualified Workers that receive Supervision within 28 working days	94.9	94.5	97.9	94.1	89.6	92.4	96.4	97.8	98.5	97.8	93.1	94.4
Number of workers due Supervision	136	145	143	135	144	145	140	139	134	135	145	142
Of which, were undertaken in 28 working days	129	137	140	127	129	134	135	136	132	132	135	134



	July 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	June 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	93.4	93.8	98.2	94.3	90.2	90.2	95.3	97.3	98	97.2	91.4	93.9
Number of workers due Supervision	106	113	111	105	112	112	107	110	98	107	116	114
Of which, were undertaken in 28 working days	99	106	109	99	101	101	102	107	101	104	106	107



	July 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	June 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	100	96.9	96.9	93.3	87.5	100	100	100	100	100	100	96.4
Number of workers due Supervision	30	32	32	30	32	33	33	29	31	28	29	28
Of which, were undertaken in 28 working days	30	31	31	28	28	33	33	29	31	28	29	27

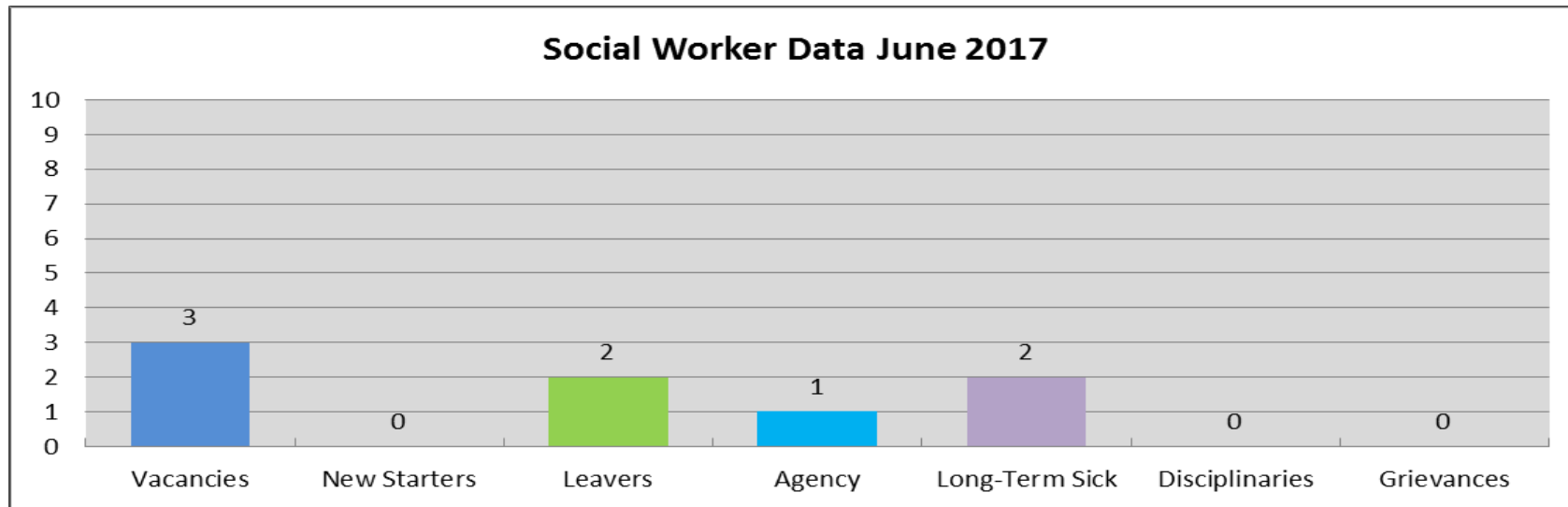
- **Priority Indicator 2 – Average Number of Cases held by Qualified Workers across the Service**

As at 30th June 2017	Workers, including Deputy Team Managers					
Team	Available Hours	FTE Equivalent	Team Caseload	Highest Worker Caseload	Lowest Worker Caseload	Average Caseload per Worker
Cwrt Sart	395.0	10.7	112	17	2	10.5
Disability Team	485.5	13.1	196	21	1	14.9
LAC Team	420.0	11.4	159	18	6	14.0
Llangatwg	437.0	11.8	155	16	8	13.1
Sandfields	360.0	9.7	127	19	7	13.1
Route 16	271.0	7.3	51	24	6	7.0
Dyffryn	358.0	9.7	108	17	2	11.2
Intake	425.5	11.5	99	15	1	8.6
Totals	3,152.00	85.2	1007			
Average Caseload - CYPS				18.4	4.1	11.8

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.

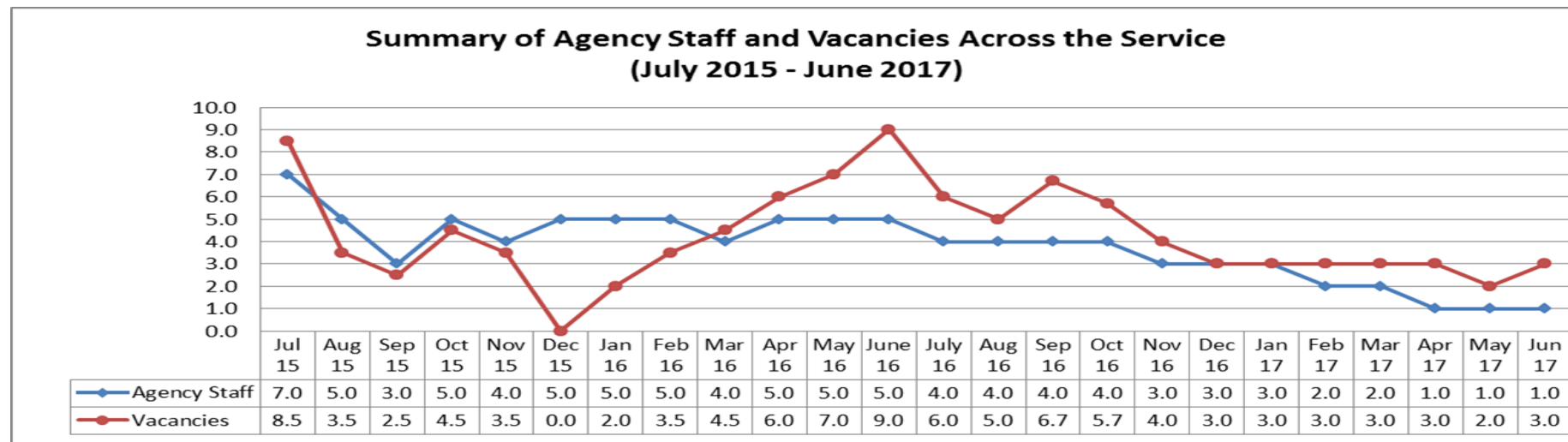
- **Priority Indicator 3 – The Number of Social Worker Vacancies (including number of starters/leavers/agency staff/long-term sickness), Disciplinary and Grievances across the Service**



