

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

POLICY AND RESOURCES CABINET BOARD

13th December, 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 2 Performance (1st April – 30th September 2017)

Purpose of the Report

2. To report quarter 2 performance management data for the period 1st April 2017 to 30th September 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

3. Section 1 of the appendix includes a summary of performance that fell within the remit of the Council's six improvement priorities that were agreed by the previous administration. Those priorities have now been superseded by the Council's [Well-being Objectives](#) contained within the Council's Corporate Plan which was approved by Council on 28th September 2017 and take effect from 1st October 2017. Also included in this section is a summary of performance across a number of other services.

4. 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 25 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.
5. 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.
6. 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

7. 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

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

Equality Impact Assessment

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

Workforce Impacts

10. 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

11. 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

12. 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

13. No requirement to consult

Recommendations

14. Members monitor performance contained within this report.

Reasons for Proposed Decision

15. Matter for monitoring. No decision required.

Implementation of Decision

16. Matter for monitoring. No decision required.

Appendices

17. Appendix 1 - Quarterly Performance Management Data 2017/2018 – Quarter 2 Performance (1st April 2017– 30th September 2017).

List of Background Papers

18. [The Neath Port Talbot Corporate Improvement Plan Addendum-2016/2019 “Rising to the Challenge”](#)
19. Policy & Resources Committee report date 30th July 2010 – Securing continuous improvement and scrutiny work programme.

Officer Contact

20. Karen Jones, Head of Corporate Strategy & Democratic Services.
Telephone: 01639 763284. E-Mail: k.jones3@npt.gov.uk
21. Shaun Davies, Performance Management Officer. Telephone: 01639 763172. E-Mail: a.s.davies@npt.gov.uk



Quarterly Performance Management Data 2017/2018 – Quarter 2 Performance (1st April 2017 – 30th September 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 and Young People Services 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 Children and Young People Services Key Performance Indicators, which were previously agreed by Members at the Children, Young People and Education (CYPE) 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 19.10% to 24.47%. This equates to 740 more young people attending the youth service.
- The number of full day childcare places provided has fallen from 2,569 to 2,283. The fall can be attributed to a request from a number of establishments to be put on voluntary suspension for various reasons including low demand for childcare. NPTCBC are monitoring the situation to try and get a better understanding of why the numbers have reduced.
- The percentage of final statements of special education needs issued within 26 weeks excluding exceptions has fallen from maximum performance 100% to 95.12% and the number including exceptions has risen from 37.17% to 39.00%.
- There has been a rise in both the number of statements of special educational needs and new statements issued within the period.
- The number of permanent exclusions from Secondary Schools has fallen considerably from 19 to 12 but there has been a rise in permanent exclusions in primary schools from 0 to 1 and a rise in both sectors for fixed-term exclusions.
- There has been a fall in the percentage of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths and a fall in the wider points score mainly due to a wide ranging changes to the Key Stage 4 key indicator calculations in 2017. This has affected all other local authorities, and now places NPT below the Welsh averages in all provisional measures. The decrease in performance was most marked in mathematics and affected Free School Meals and non-Free School Meals pupils alike.

Improvement Objective 3 - Improving Outcomes Improving Lives

Adults Services

There has been improvement in performance in areas such as delayed transfers of care, the number of assessments and care plans undertaken, the number of review carried out within timescale. We have also seen a decrease in 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 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 number of jobs created as a result of financial support by the local authority performance indicator.
- 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 reported figures.
- 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.

Homelessness

In Quarter 1 we reported the following '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'. Good progress has been made in resolving this but the issue is still on going, we anticipate reporting accurate data in quarter 3.

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. 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. Natural Resources Wales 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 (Materials Recovery and Energy Centre) 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.

Improvement Objective 6 – Digital by Choice

Digital by Choice

- As at 30th June 2017, 100% of our website pages are available in Welsh (latest data).
- Number of visits to our one stop shops has reduced compared to quarter 2 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

- 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 6 month period is now 5 minutes. Customer walk offs remain at 0.1%. 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

which include staff in both the OSS sites continue to actively promote the online services available to customers and a reduction in recycling and council tax enquires.

- Average time taken to answer telephone calls and percentage of abandoned telephone calls are now reported separately in Welsh and English.
- In relation telephone call performance, overall we have seen an improvement. Comments explaining telephone call performance for both English and Welsh calls can be found under indicators 2 and 5 (in section 2) respectively.

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 2 shows a slight improvement on last year's performance, which whilst encouraging, there is still room for more improvement in our sickness absence rates. Expanded measures in relation to sickness are being developed and will be reported from Quarter 3, replacing the stand alone sickness reporting. This will enable Members to scrutinise sickness performance indicators alongside other performance categories

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. The Performance indicator relating to the percentage of empty private properties that are brought back into use by the Council has been replaced; the new measure (PAM/013 indicator number 102) now measures only direct action taken by Local Authorities to bring long term empty properties brought back into use.
- 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.

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 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, as indicated in the report for quarter 1 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 quarter 1 2017/18 and from the same quarter 2 period in 2016/17. At no time have any statutory deadlines been missed.

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.
- 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 6500 website).

Sport and Leisure

Visitors to local authority sports and leisure centres who participate in physical activity have seen a continuing 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 renewal contract and is on target to finish in 2018. The calculation of the performance indicator 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.

Asset Management

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

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








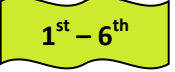
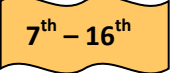

2017/2018– Quarter 2 Performance (1st April 2017 – 30th September 2017)

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.

	Performance Key
	Maximum Performance.
	Performance has improved.
	Performance has been maintained.
	Performance has declined but 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.
	2016/17 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures.
	2016/17 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 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
1	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact).	5.4 minutes	6.5 minutes		7.5 minutes (37,998 visitors)	5 minutes (32,315 visitors)	↑
2	CS002b (Local)	Customer Services - Average time to answer telephone calls in English .	16 seconds (all calls)	21 seconds		24 seconds	19 seconds	↑

The final roll out of the Recycle+ Scheme commenced from the end of quarter 4 2016/17, having taken several months to complete. 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 offset due to 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.

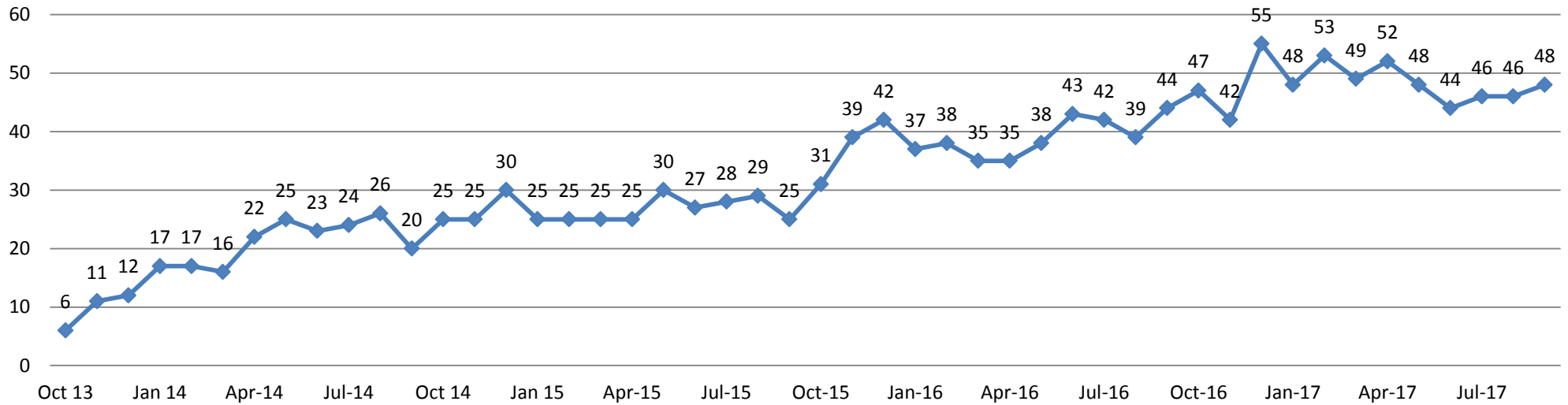
3	CS003b (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds – English calls .	2.63 % (all calls)	3.64 % (5,225 of 143,391 calls)		4.56% (1,743 of 38,182)	2.93% (950 of 32,405)	↑
4	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs).	0.07% (44 of 65,481)	0.12% (85 of 71,589)		0.10% (41 of 37,998)	0.10% (29 of 32,315)	↔
5	CS002a (Local)	Customer Services - Average time to answer telephone calls in Welsh .	–	18 seconds		23 seconds	27 seconds	↓
6	CS003a (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds – Welsh calls .	–	11.14% (151 of 1,394 calls)		12.9% (58 of 449)	15.5% (51 of 329)	↓

Comment for both CS002a and CS003a - Due to a change in operating procedures from April 2016 as a result of the introduction of the Welsh Language Standards we have observed an increase in calls to the Contact Centre through the medium of Welsh. The number of bilingual Welsh speakers within the Contact Centre means that there will not always be an officer available immediately as they may be dealing with existing callers to the Contact Centre, as these officers deal with both English and Welsh calls as they come in. For comparative purposes the time taken to answer between Welsh and English calls and the number of available officers can mean that wait times are slightly higher and as a result abandoned calls can be slightly higher as a percentage.

