

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

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

1<sup>st</sup> December 2017

### **Joint Report of**

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

**Head of Streetcare – M. Roberts**

### **Matter for Monitoring**

**Wards Affected: ALL**

### **Street Scene and Engineering Performance Indicators for Quarter 2 of 2017/18**

- 1 Quarterly Performance Management Data 2017-2018 – Quarter 2 Performance (1<sup>st</sup> April 2017– 30<sup>th</sup> September 2017)

### **Purpose of the Report**

- 2 To report quarter 2 performance management data for the period 1<sup>st</sup> April to 30<sup>th</sup> September 2017 for Environment. This will enable the Street Scene and Engineering Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

### **Executive Summary**

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

## **Background**

4 The role of Scrutiny Committees was amended at the Annual Meeting of Council in May 2010 to reflect the changes introduced by the Local Government (Wales) Measure 2009; 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 This report is not subject to an Equality Impact Assessment.

## **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 2 Performance (1<sup>st</sup> April – 30<sup>th</sup> September 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. No: 01639 686581 email: [j.smith@npt.gov.uk](mailto: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 2 Performance (1st April to 30<sup>th</sup> September 2017)**

### **Report Contents:**

**Section 1: Key points.**

**Section 2: Quarterly Performance Management Data and performance key**

**Section 3: Compliments & Complaints Data**

### **Section 1: Key Points**

#### **Waste Management**

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. A greater tonnage of both waste and recycling was collected by the Council when compared to the same period last year. Therefore, whilst the recycling rate has increased, the amount of waste disposed has also increased. Overall, recycling performance is higher than for the same period last year.

The amount of waste collected for composting includes the tonnage of garden waste collected by the Council and therefore subject to seasonal variations in weather conditions where less garden waste can be collected from one year to the next. NRW has also reclassified street sweeping waste collected as recycling and not composting.

The performance indicator for the percentage of local authority collected municipal waste used to recover heat and power is calculated by using the total amount of RDF (refuse derived fuel) produced at the MREC that is used off site as a fuel in the cement manufacturing industry. Numerous

outlets are used for this material and both national and local market availability can affect how much RDF is used during the course of any year and fluctuations in performance is to be expected.

## **Transport and Highways**

The Council continues to progress its renewal contract and is on target to finish in 2018. The calculation of the PI has been temporarily suspended until software changes are implemented which will correct a problem that has been identified in the data collection.

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, 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 hotlisted 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.

## **Street Scene & Countryside Management**

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**







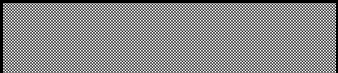
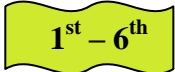
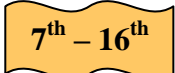
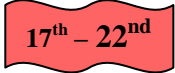
### **2017/2018 – Quarter 2 Performance (1<sup>st</sup> April 2017 – 30<sup>th</sup> September 2017)**

**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 2016/2017 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.


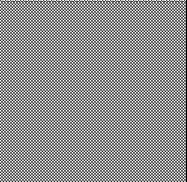
	<b>Performance Key</b>
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance is within 5% of previous year's performance
	Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
	No comparable data (data not suitable for comparison /no data available for comparison)
	No All Wales data available for comparison.
	2016/17 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's).
	2016/17 NPT performance in mid quartiles (7 <sup>th</sup> – 16 <sup>th</sup> ) in comparison with All Wales national published measures (NSI & PAM's).
	2016/17 NPT performance in lower quartile (17 <sup>th</sup> – 22 <sup>nd</sup> ) in comparison with All Wales national published measures (NSI & PAM's).