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

Agency: - 1 – Conference and Review Service – covering maternity leave/sickness

Summary of Agency Staff and Vacancies across the Service



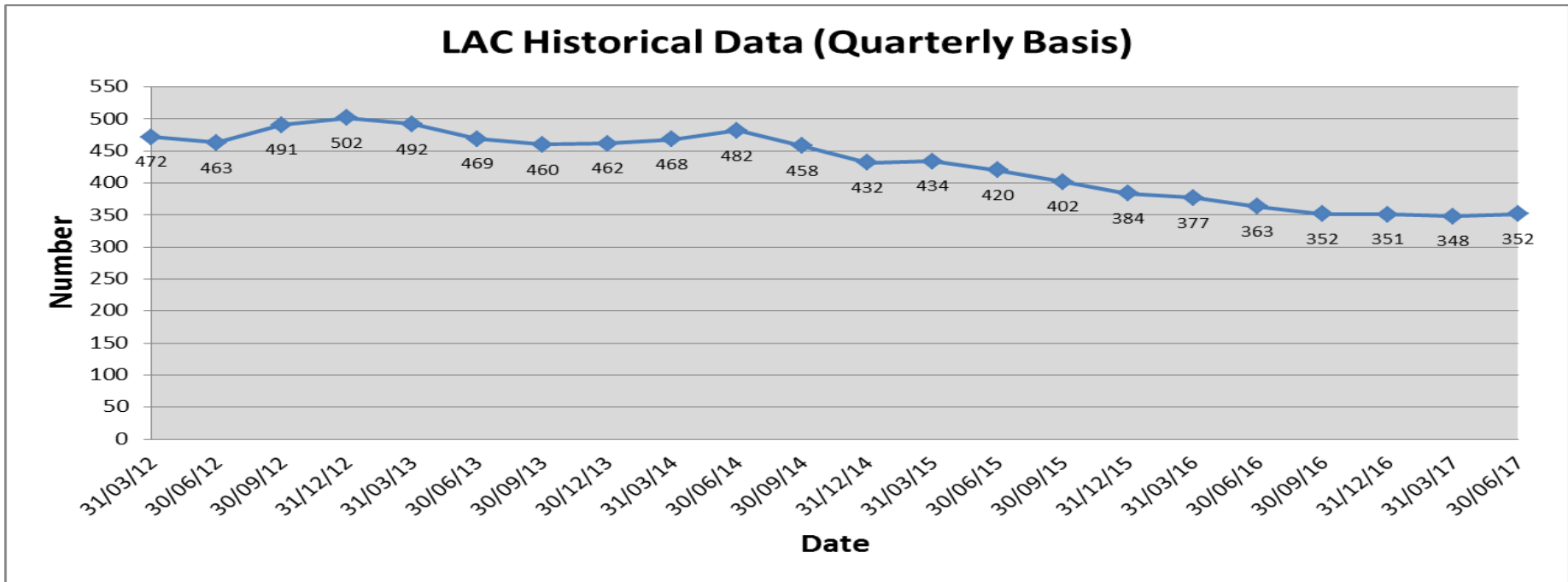
- ### Priority Indicator 4 – Thematic reports on the findings of Case file Audits

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 1 (April to June 2017). More information in relation to this Priority Indicator e.g. what is working well, what we will improve and by what methods and next steps has been reported [to Social Care, Health and Wellbeing Cabinet Board on 7th September 2017](#)

During this quarter 1 there have been four thematic audits completed:

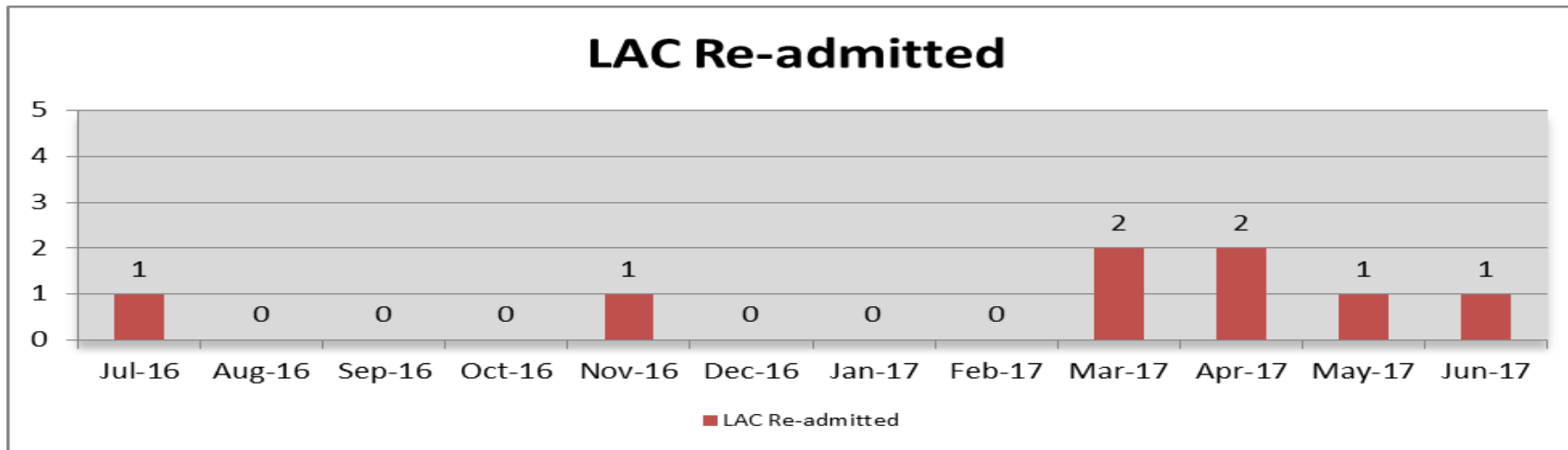
Audit Theme	Month Completed	Cases Audited
Single contact received in a 6 month period by the Disability Team that resulted in no further action	April 2017	45
Strategy Meetings	May 2017	31
Principal Officer Supervision Audit	June 2017	16
Looked After Children Admissions	June 2017	38

