

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

**Regeneration and Sustainable Development Cabinet Board**

**8 December 2017**

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

**Matter for Monitoring**

**Wards Affected: ALL**

**REGENERATION AND SUSTAINABLE DEVELOPMENT  
PERFORMANCE INDICATORS FOR QUARTER 2 OF 2017/18**

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

## **List of Background Papers**

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

## **Officer Contact**

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

With the exception of indicators - average time taken from receipt of application to validation of application – days and average time taken from receipt of application to date decision is issued – days – most of the half year figures show improvement in all performance indicators compared against the same period in 2016/17.

While it will remain essential to focus on PLA/M001 and PLA/M002, as indicated in the report for Q1 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 significantly reduces the number of days, indicating 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.

As indicated above, the overall picture of determination of applications is shown to be very positive compared with the same period last year. The increased focus, following the recent appointment of a new Senior Planner, on improving performance on major applications (PLA/M004) has also started to pay dividends in incrementally improved performance with half of major applications in the half year determined inside 8 weeks.

## **Building Control**

Both performance indicators show improvement from Q1 2017/18 and from the same quarter in 2016/17.

Whilst BCT007 falls short of that achieved in 2015/16 there is positive and continued improvement.

It must be stressed that at no time have any statutory deadlines been missed.

## **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**

94.99% of food establishments were “broadly” compliant with food hygiene standards, an increase on last year’s performance within the same period which was 92.84%. 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 higher than the same time last year. The team that largely deals with the inspection programme is currently working to achieve its proactive obligations whilst reactive demand is lower. Some investigations have begun as a result of these inspections, reflecting the

risk of the business. This should not affect the section meeting the 100% target.

The percentage of significant breaches that were rectified by intervention has dropped for Trading Standards (42.68% in comparison to 56.8%). This reflects the longer, more complex investigations that the department is undertaking. It is anticipated that this percentage will improve as the year progresses.

The majority of significant breaches associated with animal health have been rectified, but this has meant that there has been a drop in the number of high risk premises being inspected as resources have been allocated to complaints and investigations. It is anticipated that both figures will improve by the end of the financial year.

The percentage of identified new businesses which were subject to a food hygiene risk assessment visit is similar to that of last year. All businesses are coached and advised prior to the commencement of trading to help raise standards and attain 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 higher volume of enquiries in comparison to the previous year 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 and the figures reported for the L(ED) 1 KPI.

The Team are also working 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. Consequently, when outputs are confirmed and reported they will again have a positive effect on the figures reported above.

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 2 Performance (1<sup>st</sup> April 2017 – 30<sup>th</sup> Sept 2017)








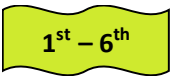
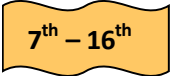
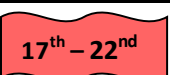
**Note:** The following references are included in the table. Explanations for these are as follows:

**(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.



	<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 (7th – 16th) in comparison with All Wales national published measures (NSI & PAM's).
	2016/17 NPT performance in lower quartile (17th – 22nd) in comparison with All Wales national published measures (NSI & PAM's).

## 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 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
1	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)		85.5 days (34,893 total days – 408 determined applications)	88.7 days (38,783 total days over 437 applications)	v
2	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)		15.8 days (6,432 total days – 408 determined applications)	18.1 days (7,921 total days over 437 applications)	↓
<p>Although increasing from the previous year's figures, the receipt to validation figures (PLA/M001) together with the receipt to decision issued figures (PLA/M002) are both skewed by a number of very old applications, including a number where applications have been "re-registered" for procedural reasons (thus significantly increasing the receipt – valid time), which have distorted the overall figures and unfairly reflect the overall day to day performance. Consideration is to be given to the possibility of changing this to exclude re-registered applications going forward given that they distort overall performance</p>								
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)		74.8% (107 of 143 applications)	82.6% (119 of 144 applications)	↑
4	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	16%	14.8% (4 of 27 applications)		14.3% (1 of 7 applications)	50% (4 of 8 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)		94.2% (145 of 154 applications)	97.5% (156 of 160 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)		57.7% (60 of 104 applications)	79.2% (99 of 125 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)		96.6% (394 of 408 applications)	94.7% (414 of 437 applications)	v