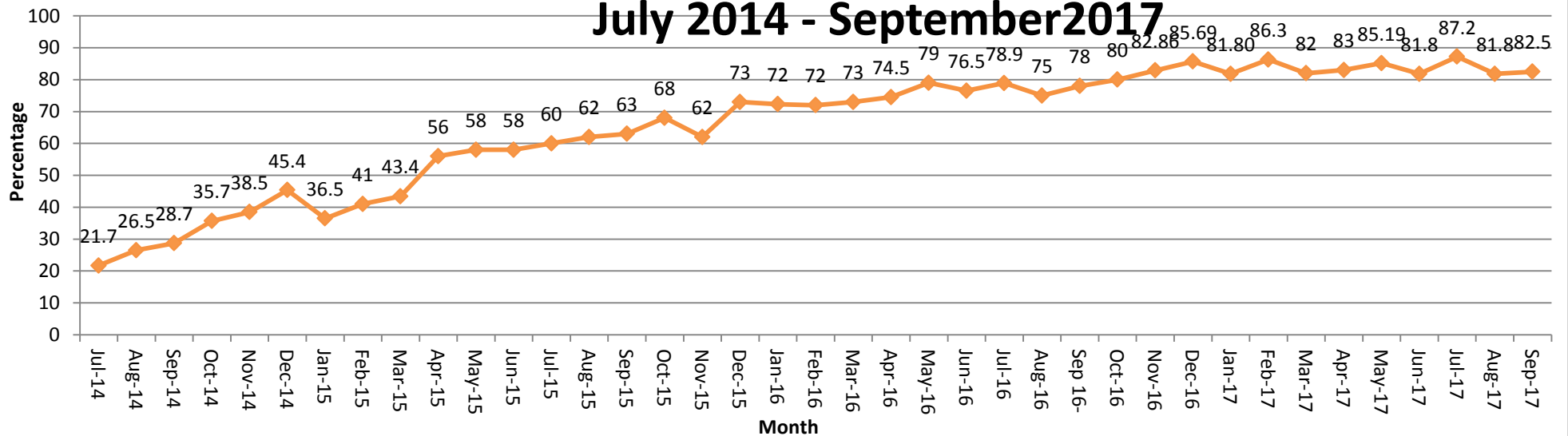
2. Chief Executive's and Finance & Corporate Services – Digital by Choice Measures

No.	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
7	DBC/003 (Local)	Percentage of webpages available in Welsh.	88%	99.9% (1,095 of 1,096)		98% (1,051 of 1,072)	100% (1,103 of 1,103) See comment below	😊
	<p>Latest available data is as at 30th June 2017. The new content management system (Umbraco) was launched in July. As the new system reporting software is being developed we should be in a position to report updated information during quarter 3.</p>							
8	DBC/002 (Local)	Number of new services available on-line.	7	8		8	15	↑
	<p>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.</p> <p>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.</p> <p>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).</p>							
9	DBC/001 (Local)	Percentage of transactions completed on-line (new services).	56.9%	67.7% (59,791 of 88,264)		67.0% (28,480 of 42,476)	73.2% (30,004 of 41,009)	↑
	<p>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, and van permits requested on-line. Data for the other online services will be included in data as soon as possible.</p> <p>Performance graphs have been provided below for a number of those services that are available online:</p>							

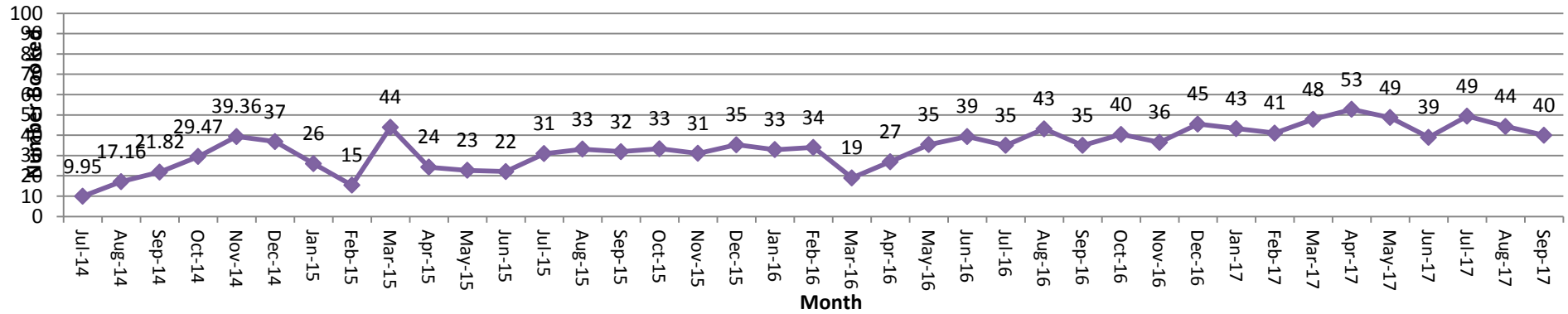
% Bulks booked online - Oct 2013 - September 2017



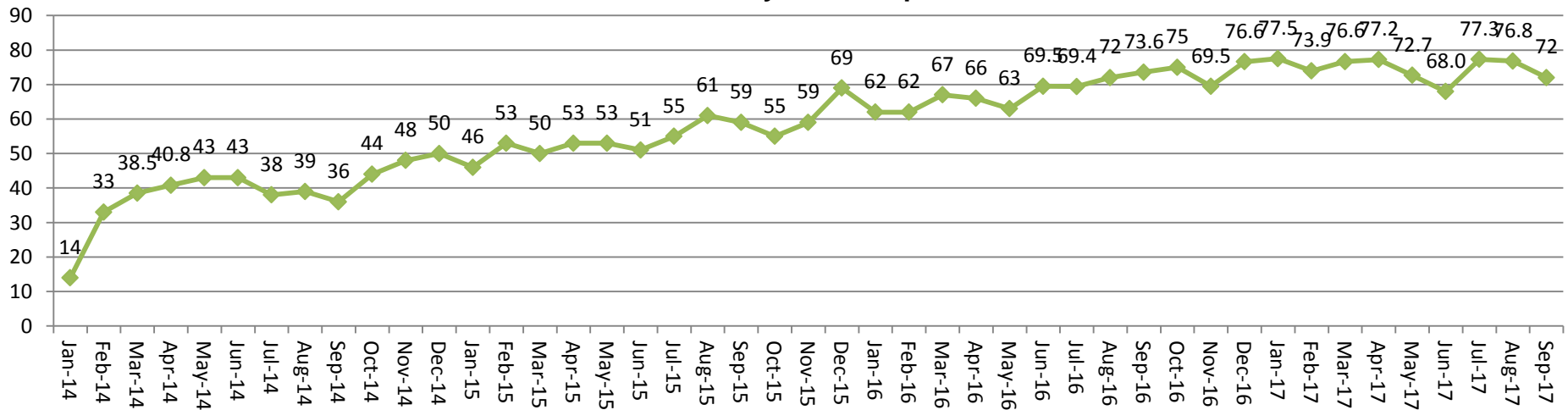
% Van Permits Requested Online July 2014 - September 2017



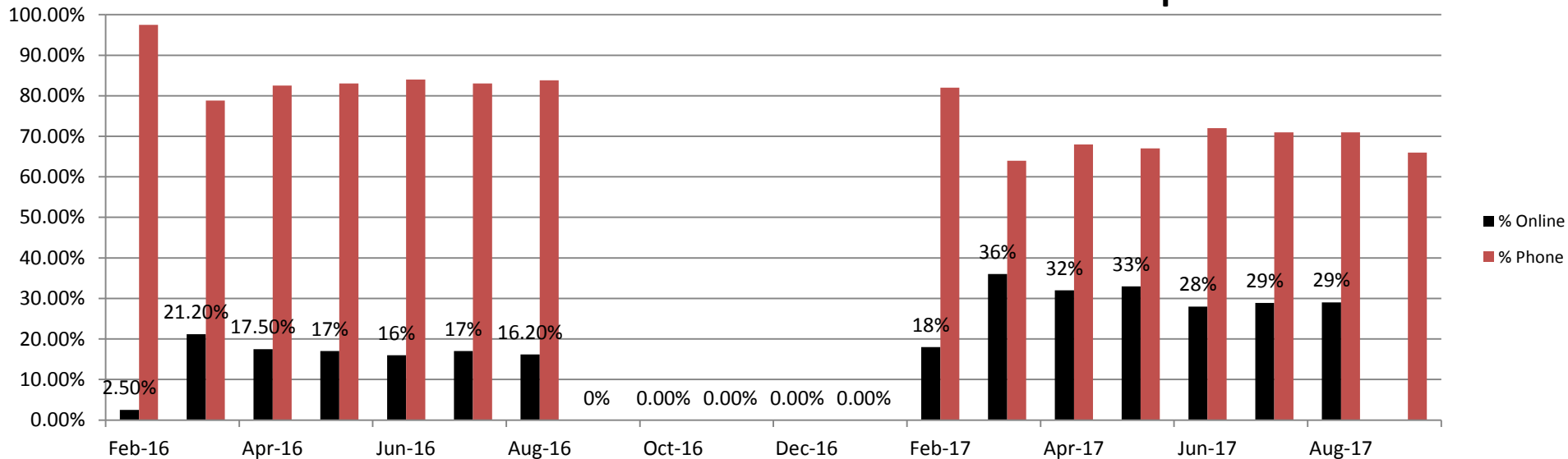
Pest Control Appointment Booked Online July 2014 to September 2016