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



Number of LAC as at 30/06/17 = 352

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

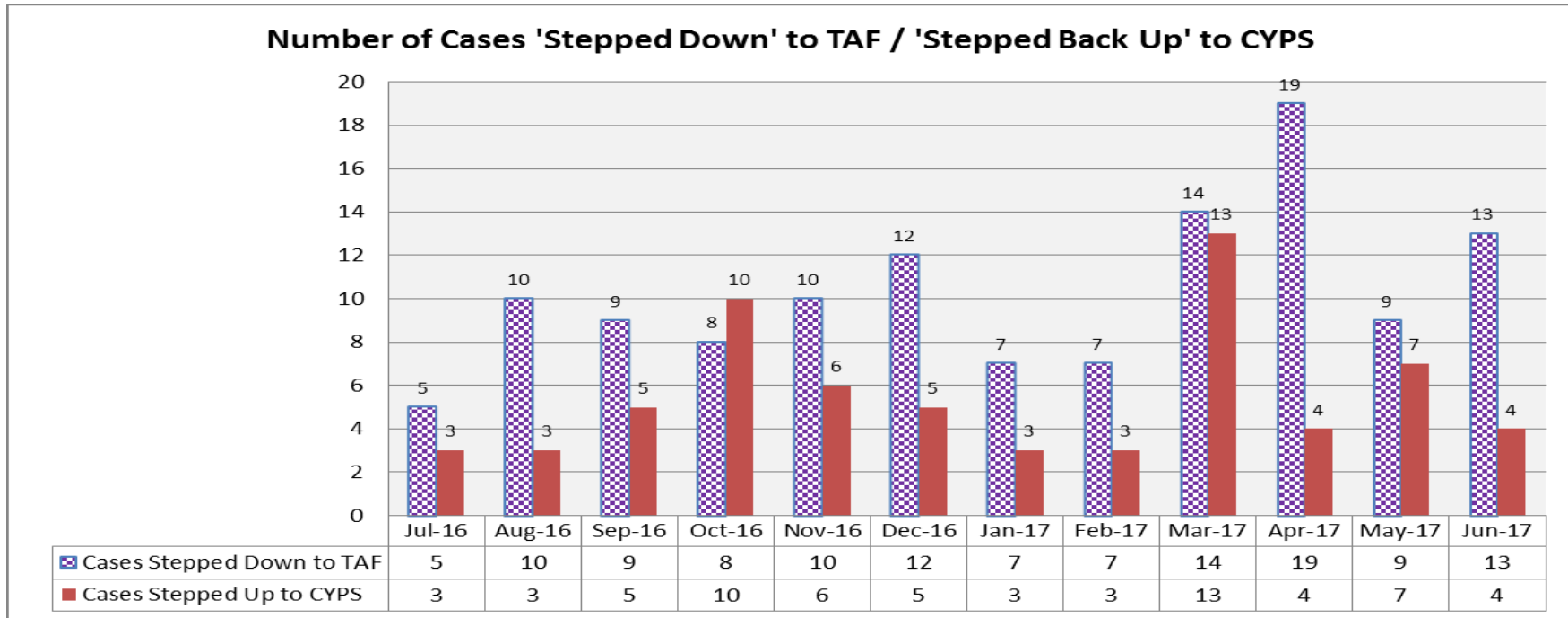


Date	Number Re-admitted
July 2016	1
August 2016	0
September 2016	0
October 2016	0
November 2016	1
December 2016	0
January 2017	0
February 2017	0
March 2017	2
April 2017	2
May 2017	1
June 2017	1

