

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Regeneration and Sustainable Development Cabinet Board

22 September 2017

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

Matter for Monitoring

Wards Affected: ALL

REGENERATION AND SUSTAINABLE DEVELOPMENT PERFORMANCE INDICATORS FOR QUARTER 1 OF 2017/18

- 1 Quarterly Performance Management Data 2017-2018 – Quarter 1 Performance (1 April – 30 June 2017)

Purpose of the Report

- 2 To report quarter 1 performance management data for the period 1 April to 30 June 2017 for Environment. This will enable the Regeneration and Sustainable Development Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

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

Background

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

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

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

Financial Impact

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

Equality Impact Assessment

6 None required.

Workforce Impacts

7 During 2016/17, the Environment Directorate saw a further downsizing of its workforce (by 7 employees) as it sought to deliver savings of 1.6 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 2017-2018– Quarter 1 Performance (1 April to 30 June 2017) – APPENDIX 1

List of Background Papers

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

Officer Contact

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



Neath Port Talbot
Castell-nedd Port Talbot
County Borough Council Cyngor Bwrdeistref Sirol

**Quarterly Performance Management Data 2017-2018– Quarter 1
Performance (1 April to 30 June 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

Planning

Planning performance has in the majority of categories either improved or remained consistent since the same quarter in 2016/17.

Nevertheless, while the corresponding first quarter in 2016/17 saw a significant improvement in the overall time taken to both validate applications (PLA/M001) and overall time taken to determine applications from received date (PLA/M002), this quarter's figures for the two indicators suggest that there has been a significant fall in overall performance.

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 – 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 M001 and 54 days for 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 BCT007 for the first quarter shows a drop in performance for the same quarter in the previous year, but encouragingly shows improvement over the whole year performance. It is hoped that this will continue throughout the year.

Performance in relation to BCT004 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.

It must be stressed that 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.

Housing – Private Sector Renewal

Largely properties that are brought back into use are outside of the control of the service, for example, they are affected by external factors such as the local housing market. Performance indicator PSR/004 has been replaced by PAM/013 and guidance has clarified that only direct action

taken by Local Authorities that results in long term empty properties being brought back into use is recorded.

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.

Economic Development

During the first quarter of the year the 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 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 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.

Asset Management

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

Section 2: Quarterly Performance Management Data and Performance Key

2017/2018 – 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
v	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.

1. 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
1	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	31.5 days	14.2 days (11,509 over 809 applications)		14.1 days	22.7 days (5148 over 227 applications)	↓
2	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	96.1 days	85.8 days (69,442 over 809 applications)		67.8 days	104 days (23631 over 227 applications)	↓
3	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
4	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)	↓
5	PLA/004c (Local)	The percentage of householder planning applications determined during the year within 8 weeks.	95.1%	95.3% (284 of 289 applications)		95.2%	98.9% (89 of 90 applications)	↑
6	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)	↑
7	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
8	PAM/018	Percentage of all planning applications determined in time					96.9% (220 of 227 applications)	—
9	PAM/019	Percentage of planning appeals dismissed					85.7% (6 of 7 appeals)	—

2. Planning and Regulatory Services – Building Control

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
10	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)	v
11	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)	↑

3. Planning and Regulatory Services – 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
12	PAM/013	The percentage of empty private properties brought back into use			11.08% 3rd	Reported Annually		—
13	PAM/014	Number of new homes created as a result of bringing empty properties back into use				Reported Annually		—
14	PSR/007a	Of the 455 houses in multiple occupation known to the Local Authority, the percentage that: Have a full licence	1.35%	1.36%		1.34%	0.88%	v

3. Planning and Regulatory Services – 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
15	PSR/007b	Of the 455 houses in multiple occupation known to the Local Authority, the percentage that: Have been issued with a licence with conditions attached	0%	0%		0%	0%	—
16	PSR/007c	Of the 455 houses in multiple occupation known to the Local Authority, the percentage that: Are subject to enforcement activity	0%	0%		0%	0%	—

4. 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
17	PAM/015	The average number of calendar days taken to deliver a Disabled Facilities Grant.	228	232	241 10th	206	214	↓
18	PSR/009a (Local)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people.	354	451		296	263	↑
<p>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.</p>								
19	PSR/009b (Local)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults.	220	219		202	212	↓

5. 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
20	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
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.								
21	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								
22	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								
23	PAM/023 (formerly PPN/009)	The percentage of food establishments that meet food hygiene standards	92.7%	94.92%	94.2% 16th	92.57%	94.97%	↑
Of 1115 registered food establishments which qualify, 1059 were “broadly compliant” with food hygiene standards, compared to 1033 out of 1114 during the same period in 2015-16. 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.								

5. 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
24	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%	↑
	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.							
25	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%	↑
	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							
26	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							

6. Economic Development

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
27	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	271	341		98	49	↓
<p>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.</p>								
28	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	184	131		28	6	↓
<p>Although significantly lower in comparison to the first quarter last year, the 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</p>								
29	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	↑
<p>During the first quarter of the year, the 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.</p>								

7. 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
30	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		—
31	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%				—
32	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%				—
33	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%				—
34	CAM/001aii (local)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	43.33%			Reported Annually		—
35	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%				—
36	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%				—
37	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%				—

Section 3: Compliments and Complaints

2017/2018 – Quarter 1 (1st April 2017 – 30th June 2017) – Cumulative Data for Regeneration & Sustainable Development Board

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

No	PI Description	Full Year 2015/16	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	

No	PI Description	Full Year 2015/16	Full Year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
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	
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	↑
<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>						