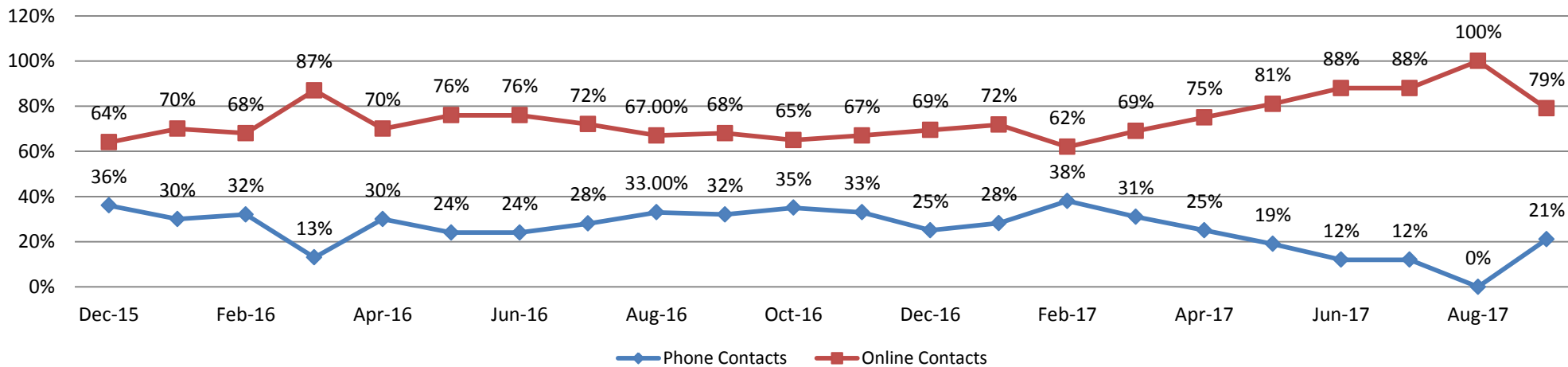
% Refuse and Recycling equipment ordered online January 2014 - September 2017



Missed Collections Online Feb 16 - September 17



Map Based Reporting Dec 15 - September 17



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 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
10	DBC/004 (Local)	Reduce the demand on Customer Services - number of visitors to one stop shops.	67,886	71,589		37,998	32,315	↑
	<p>Demand on Customer Services in total for the both One Stop Shop (OSS) sites has reduced. Total callers for the period 1.4.16 – 30.9.16 were 37,998 compared to 32,315 for the same period this year. This is mainly due to a reduction in recycling enquiries – 4,618 (1.4.16 – 30.9.16) to 2,809 (1.4.17 – 30.9.17) and Council Tax enquiries – 3,167 (1.4.16 – 30.9.16) to 2,106 (1.4.17 – 30.9.17).</p> <p>Staff in both the OSS sites continue to actively promote the online services available to customers. There has also been a reduction in customer wait times – average of 7.5 minutes (Q.2 2016-2017) as opposed to 5 minutes (Q.2 2017-2018). This can be partly attributed to the reduction. However, the percentage of customer walk offs has remained the same 0.10% (Q.2 2016 – 2017 and Q.2 2017- 2018).</p>							
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		N/A Reported Annually		—
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)		97% (196 out of 203) Survey undertaken Sep/Oct 2016	N/A Reported Annually	—
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)		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)		85% (169 out of 199) Survey undertaken Sep/Oct 2016		—

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

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	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		99.90% £29.569m of £29.597m	99.95% £33,575,311 of £33,591,564	↑
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		8.7 250,154 days / 28,619 assessments	7.5 211,699 days / 28,157 assessments	↑
17	PAM/001 (PAM)	Number of working days lost to sickness absence per employee.	9.7	9.9	10.3 10th	4.6	4.2	↑
18	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)		7.77% 458 of 5,895	5.43% 320 of 5,894	↑
19	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)	57.7% £36.493m of £63.300m	57.7% £37,794,796. 44 of £65,494,603. 01	↔

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

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	CFH/008 (Local)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	98.0% £41,012,706 of £41,837,905	98.1% £41,749,893 of £42,569,361		63.5% £27.039m of £42.606m	57.8% £23,387,657 of £40,474,658	↓	
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.									
21	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	61.5%	90.6%		82.1%	96.6%	↑	
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					94.61%	—
24	PAY/001ii (local)	The amount of interest paid to suppliers due to late payment.						£0.00	—
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.						£8,731.90	—

4. Education – Schools

No.	PI Reference	PI Description	NPT Actual 2015/16 (2014/15 academic year)	All Wales 2016/17 (2015/16 academic year)	NPT Quarter 2 2016/17 (2015/16 full academic year)	NPT Quarter 2 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)	89.0% 22nd	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)	86.1% 22nd	77.7% (1,165 of 1,499 pupils)	79.6% (1,170 of 1,470 pupils)	↑
28	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)	1.6 (12 of 7,488 pupils)	↑
29	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)	20.2%	15.6% (244 of 1,567 pupils)	15.6% (239 of 1,531 pupils)	↔
30	PAM/008 (PAM)	The percentage of pupil attendance in Secondary Schools.	93.7% (2,148,160 of 2,293,388 sessions)	94.2% 18th	93.7% (2,186,082 of 2,332,537 sessions)	93.6%(p) (2,177,916 of 2,325,867 sessions)	v

(P) – Provisional data

4. Education – Schools cont.

PI Description			NPT Actual 2015/16 (2014/15 academic year)	All Wales 2016/17 (2015/16 academic year)	NPT Quarter 2 2016/17 (2015/16 full academic year)	NPT Quarter 2 2017/18 (2016/17 full academic year)	Direction of Improvement
31	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)	18.0% 12th	12.7% (191 of 1,499)	11.2% (165 of 1,470)	v
32	PAM/003 (PAM)	Percentage of pupils achieving the expected outcome at the end of the Foundation Phase.	82.3% (1,279 of 1,554)		81.4% (1,264 of 1,552)	81.2% (1,248 of 1,537)	v
33	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)	0.1 (1 of 9,220 pupils)	↓
34	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)	0.018% (308 of 1,754,871 days)	↓
	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)	0.122% (1,741 of 1,422,450 days)	↓
35	Exclusion data has been monitored closely and in response to the rise in fixed and permanent exclusions a Wellbeing and Behaviour team, comprising of staff with a range of experience and expertise, has been established and a designated manager has been appointed. In addition to this the LA has increased capacity of assessment places across both the primary and secondary sector for pupils with social, emotional and behavioural difficulties (SEBD). The establishment of this service and provision is a result of the reorganisation of the Education Other than at School Service (EOTAS) and has been implemented with Members agreement. The Wellbeing and Behaviour Team are also working with key professionals to develop a training package for all schools in meeting the needs of pupils with SEBD and this will be rolled out during the spring term. This change to services and provision has been in place as of September 2017 with the aim of embedding a continuum of support and increasing capacity within schools, as part of the LA's long term plan in ensuring the needs of pupils with SEBD are effectively met.						

4. Education – Schools cont.

PI Description		NPT Actual 2015/16 (2014/15 academic year)	All Wales 2016/17 (2015/16 academic year)	NPT Quarter 2 2016/17 (2015/16 full academic year)	NPT Quarter 2 2017/18 (2016/17 full academic year)	Direction of Improvement
36	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	531 6 th	556	435 (P)	↓
37	PAM/006 (PAM) Percentage of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths.	58.4% (900 of 1,542 pupils)	60.7% 9 th	61.5% (918 of 1,492 pupils)	51.3%(p) (763 of 1,486 pupils)	↓
<p>Comment for Indicator 36 & 37: The wide ranging changes to KS4 key indicator calculations in 2017 has affected NPT results, as they have in all other local authorities, and now places NPT below the Welsh averages in all provisional measures. The decrease in performance was most marked in mathematics and affected FSM and non-FSM pupils alike.</p>						
38	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)	0.3% 18 th	0.3% (4 of 1,492 pupils)	Reported 3 rd quarter	—
39	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 an approved external qualification.	0% (0 of 21 pupils)	1.1% Joint 1 st	0% (0 of 31 pupils)	Reported 3 rd quarter	—
40	PAM/007 (PAM) The Percentage of pupil attendance in Primary Schools.	94.8% (3,262,430 of 3,441,713 sessions)	94.9% 19 th	94.6% (3,306,608 of 3,496,979)	Reported 3 rd quarter	—

(P) – Provisional data

4. Education – Schools cont.

PI Description			NPT Actual 2015/16 (2014/15 academic year)	All Wales 2016/17 (2015/16 academic year)	NPT Quarter 2 2016/17 (2015/16 full academic year)	NPT Quarter 2 2017/18 (2016/17 full academic year)	Direction of Improvement
41	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 quarter	—
42	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 quarter	—
43	PAM/009 (PAM)	Percentage of Year 11 leavers not in Education, Training or Employment (NEET).	3.6% (56 of 1,542 pupils)		3.6% (53 of 1,492 pupils)	Reported 4 th quarter	—