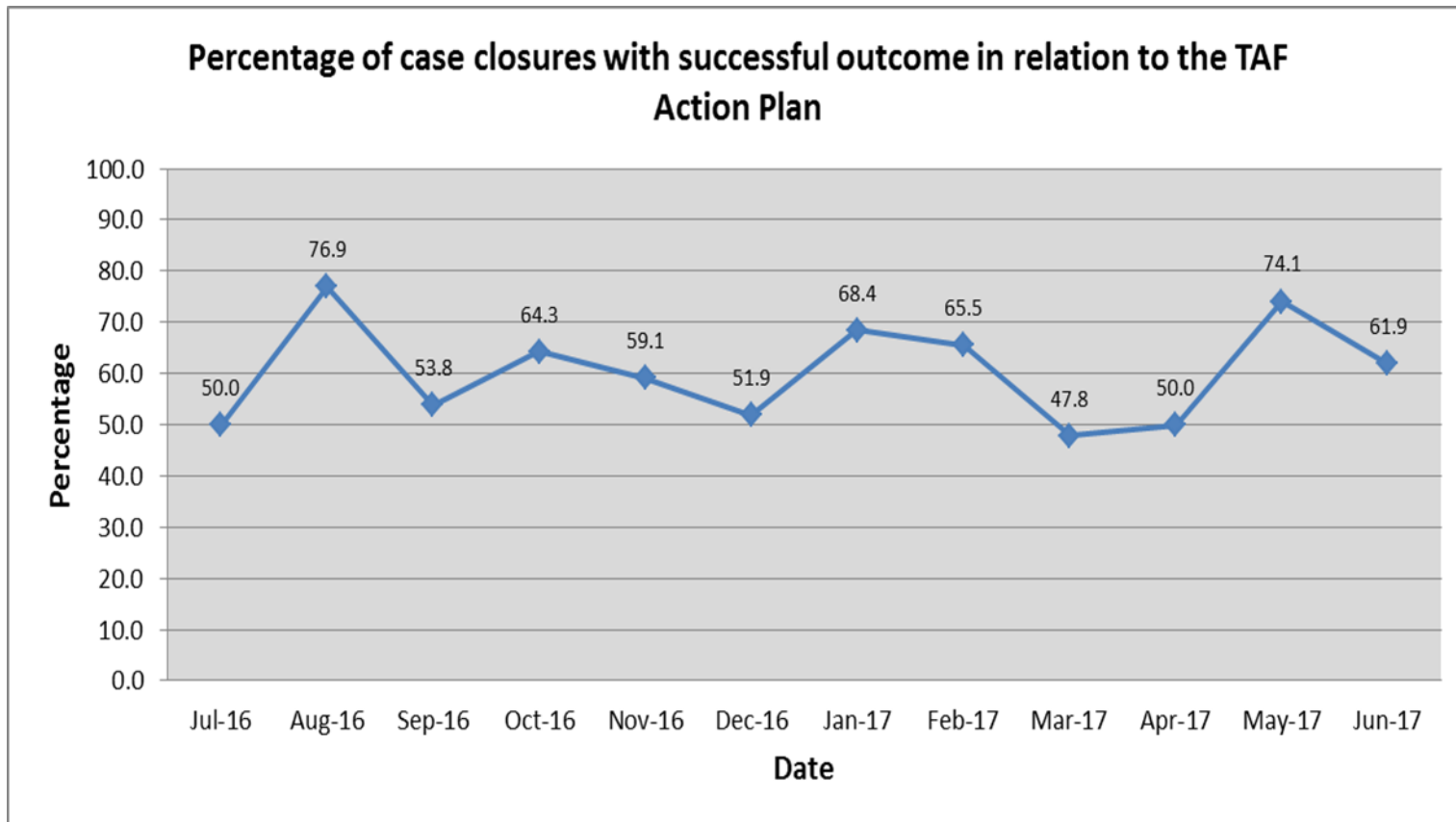
Reason for June 2017 re-admission into care within 12 months of being discharged: -

Child “A” was admitted as an emergency after going missing and being considered at serious risk. Child “A”’s parents were unable to ensure Child “A”’s safety if returned to the care of either parent. The parents agreed that Child “A” could be accommodated.

- **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 Performance Indicators - Adults Services

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
64	PAM/024 (PAM)	Percentage of adults satisfied with their care and support	N/a New	N/a New		N/a New	Reported quarter 4	—
65	PAM/026 (PAM)	Percentage of carers that feel supported	N/a New	N/a New		N/a New	Reported quarter 4	—
Data for the two measures above will be taken from the Adult and Carer's citizen survey for 2017/18 which will not be available until quarter 4.								
66	PI/1	Number of adults who received advice or assistance from the information, advice and assistance service during the year.	N/a New	2,342		931	727	↓
This PI looks at how many proportionate assessments in relation to service users and carers are received between two dates. The 2016/17 quarter 1 figure also included general enquiries received. Subsequent guidance from Welsh Government has now confirmed that enquiries are not to be included in this count therefore quarter 1 2017/18 has resulted in a decrease.								
67	PI/2	Number of assessments of need for care and support undertaken during the year;	N/a New	1,548		178	207	↑
68	PI/2(i)	Of which, the number of assessments that led to a care and support plan.		1,206		137	169	↑
69	PI/3	Number of assessments of need for support for carers undertaken during the year;	N/a New	355		96	78	↓
70	PI/3(i)	Of which, the number of assessments that led to a support plan.		16		9	2	↓
Efforts are being made by social workers to identify carers at the time of service user assessment.								
71	PI/4	Number of carer assessments that were refused by carers during the year.	N/a New	73		28	15	↑


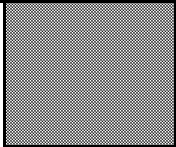
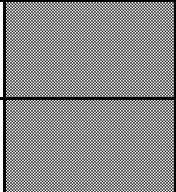

7a. Performance Indicators - Adults Services

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
72	PI/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		0	0	↔
73	PI/5i		Of which, the number of assessments that led to a care and support plan.	0	0		0	0
74	PI/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 Of which, the number of re-assessments undertaken on a) adults in the secure estate b) all other adults and carers Of which; the number of re-assessments that led to a care and support plan or a support plan on a) In the secure estate b)all other adults and carers	N/A New	0		0	0	↔
75	PI/6i			0		0	0	↔
				0		0	0	↔
				0		0	0	↔
				0		0	0	↔
76	PI/6ii			0		0	0	↔
77	PI/7	Number of care and support plans and support plans that were reviewed during the year:	N/a New	2,004		402	245	↓
78	PI/7i		Of which, the number of plans that were reviewed within agreed timescales		1,050		158	139
Plans are in place to improve the performance of PI7 & 7i which seeks to streamline current processes and maximise workforce output.								

7a. Performance Indicators - Adults Services

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
79	PI/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	9		N/a new	0	—
80	PI/8i	Of which, the number of reviews undertaken		9			0	—
81	PI/9	Number of adults who received a service provided through a social enterprise, co-operative, user led or third sector organisation during the year	N/a New	0		0	0	—
82	PI/10	Number of adults who received care and support who were in employment during the year	N/a New	16		5	2	↑
83	PI/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	N/a New	2,567		2,604	2,501	↑
84	PI/12	Number of adults who paid the maximum weekly charge towards the cost of care and support or support for carers during the year	N/a New	46		1	40	↑
85	PI/13	Number of adults who paid a flat rate charge for care and support or support for carers during the year	N/a New	2,033		1,563	1,810	↑
86	PI/14	Number of adults who were charged for care and support or support for carers during the year	N/a New	2,262		2,214	2,162	v