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

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2015/16	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
8	PAM/018	Percentage of all planning applications determined in time				New Indicator	97.3% (425 of 437 applications)	—
9	PAM/019	Percentage of planning appeals dismissed				New Indicator	63.6% (7 of 11 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 2 2016/17	NPT Quarter 2 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)		95.12%	97.44% (76 of 78)	↑
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)		93.9%	98.71% (77 of 78)	↑

### 3. Planning and Regulatory Services – Private Sector Renewal

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	PAM/013	The percentage of empty private properties brought back into use			8.79% 1st	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%	1.10% (5 of 455)	v

### 3. Planning and Regulatory Services – Private Sector Renewal

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
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 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
17	PAM/015	The average number of calendar days taken to deliver a Disabled Facilities Grant.	228	232	224 11th	222	231	↓
The average number of calendar days taken to deliver a Disabled Facilities Grant has increased during this period. This is attributed to an increase in more complex adaptations completed during this period.								
18	PSR/009a (Local)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people.	354	451		404	435	↓
The average number of calendar days taken to deliver Disabled Facilities Grants for Children and young people has increased during this period. This is attributed to an increase in more complex adaptations completed during this period.								
19	PSR/009b (Local)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults.	220	219		213	221	↓
The average number of calendar days taken to deliver Disabled Facilities Grants for Adults has increased during this period. This is attributed to an increase in more complex adaptations completed during this period.								

## 5. Planning and Regulatory Services – Public Protection

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
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%		47%	44% (152 of 346)	v
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%		60%	33.33% (2 of 6)	↓
<p>The majority of animal health significant breaches have been rectified, but this has meant that there has been a drop in the number of high risk premises being inspected as resources have been allocated to complaints and investigations. It is anticipated that both figures will improve by the end of the financial year.</p>								
22	PPN/007i (Local)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards	73.5%	79.2%		56.8%	42.86% (9 of 21)	↓
<p>The percentage of significant breaches that were rectified by intervention has dropped for Trading Standards (42.68% in comparison to 56.8%). This reflects the longer, more complex investigations that the department is undertaking. It is anticipated that this proportion will increase by the end of the year.</p>								
23	PAM/023 (formerly PPN/009)	The percentage of food establishments that meet food hygiene standards	92.7%	94.92%	95.16% 13th	92.84%	94.99% (1061 of 1117)	↑

## 5. Planning and Regulatory Services – Public Protection (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
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%		87%	82% (33 of 40)	↓
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%		50%	66.67% (12 of 18)	↑
<p>The percentage of high risk businesses that have been inspected by Trading Standards is higher than the same time last year. The team that largely deals with the inspection programme is currently working to achieve its proactive obligations whilst reactive demand is lower. Some investigations have begun as a result of these inspections, reflecting the risk of the business. This should not affect the section meeting the 100% target</p>								
26	PPN/007ii (Local)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health	100%	81.8%		66.7%	85.71% (6 of 7)	↑

## 6. Economic Development

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
27	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	271	341		173	119	↓
<p>The number of people attending the Council's Enterprise Club, which provides advice and guidance on self-employment, was slower than anticipated during the first 3 months of the year. However in this quarter have risen significantly and we anticipate outputs 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		119	21	↓
<p>Even though outputs are down on the same period last year, the Team are currently working on a number of 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 financial year.</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		225	256	↑



## 7. Corporate Health – Asset 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
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%					—
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%				1.9% 11th
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 2 (1<sup>st</sup> April 2017 – 30<sup>th</sup> Sept 2017) – Cumulative Data for Regeneration & Sustainable Development 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>	<b>3</b>	<b>6</b>	<b>3</b>	<b>4</b>	↓
	a - Complaints - Stage 1 upheld	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	b -Complaints - Stage 1 <u>not</u> upheld	<b>3</b>	<b>5</b>	<b>2</b>	<b>4</b>	
	c -Complaints - Stage 1 partially upheld	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	

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>	15	7	4	0	↑
	a - Complaints - Stage 2 upheld	0	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	15	7	4	0	
	c- Complaints - Stage 2 partially upheld	0	0	0	0	
3	<b><u>Total - Ombudsman investigations</u></b>	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	<b>Number of Compliments</b>	5	10	4	6	↑
<p><b>Complaints</b> – There has been a slight increase in the number of Stage 1 complaints compared to Quarter 2 last year. There have been no Stage 2 investigations undertaken compared to the same period last year.</p> <p><b>Compliments</b> – There has been a slight increase compared to Quarter 2 last year.</p> <p><b>Welsh Language</b> - There were no complaints in relation to the Welsh Language</p>						