5. Education – Other

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
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)	77.4% 20th	37.2%* (29 of 78 pupils)	39.0%* (39 of 100 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)		19.1% (2,660 of 13,920)	24.47% (3,400 of 13,897)	↑
46	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)	95.4% Joint 1st	100%* (Qtr. 3) (29 of 29 Pupils)	95.12%* (Qtr. 3) (39 of 41 pupils)	v
47	L(FP)1+ (Local)	Number of full day childcare places provided.	2,003	2,281		2,569	2,283	↓
		The fall can be attributed to a request from a number of establishments to be put on voluntary suspension for various reasons including low demand for childcare. NPTCBC are monitoring the situation to try and get a better understanding of why the numbers have reduced.						
48	L(SEN)1a (Local)	Number of children with new statements of special educational needs.	95	123		78* (Qtr. 3)	100* (Qtr. 3)	↓
49	L(SEN)1b (Local)	Total number of children with statements of special educational needs.	799	843		792* (Qtr. 3)	866* (Qtr. 3)	↓
		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. Due to increased information and publicity around Welsh Government's reform of ALN(additional Learning Needs) legislation, the number of requests received continues to increase. 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 – 9 months data – January to September

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

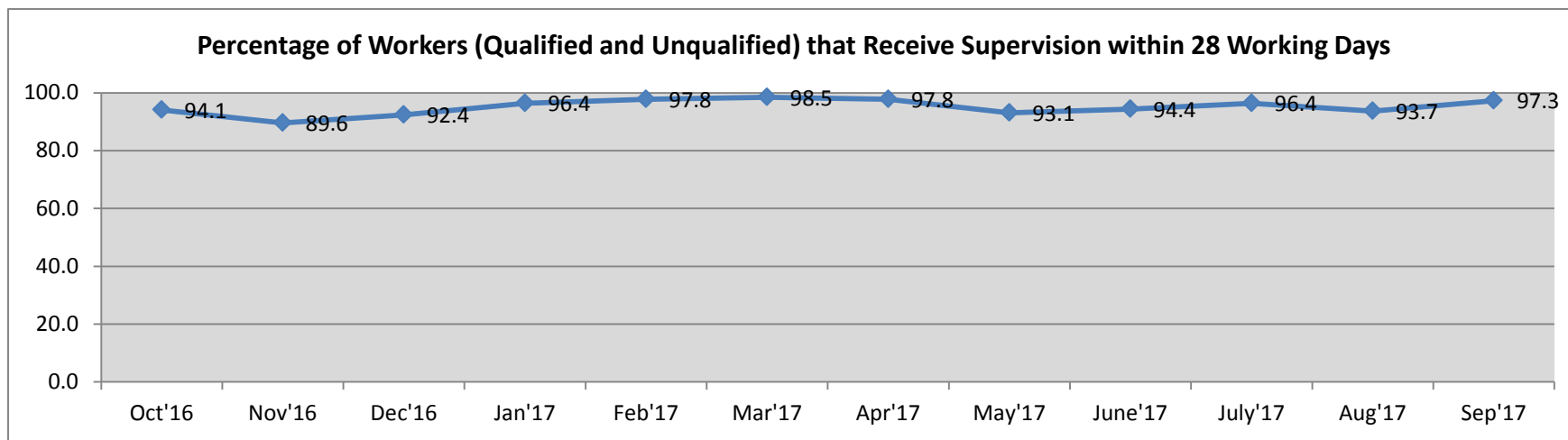
No.	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
50	PI 27	The percentage of re-registrations of children on the local authority Child Protection Register.	N/a New	7.8% (18 of 230)		6% (7 of 117)	6.6% (8 of 122)	v
51	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)		99.5% (631 of 634)	97.8% (2,799 of 2,861)	v
52	PI 25	The percentage of children supported to live with their family.	N/a New	60.9% (598 of 982)		67.2% (716 of 1,065)	61.9% (623 of 1,006)	↓
	This PI is subject to regular fluctuation. Over the last 12 months, despite a decrease in overall caseload numbers, the LAC population has remained relatively steady, resulting in a smaller number of children being supported to live at home.							
53	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		226 days	312.2 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 the 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.							
54	PAM/027	Percentage of children satisfied with their care and support.	N/a New	N/a new		Populated by Welsh Government Annually		—
55	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 Government Annually		—
56	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 Government Annually		—
57	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 Government Annually		—

6a. Social Services Health & Wellbeing Indicators – Children and Young People Services 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
58	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	—
59	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	—
60	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	—
61	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 Government Annually	—
62	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	—
63	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	—
64	PI 35	The percentage of care leavers who have experienced homelessness during the year.	N/a New	1.1% (3 of 271)			Reported Annually	—

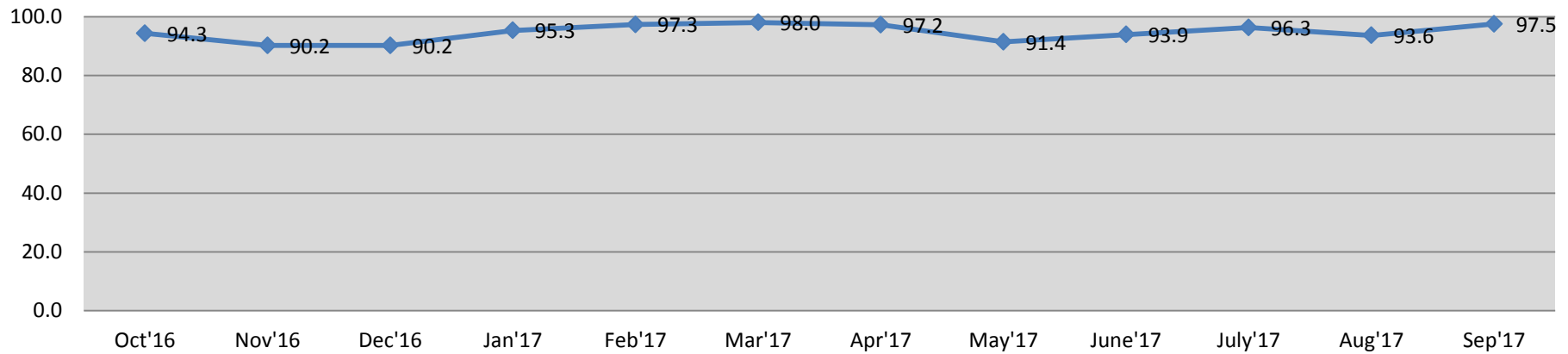
6b. Children and Young People's Services Key Performance Indicators - as reported to Social Care, Health and Well Being Cabinet Board on 30th November 2017 - non-cumulative data up to September 2017.

Priority Indicator 1 – Staff Supervision Rates

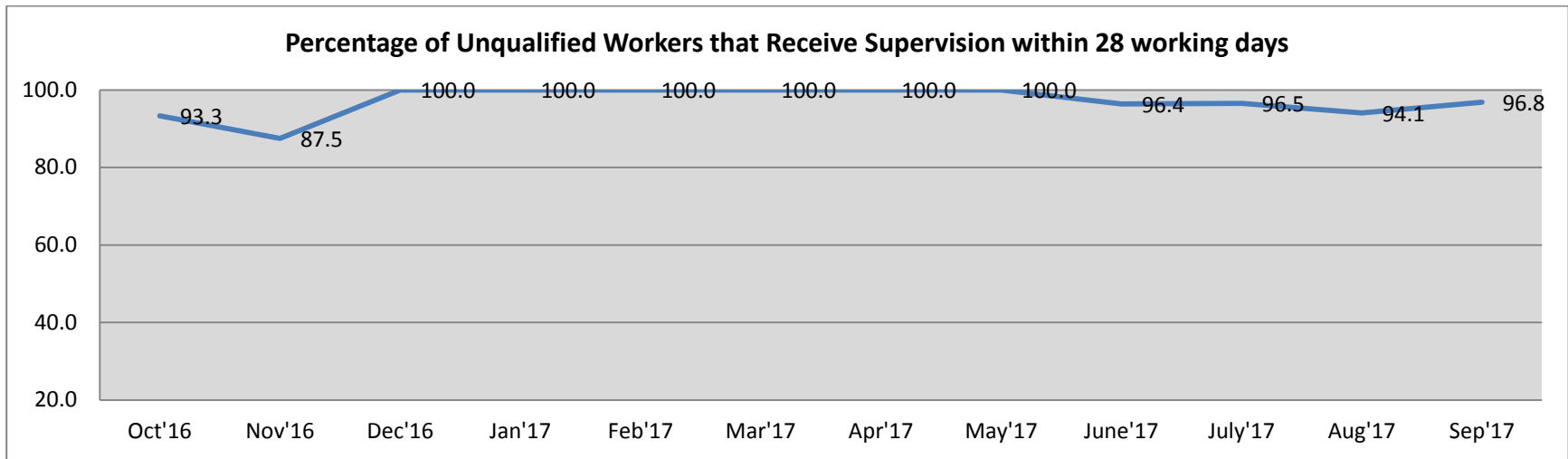


	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	June 2017	July 2017	Aug 2017	Sep 2017
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of Qualified and Unqualified Workers that receive Supervision within 28 working days	94.1	89.6	92.4	96.4	97.8	98.5	97.8	93.1	94.4	96.4	93.7	97.3
Number of workers due Supervision	135	144	145	140	139	134	135	145	142	138	144	152
Of which, were undertaken in 28 working days	127	129	134	135	136	132	132	135	134	133	135	148