7b. Social Services Health & Wellbeing Indicators - Adults Services

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
87	PI/19	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	4.36	3.88 (49 of 12,639)	4.87 	1.51	0.32	↑
88	PAM/025 (PAM)							
89	PI/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	N/a New		N/a New	0.59% (1 of 17)	—
90	PI/20b	The percentage of adults who completed a period of reablement and have no package of support 6 months later					41% (7 of 17)	—
91	PI/21	The average length of time adults (aged 65 and over) are supported in residential care homes	N/a New	819 (390,757/ 477)		N/a New	761 (346,172/ 455)	—
92	PI/22	Average age of adults entering residential care homes	N/a New	83 (184 of 15,290)		N/a New	83 (55 of 2,813)	—
93	PI/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 being developed		Systems being developed		—


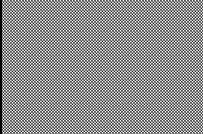
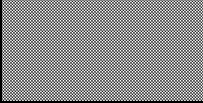
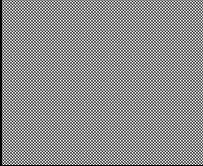
8. Homelessness

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
94	PAM/012 (PAM)	Percentage of households successfully prevented from becoming homeless	52.2%	55% (196 of 359)		Data not reported until quarter 3	Data reported in quarter 2	—
95	HOS/003 (Local)	The percentage of households for which homelessness was successfully relieved	45.7%	42% (180 of 425)	41%			—
96	HOS/004 (Local)	The percentage of those households for which a final duty was successfully discharged	54.5%	65% (63 of 97)	81%			—
97	HOS/005 (Local)	The overall percentage of successful outcomes for assisted households	45.8%	50% (439 of 881)	54%			—
98	<p>Note:</p> <ul style="list-style-type: none"> 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 has been deleted because it is becoming less relevant over time, in the context of the increasingly preventative focus of the Homelessness Service's activity. The percentage of households for which homelessness was successfully prevented) has been re-classified as PAM/012 above. The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months) has been deleted in favour of the PAM/012 because it is a National measure of the same activity (albeit calculated differently). 							

9. Housing - Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
99	PSR/009a (local)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	354	451 (8,122 days/18 DFGs)		296	263	↑
100	PSR/009b (local)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	220	219 (63,829 days/292 DFG's)		202	212	v
101	PAM/015 (PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	228	232 (71,951 days/310 DFG's)	241 10 th	206	214	v
102	PSR/007a (local)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	1.35%	1.36%		1.34%	0.88%	v
103	PAM/013 (PAM)	Percentage of empty private properties brought back into use	N/a new	N/a new		Reported Annually		—
104	PAM/014 (PAM)	Number of new homes created as a result of bringing empty properties back into use	N/a new	N/a new		Reported Annually		—
105	PSR/007b (local)	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%	—
106	PSR/007c (local)	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 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
107	PAM/023 (PAM)	The percentage of food establishments that met food hygiene standards	92.7%	94.92%	94.2% 	92.57%	94.97%	↑
	<p>Of 1,115 registered food establishments which qualify, 1,059 were “broadly compliant” with food hygiene standards, compared to 1,033 out of 1,114 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>							
108	PPN/001i (local)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	95.6%		3.7%	35%	↑
	<p>Of the 20 businesses designated high risk, 7 have been inspected. Anticipating unforeseen enforcement activity later in the year, the service has brought forward some of its scheduled visits to ensure resources are available later in the year to meet planned commitments. Furthermore, after being short staffed for the best part of the year, the section will be back up to strength at the beginning of October.</p>							
109	PPN/008ii (local)	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	92%	97%		38%	60%	↑
	<p>Of the 20 new food businesses identified during the year, 12 received a risk assessment visit within this period. 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>							
110	PPN/001ii (local)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	100%	100%		21%	19%	v
	<p>Food hygiene inspections of High Risk food premises remain a key priority for the service. Of the 361 high risk premises scheduled for inspection, 70 premises have been inspected.</p>							

10. Planning and Regulatory Services - Public Protection – cont.

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
111	PPN/001iii (local)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health	100%	100%		40%	28.57%	↓
	There are 7 high risk businesses scheduled for the year. Of these, two have been visited. One of the high risk premises is the sheep market which is visited weekly. The department has recently taken on another Enforcement Officer with Animal Health duties; this will help resilience and meeting enforcement commitments.							
	PPN/007i (local)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	73.5%	79.2%		43.75%	22.22%	↓
Of 9 significant breaches detected, 2 were rectified. The remaining breaches are still under investigation. It is expected that the number detected will rise to more typical levels during the year.								
112	PPN/007ii (local)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	100%	81.8%		100%	60%	↓
	5 significant breaches have been detected, 3 of which have been rectified. The others are ongoing issues. The employment of a new Enforcement Officer with animal health duties will assist in service delivery.							

11. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
113	PLA/004b (local)	The percentage of minor planning applications determined during the year within 8 weeks.	66.1%	63.1% (123 of 195 applications)		64.2%	81.9% (59 of 72 applications)	↑
114	PLA/004c (local)	The percentage of householder planning applications determined during the year within 8 weeks.	95.1%	95.3% (284 of 298 applications)		95.2%	98.9% (89 of 90 applications)	↑
115	PLA/002 (local)	The percentage of applications for development determined during the year that were approved.	96.3%	97.3% (787 of 809 applications)		95.4%	94.7% (215 of 227 applications)	v
116	PLA/004d (local)	The percentage of all other planning applications determined during the year within 8 weeks.	79%	77.5% (224 of 289 applications)		75.6%	75% (45 of 60 applications)	v
117	PLA/M001 (local)	Average time taken from receipt of application to validation of application - days	31.5 days	14.2 days (11,509 days/ 809 applications)		14.1 days	22.7 days (5,148 days/ 227 applications)	↓

11. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
118	PLA/M002 (local)	Average time taken from receipt of application to date decision is issued - days	96.1 days	85.8 days (69,442 days/ 809 applications)		67.8 days	104 days (23,631 days/ 227 applications)	↓
	<p>There has been a significant fall in overall performance for PLA/M001 and PLA/M002 .It is important to note, however, that these figures have been skewed by a number of applications where applications that have been “re-registered” for procedural reasons (thus significantly increasing the receipt to valid time) along with a number of very old applications having been “cleared out”, having taken a number of years to determine. While necessary to include these in the overall average, omitting such applications would show a much more respectable 9.4 days for PLA/M001 and 54 days for PLA/M002, which is considered to indicate that the service continues to register and determine applications expeditiously in the majority of cases, albeit there remains work to do to clear old cases from the system.</p>							
119	PLA/M004 (local)	The percentage of major planning applications determined during the year within 8 weeks.	16%	14.8% (4 of 27 applications)		25%	20% (1 of 5 applications)	↓
	Comment to follow							
120	PAM/018 (PAM)	Percentage of all planning applications determined in time	Na/ new	Na/ new		Na/ new	96.9% (220 of 227 applications)	—
121	PAM/019 (PAM)	Percentage of planning appeals dismissed	Na/ new	Na/ new		Na/ new	85.7% (6 of 7 appeals)	—

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
12. Planning and Regulatory Services – Building Control								
122	BCT/004 (local)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	95.12%	95.95% (142 of 148)		94%	94.74% (36 of 38)	↑
123	BCT/007 (local)	The percentage of 'full plan' applications approved first time.	99.02%	96.62% (143 of 148)		100%	97.37% (37 of 38)	↓
13. Economic Development								
124	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	584	628		139	150	↑
	During the first quarter of the year, the Economic Development team has dealt with 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. The Team also continues to deal with referrals from other business support organisations such as Business Wales which is having a positive impact on outputs.							
125	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	271	341		98	49	↓
	The number of attendees at the Council's Enterprise Club, which provides advice and guidance on self-employment, was slower than anticipated in the first three months of the year. However, numbers attending are now steadily increasing and it is anticipated that figures will be more in line with expectations by the end of the next quarter.							
126	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	184	131		28	6	↓
	Although significantly lower in comparison to the first quarter last year, the Economic Development Team is currently processing many more funding applications from local businesses 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 the next quarter.							


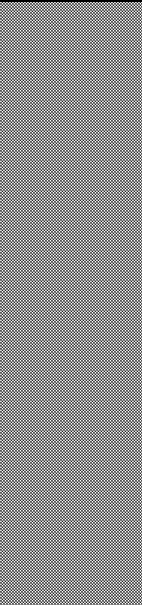
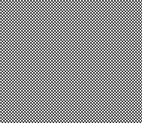

14. Corporate Health – Asset Management


No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
127	CAM/001ai (local)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.68%	15.02%		Reported Annually		—
128	CAM/001aii (local)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	42.83%	43.33%				—
129	CAM/001aiii (local)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	38.22%	32.26%				—
130	CAM/001aiv (local)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	11.27%	9.39%				—
131	CAM//001bi (local)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 – Urgent work	21.95%	19.44%				—
132	CAM/001bii (local)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level 2 – Essential work	50.76%	50.03%				—
133	CAM/001biii (local)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level 3 – Desirable work:	27.29%	30.53%				—
134	CAM/037 (local)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	4.4%	2.8%				—

15. Leisure and Libraries

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
135	PAM/016 (PAM)	The number Library visits per 1,000 population.	5,745 (807,077 visits)	5,738 (808,966 visits)	5,374 5 th	1,448 (204,189 visits)	1,368 (193,669 visits)	↓
	The fall can be attributed to a number of key library staff being unable to attend work (due to sickness) therefore there has been a decrease in the number of activities on offer. Also the Libraries were shut for extra days over the Easter period.							
136	LCL/004 (local)	The number of library materials issued, during the year, per 1,000 population.	3,071 (431,549 issued)	2,961 (417,407 issued)		758 (107,560 issued)	693 (98,081 issued)	↓
	The fall can be attributed to the continuing shortfall in the book budget, the timing of books issued to playgroups and technical difficulties with the Library Management System which are being investigated.							
137	PAM/017 (PAM)	The number of visits to leisure centres per 1,000 population	5,331 (748,992 visits)	8,005 (1,128,704 visits)	8,409 22 nd	—	1,832 (259,392 visits)	—
138	LCL/002a (local)	The number of publicly accessible computers per 10,000 population.	6	6		—	Reported 4 th Qtr.	—
139	LCL/002b (local)	The percentage of available computer hours, in use.	42%	39%		—	Reported 4 th Qtr.	—
140	LCL/003 (local)	The percentage of library material requests supplied within 7 calendar days.	76%	75% (127 of 170)		—	Reported 3 rd Qtr.	—

16. Environment & Transport – Waste Management

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
141	PAM/030 (PAM)	Percentage of waste, reused, recycled or composted	58.32%	62.77% (43,534 of 69,355 tonnes)	60.19% 	60.22%	65.58% (12,624 of 19,249 tonnes)	↑
142	WMT/010ii (local)	The percentage of local authority municipal waste: Recycled.	37.68%	45.44% (31,515 of 69,355 tonnes)		39.83%	46.59% (8,968 of 19,249)	↑
		a) Incinerator Bottom Ash recycling rate	1.97%	3.44% (2,386 of 69,355 tonnes)		2.86%	3.78% (727 of 19,249)	↑
		b) Kerbside dry recycling rate	16.40%	18.31% (12,700 of 69,355 tonnes)		16.44%	18.37% (3,537 of 19,249)	↑
		c) Household Waste Recycling centres dry recycling rate	19.31%	23.69% (16,430 of 69,355 tonnes)		20.53%	24.44% (4,704 of 19,249)	↑
143	WMT/012 (local)	The percentage of local authority collected municipal waste used to recover heat and power.	29.2%	33.40% (23,165 of 69,355 tonnes)		30.00%	31.00% (5,969 of 19,249 tonnes)	↑
144	PAM/031 (PAM)	Percentage of waste sent to landfill.	14.04%	10.87% (7,539 of 69,355 tonnes)	18.14% 	8.80% (1,542 of 17,578 tonnes)	9.70% (1,859 of 19,249 tonnes)	v