## 1. Environment & Transport – Waste Management



No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
1	<b>WMT/012 (Local)</b>	The percentage of local authority collected municipal waste used to recover heat and power.	29.20%	33.40% (23,165 of 69,355)		33.5%	<b>30.2%</b> (11,557 of 38,238)	V
2	<b>WMT/010i (Local)</b>	The percentage of local authority municipal waste: Prepared for re-use.	0.45%	0.44% (308 of 69,355)		0.52%	<b>0.40%</b> (155 of 38,238)	V
3	<b>PAM/030</b> (formerly WMT/009b)	Percentage of municipal waste reused, recycled or composted  <i>(*Subject to validation)</i>	58.32%	62.77% (43,534 of 69,355)	63.81% 	63.68%	<b>63.72%</b> (24,364 of 38,238)	↑
4	<b>WMT/010ii (Local)</b>	The percentage of local authority municipal waste: Recycled	37.68%	45.44% (31,515 of 69,355)		42.07%	45.13% (17,258 of 38,237)	↑
		a) Incinerator Bottom Ash recycling rate	1.97%	3.44% (2,386 of 69,355)		4.34%	3.94% (1,507 of 38,237)	V
		b) Kerbside dry recycling rate	16.40%	18.31% (12,700 of 69,355)		17.17%	18.52% (7,080 of 38,238)	↑
		c) Household Waste Recycling Centres dry recycling rate	19.31%	23.69% (16,430 of 69,355)		20.55%	22.68% (8,671 of 38,238)	↑



## 1. Environment & Transport – Waste Management (cont.)

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
5	PAM/031 (formerly WMT/004b)	Percentage of waste sent to landfill	14.04%	10.87% (7,539 of 69,355)	9.5% 	8.0%	11.0% (4,213 of 38,237)	∨
6	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)		21.10%	18.18% (6,951 of 38,237)	∨

## 2. Environment & Transport – Transport and Highways

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
7	THS/007 (Local)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	92.1%	93.75% (35,070 of 37,409)	87.0% 	92.8%	83.95% (31762 of 37836)	↓
		The percentage of adults over 60 who hold a bus pass has decreased due to data cleansing and introduction by bus operators of technology to remove inactive cards.						
8	THS/009 (Local)	The average number of calendar days taken to repair street lamp failures during the year.	1.55	1.81		1.90		—
		The calculation of the PI has been temporarily suspended until software changes are implemented which will correct a problem that has been identified in the data collection.						

## 2. Environment & Transport – Transport and Highways (Cont.)

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
9	PAM/020 (formerly THS/012a)	Percentage of A roads in poor condition	4.5%	4.1%		Reported Annually		—
10	PAM/021 (formerly THS/012b)	Percentage of B roads in poor condition	2.6%	2.4%				—
11	PAM/022 (formerly THS/012c)	Percentage of C roads in poor condition	5.9%	5.4%				—

## 3. Environment & Transport - Street Scene

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
12	STS/005a (Local)	The cleanliness Indicator	70.5	68.85%		Reported Annually		—
13	PAM/010 (formerly STS/005b)	Percentage of streets that are clean	93.57%	94.14%	96.6% 15 <sup>th</sup>			—
14	PAM/011 (formerly STS/006)	Percentage of fly tipping incidents cleared in 5 days	67.67%	69.68%	95.37% 21 <sup>st</sup>			—

### Section 3: Compliments and Complaints

#### 2017/2018 – Quarter 2 (1<sup>st</sup> April to 30<sup>th</sup> September 2017) – Cumulative data for Street Scene & Engineering Board

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

No	PI Description	Full Year 2015-16	Full Year 2016-17	Quarter 2 2016/17	Quarter 2 2017/18	Direction of Improvement
1	<b><u>Total Complaints - Stage 1</u></b>	31	19	17	5	↑
	a - Complaints - Stage 1 upheld	15	5	4	0	
	b -Complaints - Stage 1 <u>not</u> upheld	16	14	13	5	
	c -Complaints - Stage 1 partially upheld	0	0	0	0	

No	PI Description	Full Year 2015-16	Full Year 2016-17	Quarter 2 2016/17	Quarter 2 2017/18	Direction of Improvement
2	<b><u>Total Complaints - Stage 2</u></b>	5	5	3	4	↓
	a - Complaints - Stage 2 upheld	2	1	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	3	4	3	4	
	c- Complaints - Stage 2 partially upheld	0	0	0	0	
3	<b><u>Total - Ombudsman investigations</u></b>	0	4	2	0	↑
	a - Complaints - Ombudsman investigations upheld	0	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	4	2	0	
4	<b>Number of Compliments</b>	23	58	43	17	↓
<p><b>Complaints:</b> There has been a vast improvement in the amount of Stage 1 investigations undertaken compared to Quarter 2 last year</p> <p><b>Compliments:</b> Whilst still remaining high, the number of compliments has reduced by 26</p> <p><b>Welsh Language</b> – There were no complaints in relation to the Welsh Language</p>						