Percentage of Qualified Workers that Receive Supervision within 28 Working Days



	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	June 2017	July 2017	Aug 2017	Sep 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	94.3	90.2	90.2	95.3	97.3	98	97.2	91.4	93.9	96.3	93.6	97.5
Number of workers due Supervision	105	112	112	107	110	98	107	116	114	109	110	121
Of which, were undertaken in 28 working days	99	101	101	102	107	101	104	106	107	105	103	118



	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	June 2017	July 2017	Aug 2017	Sep 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	93.3	87.5	100	100	100	100	100	100	96.4	96.5	94.1	96.8
Number of workers due Supervision	30	32	33	33	29	31	28	29	28	29	34	31
Of which, were undertaken in 28 working days	28	28	33	33	29	31	28	29	27	28	32	30

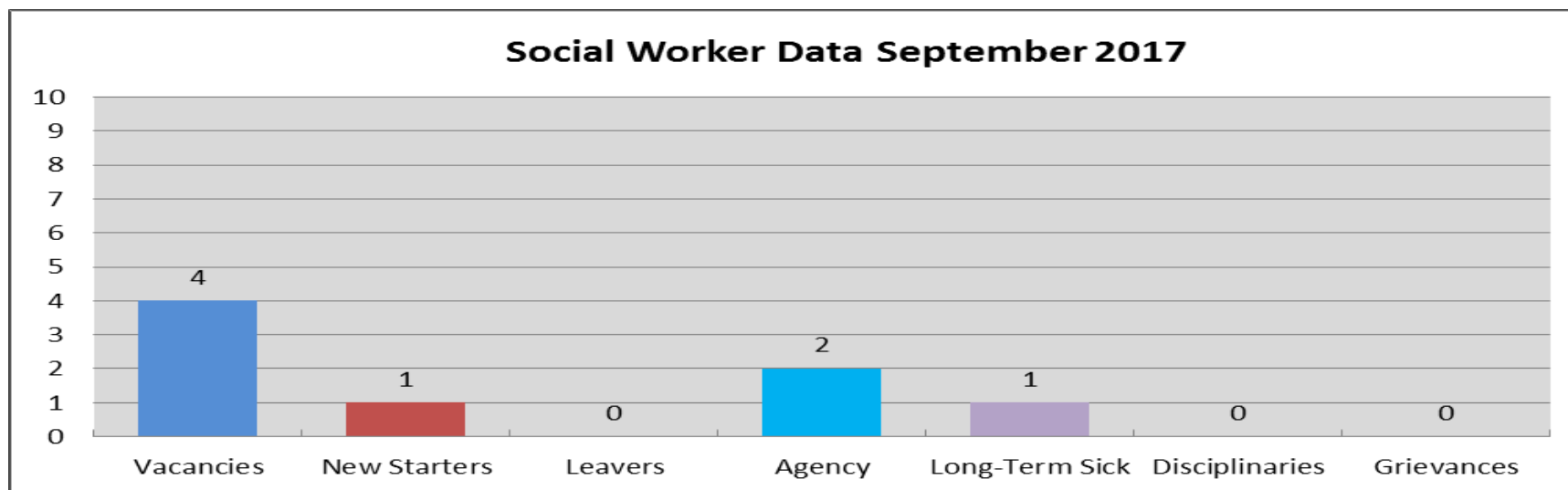
- **Priority Indicator 2 – Average Number of Cases held by Qualified Workers across the Service**

As at 30th September 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	469.0	12.7	121	16	2	9.5
Disability Team	495.5	13.4	191	23	5	14.3
LAC Team	386.0	10.4	165	18	7	15.8
Llangatwg	481.0	13.0	164	13	11	12.6
Sandfields	360.0	9.7	111	14	7	11.4
Route 16	271.0	7.3	47	11	8	6.4
Dyffryn	395.0	10.7	110	16	6	10.3
Intake	499.0	13.5	90	14	1	6.7
Totals	3,356.50	90.7	999			
Average Caseload - CYPS				15.6	5.9	11.0

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**

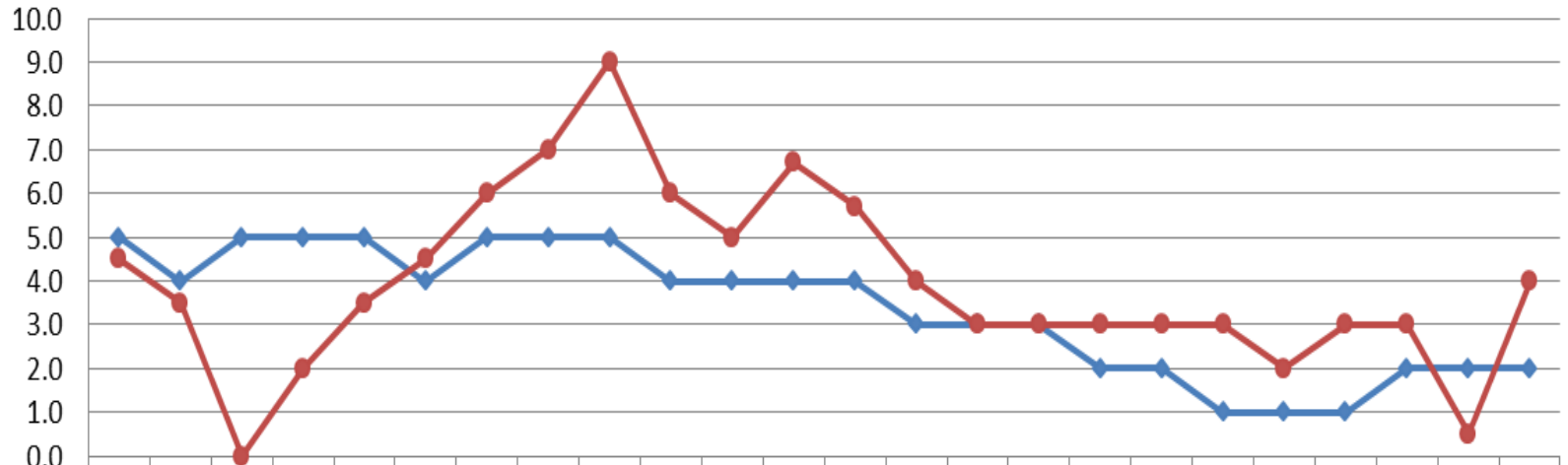


	Team Manager	Deputy Manager	Social Worker	Peripatetic Social Worker	IRO	Consultant Social Worker	Support Worker	Total
Vacancies			3		1			4
New Starters			1					1
Leavers								0
Agency			1		1			2
Long-Term Sick			1					1
Disciplinary								0
Grievances								0

Agency: - 1 - Conference and Review Service – covering maternity
1 - Fostering – covering sickness rehabilitation

Summary of Agency Staff and Vacancies across the Service

**Summary of Agency Staff and Vacancies Across the Service
(Oct 2015 - Sep 2017)**



	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	June 16	July 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep-17
◆ Agency Staff	5.0	4.0	5.0	5.0	5.0	4.0	5.0	5.0	5.0	4.0	4.0	4.0	4.0	3.0	3.0	3.0	2.0	2.0	1.0	1.0	1.0	2.0	2.0	2.0
● Vacancies	4.5	3.5	0.0	2.0	3.5	4.5	6.0	7.0	9.0	6.0	5.0	6.7	5.7	4.0	3.0	3.0	3.0	3.0	3.0	2.0	3.0	3.0	0.5	4.0