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
16. Environment & Transport – Waste Management - cont.								
145	WMT/010i (local)	The percentage of local authority municipal waste: Prepared for re-use.	0.45%	0.44% (308 of 69,355 tonnes)		0.54%	0.41% (70 of 19,249)	v
146	WMT/010iii (local)	The percentage of local authority municipal waste: Collected as source segregated bio-wastes and composted or treated biologically in another way.	19.88%	16.89% (11,711 of 69,355 tonnes)		19.84% (3,488 of 17,578)	18.58% (3,577 of 19,249)	v
17. Environment & Transport – Transport and Highways								
147	THS/007 (local)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	92.1%	93.75% (35,070 out of 37,409)	85.6% 	88%	83.25% (31,499 of 37,836)	v
148	THS/009 (local)	The average number of calendar days taken to repair street lamp failures during the year.	1.55	1.81		1.96	3.13	↓
Although there is a slight increase, response times are well within Council's service time recognising that Forward Financial Plan targets have had an effect.								
149	PAM/020 (PAM)	The percentage of A roads in overall poor condition.	4.5%	4.1%		Reported Annually		—
150	PAM/021 (PAM)	The percentage of B roads in overall poor condition.	2.6%	2.4%				—
151	PAM/022 (PAM)	The percentage of C roads in overall poor condition.	5.9%	5.4%			Reported Annually	—

18. Environment & Transport - Street Scene

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
152	PAM/010 (PAM)	The percentage of streets that are clean	93.57%	94.14%	96.5% 16 th	Reported Annually		—
153	PAM/011 (PAM)	The percentage fly tipping incidents cleared in 5 days	67.67	69.68%	95.26% 21 st			—
154	STS/005a (local)	The cleanliness Indicator	70.5%	68.85%				—

Note: Indicator STS005b 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

2017/2018– Quarter 1 (1st April 2017 – 30th June 2017) – 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 AND CORPORATE SERVICES
(Policy & Resources Cabinet Board)**

No	PI Description	Full year 2015/16	Full year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	29	32	6	9	↓
	a - Complaints - Stage 1 upheld	9	6	2	1	
	b -Complaints - Stage 1 <u>not</u> upheld	16	25	4	8	
	c -Complaints - Stage 1 partially upheld	4	1	0	0	
2	<u>Total Complaints - Stage 2</u>	3	7	2	1	↑
	a - Complaints - Stage 2 upheld	0	1	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	2	6	2	0	
	c- Complaints - Stage 2 partially upheld	1	0	0	1	

No	PI Description	Full year 2015/16	Full year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	0	0	
4	Number of Compliments	226	190	41	41	↔
5	<p>Summary</p> <p>Stage 1 Complaints have increased by 3 in comparison to quarter 1 of 2016/17 with a total of 9 complaints received as opposed to 6 for quarter 1 of 2016/17. The one upheld complaint was in relation to the Local Government Ordinary Elections in respect of a clerical error on a ticket whereby an apology was made by the Returning Officer.</p> <p>Stage 2 There is a reduction in stage two complaints as opposed to quarter 1 of 2016/17. The one complaint received was a two-fold complaint and was partially upheld:-</p> <p>a) The complainant was unhappy at the amount of information she received from Benefit staff. Although the onus is on the Council Tax payer to inform the Authority if they feel that they would be entitled to help with their Council Tax Charges, it was concluded that there should be a review of procedures for dealing with similar information received via the 'Tell Us Once' system, and although not legally required to do so, payment of benefit was backdated to when the Authority was first informed of the change in circumstances.</p> <p>b) The second part of the complaint is that the Chief Executive Officer did not investigate the complaint personally. It was advised that complaints about the Local Authority services are dealt with through the formal complaints procedure and due to the fact that this complaint was forwarded to the Council Tax Section promptly this part of the complaint was not upheld.</p> <p>Compliments - total number of compliments received for quarter 1 of 2016/17 is the same as the quarter 1 the previous year:</p> <p>10 – Digital Services in respect of the Corporate Website 1 – Council Tax in respect of a helpful staff member</p>					

- 5 – Licensing – in respect of staff providing information, taking the time to speak and providing advice.
- 1 – Corporate Strategy for advice and support provided.
- 9 – Customer Services and One Stop Shop thanks to staff for being approachable, very helpful and supportive.
- 2 – HR and Training – congratulations and compliments given in respect of a conference and a course held.
- 2 – Democratic Services in relation to support provided to new Members of Council.
- 6 – Electoral – messages of commendation were received from two Ministers namely Mark Drakeford AM and Chris Skidmore MP given to the Returning Officer and his staff in relation to the conduct and administrative arrangements put in place to administer two major electoral events. Members of the Authority and candidates standing for public office also gave thanks to staff for the support received during this period.
- 5 – Mayoral in recognition of the organisation into Mayoral events, and community engagement of the Mayor throughout the Civic Year.

EDUCATION, LEISURE & LIFELONG LEARNING (Education, Skills and Culture Cabinet Board)

No	PI Description	Full year 2015/16	Full year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	552	20	1	8	↓
	a - Complaints - Stage 1 upheld	481	0	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	71	20	1	8	
	c -Complaints - Stage 1 partially upheld	0	0	0	0	
2	<u>Total Complaints - Stage 2</u>	5	2	1	2	↓
	a - Complaints - Stage 2 upheld	0	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	4	2	1	2	
	c- Complaints - Stage 2 partially upheld	1	0	0	0	

EDUCATION, LEISURE & LIFELONG LEARNING (Education, Skills and Culture Cabinet Board)

No	PI Description	Full year 2015/16	Full year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	4	2	2	0	↑
	a - Complaints - Ombudsman investigations upheld	1	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	3	2	0	0	
4	Number of compliments	5	8	3	0	↓
5	<p>Summary:- Stage 1:- 2017/18 first quarter has seen an increase in the number of complaints received when compared to 2016/17 first quarter, from 1 to 8. Complaints in 2017/18 concern Margam Park admission prices, animal welfare and the conditional of the park. All the complaints were not upheld but processes are in place to prevent future reoccurrences where ever possible.</p> <p>Stage 2:- 2017/18 first quarter has seen an increase in the number of complaints received when compared to 2016/17 first quarter, from 1 to 2. The complaints concerned a statement of Special Education Needs and a School Cleaner. Both were not upheld.</p> <p>Ombudsman: - There have been no complaints escalated to the Ombudsman.</p> <p>Compliments: - The number of compliments has decreased from 3 to 0 when compared to 2016/17 first quarter.</p>					