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

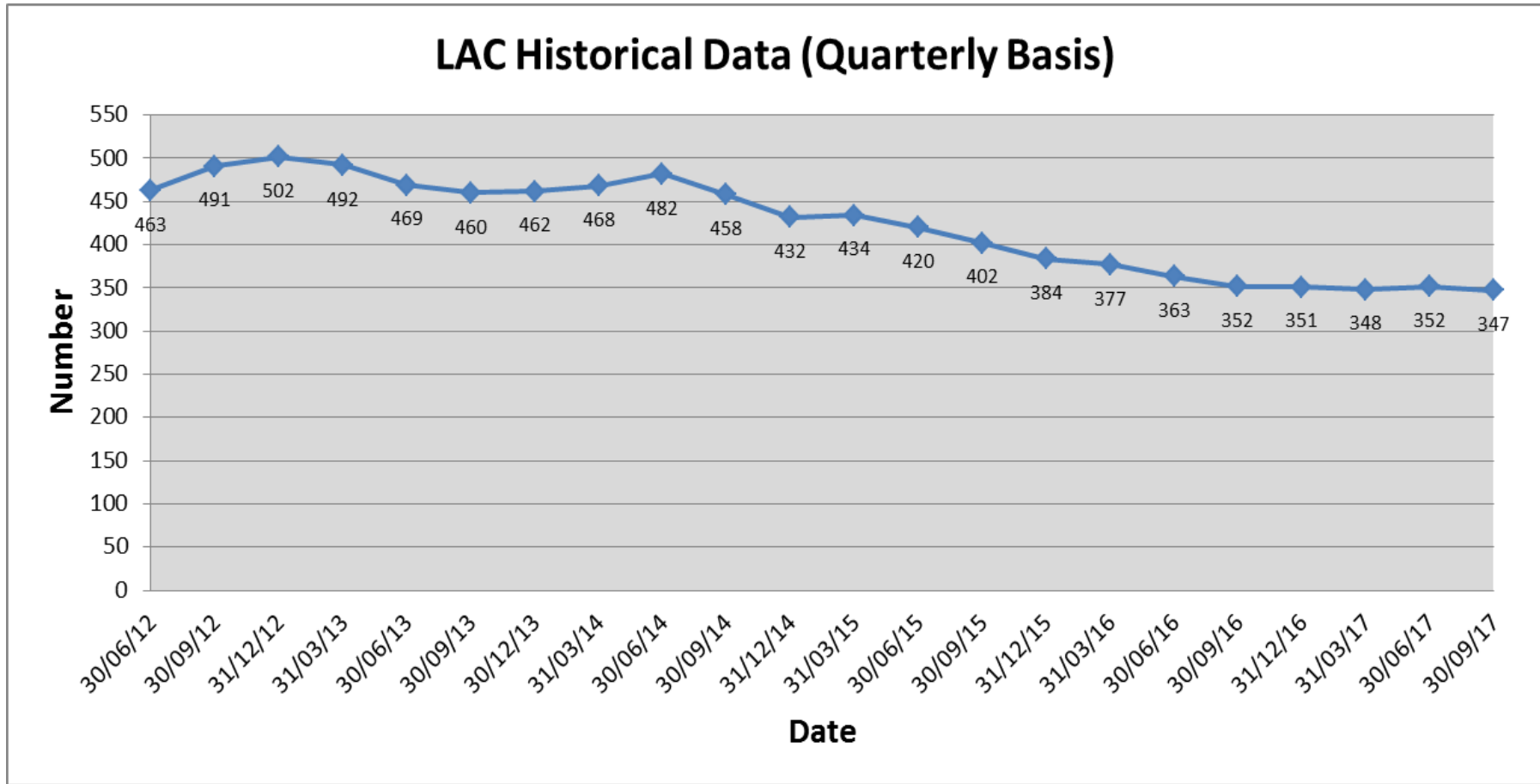
Quality Assurance Audits take place on a monthly basis within Children and Young People Services. The table below gives an overview of the thematic audits undertaken in quarter 2 (April to September 2017). More information in relation to this Priority Indicator e.g. what is working well, what we will improve and by what methods and next steps has been reported to [Social Care, Health and Wellbeing Cabinet Board on 30th November 2017.](#)

Audits Completed

During this quarter there have been three thematic audits completed.

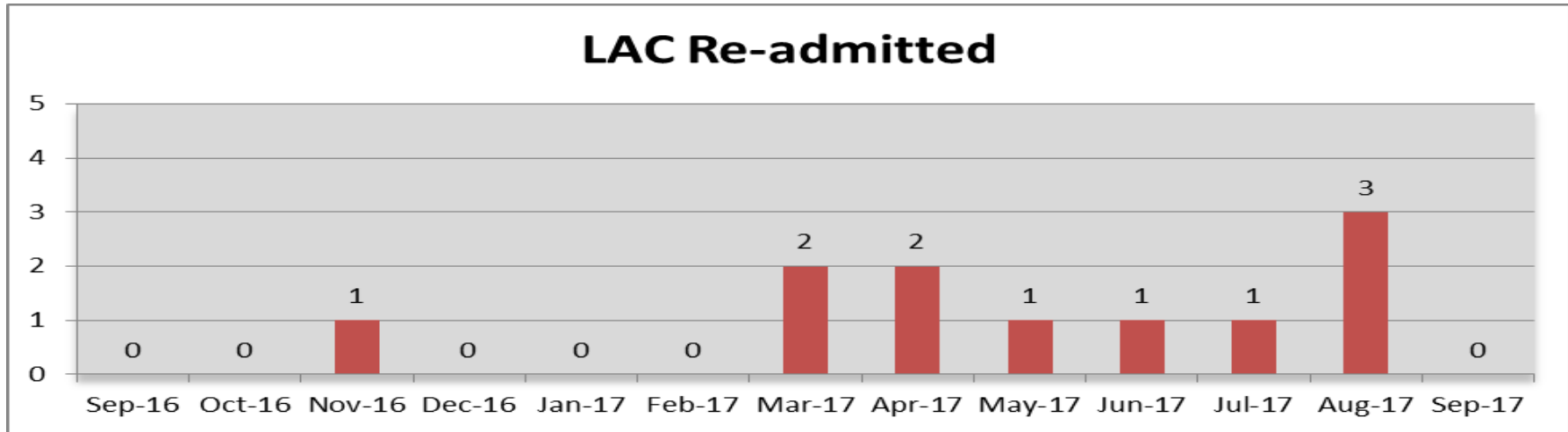
Audit Theme	Month Completed	Cases Audited
Placement Breakdown/Move	July 2017	26
Outcome Focussed Plans	August 2017	56
Personal Outcomes	Sept 2017	54

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



Number of LAC as at 30/09/17 = 347

- **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
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
July 2017	1
August 2017	3
September 2017	0

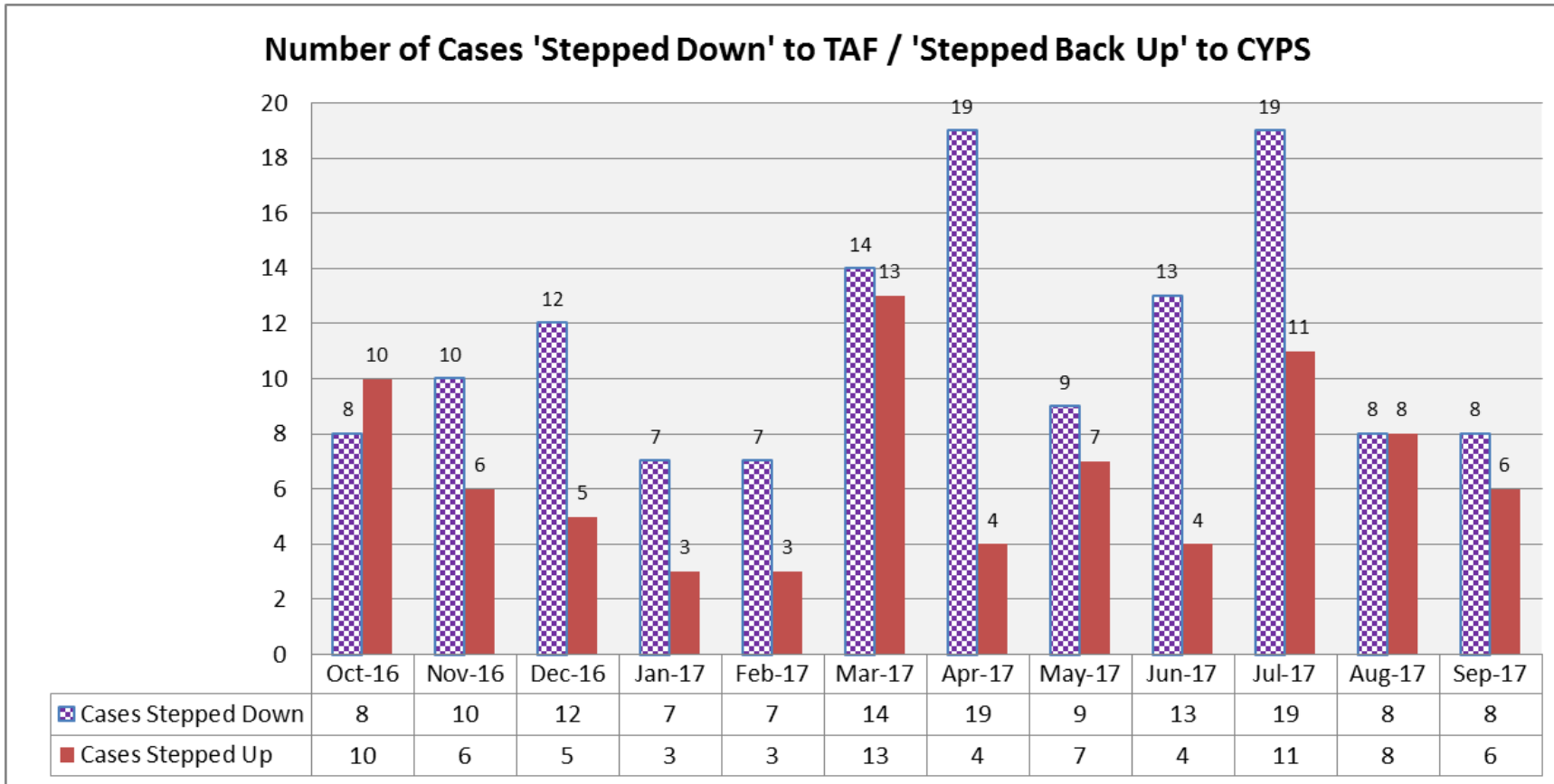
Reason for July 2017 re-admission into care within 12 months of being discharged: -

- There were some difficulties with Child A's previous placement from 06.06.17 onwards and this arrangement broke down on the 12.06.17. Child A's identified plan has always been to stay in long term foster care as it wasn't possible for Child A to return to family on a permanent basis following the recent placement breakdown. Subsequently a suitable placement was identified for Child A and moved there on the 04.07.17.