CHILDREN AND YOUNG PEOPLE SERVICES (Social Care, Health and Wellbeing Cabinet Board)

No	<i>PI Description</i>	Full year 2015/16	Full year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	27	19	9	4	↑
	a - Complaints - Stage 1 upheld	5	7	2	1	
	b - Complaints - Stage 1 <u>not</u> upheld	13	4	1	0	
	c - Complaints - Stage 1 partially upheld	3	2	1	0	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	6	6	5	3	
2	<u>Total Complaints - Stage 2</u>	1	2	1	1	↔
	a - Complaints - Stage 2 upheld	0	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	0	1	1	1	
	c - Complaints - Stage 2 partially upheld	1	1	0	0	

CHILDREN AND YOUNG PEOPLE SERVICES (Social Care, Health and Wellbeing Cabinet Board)

No	<i>PI Description</i>	Full year 2015/16	Full year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	0	0	
4	Number of Compliments	25	23	4	4	↔
5	<p>Summary Stage 1 – there has been a significant decrease in the number of complaints received during the 1st quarter 2017/18 (when compared to 2016/17) from 9 to 4; during the first quarter no complaints were received during April, which would account for the decrease in the numbers. The Complaints Team will continue to monitor future quarters to ascertain any trends.</p> <p>Stage 2 – levels remain the same as the previous year at 1 during the 1st quarter; there continues to be a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels.</p> <p>Compliments – the number of compliments have remained at similar levels too; 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 Care, Health and Wellbeing Cabinet Board)

No	PI Description	Full year 2015/16	Full year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	30	37	10	3	↑
	a - Complaints - Stage 1 upheld	7	14	2	1	
	b - Complaints - Stage 1 <u>not</u> upheld	13	10	1	1	
	c - Complaints - Stage 1 partially upheld	4	2	1	0	
	d - Complaints - Stage 1 other (including withdrawn, passed to other agency, on-going)	6	11	6	1	
2	<u>Total Complaints - Stage 2</u>	4	2	0	1	↓
	a - Complaints - Stage 2 upheld	0	1	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	2	0	0	0	
	c - Complaints - Stage 2 partially upheld/other	2	1	0	1	

SOCIAL SERVICES, HEALTH AND HOUSING
(Adult and Business Strategy Services only)

(Social Care, Health and Wellbeing Cabinet Board)

No	PI Description	Full year 2015/16	Full year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	0	0	
4	Number of Compliments	18	25	1	13	↑
5	<p>Summary Stage 1 – there has been a significant decrease in the number of complaints received during the 1st quarter 2017/18 (when compared to 2016/17) from 10 to 3; during the first quarter no complaints were received during April, which would account for the decrease in the numbers. The Complaints Team will continue to monitor future quarters to ascertain any trends. Stage 2 – there has been an increase on the previous year to 1 (from 0) during the 1st quarter; despite this there continues to be a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels. Compliments – the number of compliments has increased; this can be attributed to an improvement in reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.</p>					

ENVIRONMENT DIRECTORATE
 (Regeneration and Sustainable Development Cabinet Board)

No	PI Description	Full year 2015/16	Full year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	3	6	1	1	↔
	a - Complaints - Stage 1 upheld	0	0	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	5	1	1	
	c -Complaints - Stage 1 partially upheld	0	1	0	0	
2	<u>Total Complaints - Stage 2</u>	15	7	2	0	↑
	a - Complaints - Stage 2 upheld	0	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	15	7	2	0	
	c- Complaints - Stage 2 partially upheld	0	0	0	0	

ENVIRONMENT DIRECTORATE
(Regeneration and Sustainable Development Cabinet Board)

No	PI Description	Full year 2015/16	Full year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	1	0	1	↓
	a - Complaints - Ombudsman investigations upheld	0	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	1	0	1	
4	Number of Compliments	5	10	0	4	↑
5	<p>Summary</p> <p>Complaints – Stage 1 complaints have remained the same for this quarter as 2016/17. No Stage 2 complaints have been received in quarter 1.</p> <p>Ombudsman Investigations – whilst the Ombudsman investigation is reported in Quarter 1 of this year, the complaint to which it refers was reported in Quarter 4 of 2016/17.</p> <p>Compliments – There has been an improvement in the number of compliments received compared to the same quarter last year.</p> <p>Welsh Language - There were no complaints in relation to the Welsh Language.</p>					

ENVIRONMENT DIRECTORATE
(Streetscene and Engineering Cabinet Board)

No	PI Description	Full year 2015/16	Full year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	31	19	8	3	↑
	a - Complaints - Stage 1 upheld	15	5	1	0	
	b -Complaints - Stage 1 <u>not</u> upheld	16	14	7	3	
	c -Complaints - Stage 1 partially upheld	0	0	0	0	
2	<u>Total Complaints - Stage 2</u>	5	5	1	3	↓
	a - Complaints - Stage 2 upheld	2	1	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	3	4	1	3	
	c- Complaints - Stage 2 partially upheld	0	0	0	0	

ENVIRONMENT DIRECTORATE
(Streetscene and Engineering Cabinet Board)

No	PI Description	Full year 2015/16	Full year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	4	1	0	↓
	a - Complaints - Ombudsman investigations upheld	0	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	4	1	0	
4	Number of Compliments	23	58	31	7	↓
5	<p>Summary</p> <p>Complaints: There has been a considerable reduction in Stage 1 complaints compared to the same period last year. However, there has been a slight increase in Stage 2 complaints.</p> <p>Compliments: There has been a considerable reduction in the number of compliments received when compared to this period last year.</p> <p>Welsh Language: There were no complaints in relation to the Welsh Language</p>					