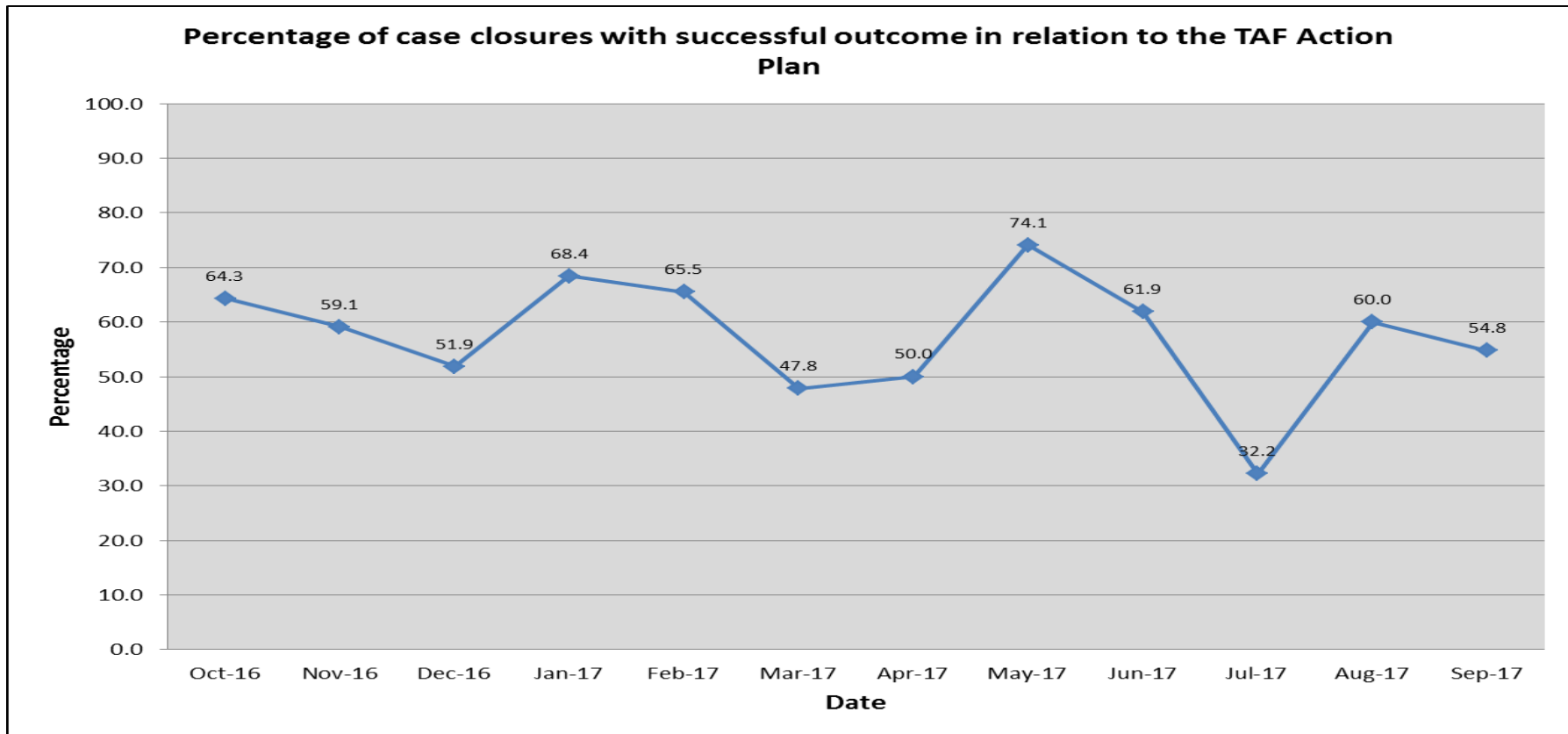
Reason for August 2017 re-admissions into care within 12 months of being discharged: -

- Siblings Child "A" and Child "B" went into respite on December 12th 2016 for 2 nights, due to their brother's birth at home and parents' inability to care for all 3 children at time. Following completion of a parenting assessment and PAMS (Parent Assessment Manuals) assessment the LA issued care proceedings. The court granted Interim Care Order in respect of all three children on August 22nd 2017 and the subsequent Final Court Hearing on August 30th 2017, The Judge granted Care and Placement Orders. The LA's plan for all three children is one of adoption, which was ratified by ADM (Agency Decision Making) on August 10th 2017.
- Child "C" was re-admitted into care on 07.08.2017 due to being arrested for threats against the family. Originally respite was agreed for a period of a few nights, as respite care was part of his care plan to support the family due to the child's destructive and challenging behaviour. On 08.08.17 upon attending resource panel following the incident, his status changed to LAC as advised by the Principal Officer. He remained in respite until the 1.09.17 where parents withdrew their consent and he returned home.

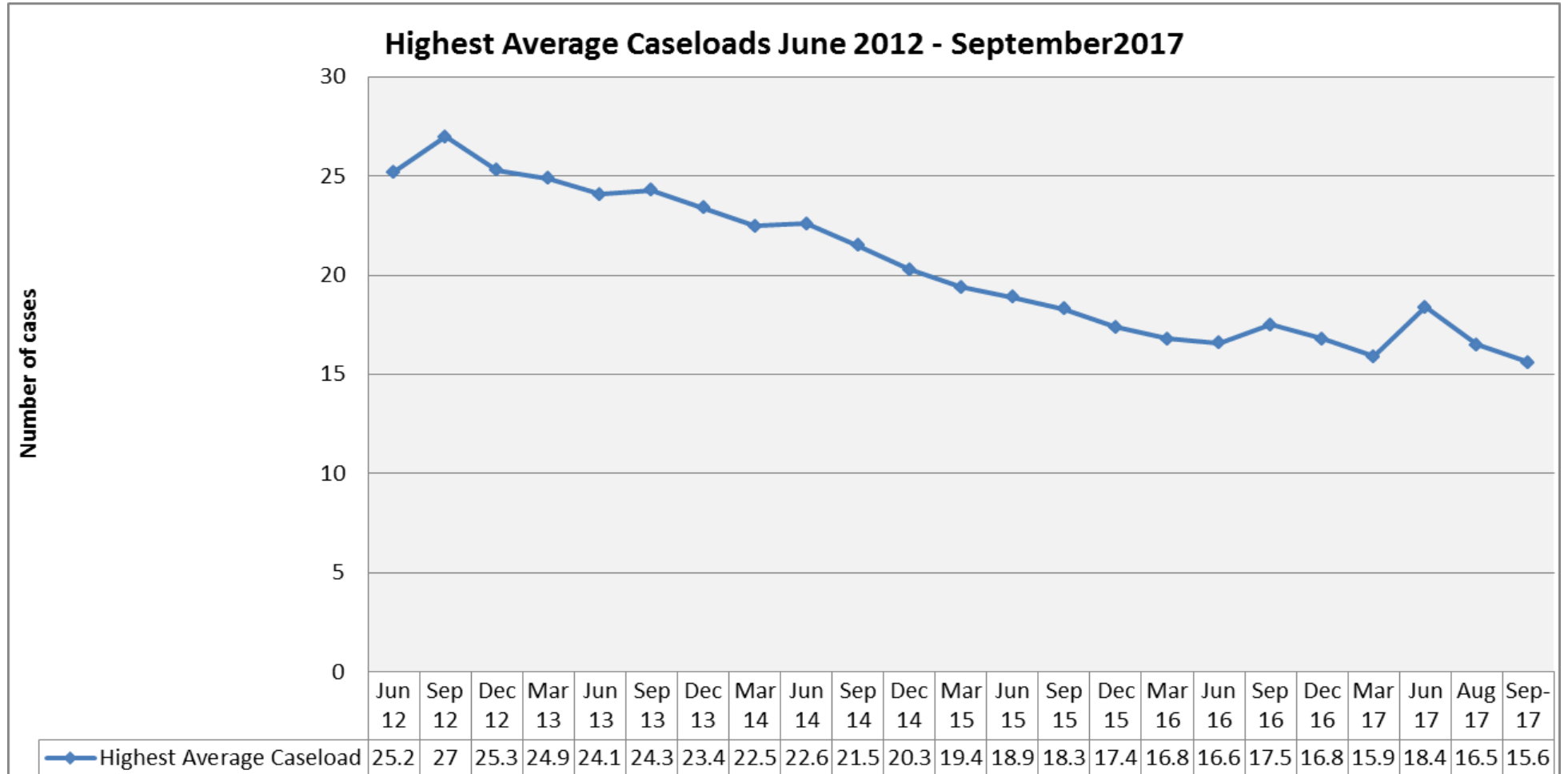
- **Priority Indicator 7 – The Number of Cases ‘Stepped Down / Stepped Up’ between Team Around the Family (TAF) and CYPS**



- **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: –**



Section 3 – Highest Average Caseloads June 2012 – September 2017



7a Performance Indicators - Adults Services

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
65	PI/4	Number of carer assessments that were refused by carers during the year.	N/a New	73		42	28	↑
66	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		2,937	2,822	↑
67	PI/2	Number of assessments of need for care and support undertaken during the year;	N/a New	1,548		364	584	↑
68	PI/2(i)	Of which, the number of assessments that led to a care and support plan.		1,206		303	500	↑
69	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		25	40	↑
70	PI/19 PAM/025 (PAM)	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)	Not available as yet	3.60	1.26	↑
71	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)		784	774 (379,387/ of 490)	↑

7a Performance Indicators - Adults Services 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
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	0	0		0 (a)	0	↔
		Number of requests for re-assessment of need for care and support and need for support made by an adult during the year: b) all other adults and carers		0		0 (b)	0	↔
75	PI/6i	Of which, the number of re-assessments undertaken on: a) adults in the secure estate		0		0 (a)	0	↔
		Of which, the number of re-assessments undertaken on: b) all other adults and carers	N/A New	0		0 (b)	0	↔
76	PI/6ii	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		0		0 (a)	0	↔
		Of which, the number of re-assessments that led to a care and support plan or a support plan on : b) all other adults and carers		0		0 (b)	0	↔

7a Performance Indicators - Adults Services 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
77	PI/22	Average age of adults entering residential care homes.	N/a New	83 (184 of 15,290)		83	83 (8,345/101)	↔
78	PI/7	Number of care and support plans and support plans that were reviewed during the year;	N/a New	2,004		759	661	↓
79	PI/7i	Of which, the number of plans that were reviewed within agreed timescales.		1,050		352	406	↑
Plans are in place to improve the performance of this PI/7 which seeks to streamline current processes and maximise workforce output. This is evidenced by the increase in the number of reviews completed within timescale from 46% to 61%.								
80	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		2,319	1,204	↓
Reduction is due to changes in the way that the data is collected, as instructed by Welsh Government.								
81	PI/3	Number of assessments of need for support for carers undertaken during the year;	N/a New	355		173	153	↓
82	PI/3(i)	Of which, the number of assessments that led to a support plan.		16		12	4	↓
It is difficult to gage performance on carer's assessments; each carer identified is offered an assessment however it is the individuals choice as to whether they accept the offer. In all cases carer's are provided with information on the various avenues of support available to them.								
83	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		2,794	1,980	↓

7a Performance Indicators - Adults Services 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
84	PI/14	Number of adults who were charged for care and support or support for carers during the year.	N/a New	2,262		2,527	2,340	↓
	Information from PI/13 and 14 is provided directly from Finance who invoice on an ad hoc basis, therefore this figure will be sporadic throughout the year. A decrease in both can also be attributed to a fall in the number of people receiving adult social care this quarter.							
85	PAM/024 (PAM)	Percentage of adults satisfied with their care and support.	N/a New	N/a New		N/a New	N/a New	—
86	PAM/026 (PAM)	Percentage of carers that feel supported.	N/a New	N/a New		N/a New	N/a New	—
	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.							
87	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		Systems currently being developed to capture data	19.4% (7 of 36)	—
88	PI/20b	The percentage of adults who completed a period of reablement and have no package of support 6 months later.					36.1% (13 of 36)	—

7a. Performance Indicators - Adults Services 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
89	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		0	0	—
90	PI/8i	Of which, the number of reviews undertaken.		9		0	0	—
91	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	—
92	PI/10	Number of adults who received care and support who were in employment during the year.	N/a New	16		10	15	—
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 currently being developed to capture data		—

8. Homelessness

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
94	PAM/012 (PAM)	Percentage of households successfully prevented from becoming homeless.	52.2%	55% (196 of 359)				—
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%			—

Data to be reported in quarter 3

In Quarter 1 we reported the following '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'. Good progress has been made in resolving this but the issue is still on going, we anticipate reporting accurate data in quarter 3

9. 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
98	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)		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.								
99	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)		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.								

9. Housing - Private Sector Renewal con't

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
100	PAM/015 (PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	228	232 (71,951 days/ 310 DFG's)	224 11 th	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.							
101	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%	1.10% (5 of 455)	v
102	PAM/013 (PAM)	Percentage of empty private properties brought back into use.	N/a new	N/a new	N/a new	Reported Annually		—
103	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		—
104	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%	—
105	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 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
106	PAM/023 (PAM)	The percentage of food establishments that met food hygiene standards.	92.7%	94.92%	95.16% 13 th	92.84%	94.99% (1,061 of 1,117)	↑
107	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)	↑
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.								
108	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)	↑
109	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)	↓
110	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)	↓
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.								

10. 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
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%		60%	33.33% (2 and 6)	↓
	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.							
112	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)	↓
	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.							

11. Planning and Regulatory Services – Planning

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
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)		57.7% (60 of 104 applications)	79.2% (99 of 125 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)		94.2% (145 of 154 applications)	97.5% (156 of 160 applications)	↑
115	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)	↑
116	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)	↑
117	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)	▼
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)		85.5 days (34,893 days/ 408 applications)	88.7 days (38,783 days/ 437 applications)	▼

11. Planning and Regulatory Services – Planning 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
119	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)		15.8 days (6,432 days/ 408 applications)	18.1 days (7,921 days/ 437 applications)	↓
120	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.							
121	PAM/018 (PAM)	Percentage of all planning applications determined in time.	Na/ new	Na/ new		New indicator	97.3% (425 of 437 applications)	—
122	PAM/019 (PAM)	Percentage of planning appeals dismissed.	Na/ new	Na/ new		New Indicator	63.6% (7 of 11 appeals)	—

12. Planning and Regulatory Services – Building Control

123	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)	↑
124	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)	↑

13. 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
125	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	↑
126	L(ED) 2 (local)	Number of new business start-up enquiries assisted through Business Services.	271	341		173	119	↓
	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.							
127	L(ED) 1 (local)	Number of jobs created as a result of financial support by the Local Authority.	184	131		119	21	↓
	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.							

14. 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
128	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		—
129	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%				—
130	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%				—
131	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%				—
132	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%				—
133	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%				—
134	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%				—
135	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

15. Leisure and Libraries

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
136	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)	8,387 15 th	2,825 (396,943 visits)	3,566 (504,860 visits)	↑
137	PAM/016 (PAM)	The number Library visits per 1,000 population.	5,745 (807,077 visits)	5,738 (808,966 visits)	5,480 7 th	2,957 (416,909 visits)	2,807 (397,500 visits)	↓
The fall can be attributed to a number of key library staff being unable to attend work (sickness) therefore there has been a decrease in the number of activities on offer.								
138	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)		1,539 (216,998 issued)	1,442 (204,133 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.								
139	LCL/002a (local)	The number of publicly accessible computers per 10,000 population.	6	6		–	Reported 4 th Qtr.	—
140	LCL/002b (local)	The percentage of available computer hours, in use.	42%	39%		–	Reported 4 th Qtr.	—
141	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 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 2017/18	Direction of Improvement
142	PAM/030 (PAM)	Percentage of waste, reused, recycled or composted.	58.32%	62.77% (43,534 of 69,355 tonnes)	63.81% 16th	63.68%	63.72% (24,364 of 38,238)	↑
143	WMT/010ii (local)	The percentage of local authority municipal waste recycled.	37.68%	45.44% (31,515 of 69,355 tonnes)		42.07%	45.13% (17,258 of 38,237)	↑
		a) Incinerator Bottom Ash recycling rate	1.97%	3.44% (2,386 of 69,355 tonnes)		4.34%	3.94% (1,507 of 38,237)	↓
		b) Kerbside dry recycling rate	16.40%	18.31% (12,700 of 69,355 tonnes)		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 tonnes)		20.55%	22.68% (8,671 of 38,238)	↑
144	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)		33.5%	30.2% (11,557 of 38,238)	↓
145	PAM/031 (PAM)	Percentage of waste sent to landfill.	14.04%	10.87% (7,539 of 69,355 tonnes)	9.6% 15th	8.0%	11.0% (4,213 of 38,237)	↓

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
16. Environment & Transport – Waste Management - cont.								
146	WMT/010i (local)	The percentage of local authority municipal waste: Prepared for re-use.	0.45%	0.44% (308 of 69,355 tonnes)		0.52%	0.40% (155 of 38,238)	v
147	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)		21.10%	18.18% (6,951 of 38,237)	v
17. Environment & Transport – Transport and Highways								
148	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)	87.0% 5 th	92.8%	83.95% (31,762 of 37,836)	↓
	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.							
149	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.							
150	PAM/020 (PAM)	The percentage of A roads in overall poor condition.	4.5%	4.1%		Reported Annually	—	
151	PAM/021 (PAM)	The percentage of B roads in overall poor condition.	2.6%	2.4%			—	
152	PAM/022 (PAM)	The percentage of C roads in overall poor condition.	5.9%	5.4%			—	

18. 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
153	PAM/010 (PAM)	The percentage of streets that are clean.	93.57%	94.14%	96.6% 15 th	Reported Annually		—
154	PAM/011 (PAM)	The percentage fly tipping incidents cleared in 5 days.	67.67%	69.68%	95.37% 21 st			—
155	STS/005a (local)	The cleanliness indicator.	70.5%	68.85%				—

Section 3: Compliments and Complaints

2017/2018– Quarter 2 (1st April 2017 – 30th September 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 2 2016/17	Quarter 2 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	29	32	13	23	↓
	a - Complaints - Stage 1 upheld	9	6	4	4	
	b - Complaints - Stage 1 <u>not</u> upheld	16	25	9	18	
	c - Complaints - Stage 1 partially upheld	4	1	0	1	
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	
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	

No.	PI Description	Full year 2015/16	Full year 2016/17	Quarter 2 2016/17	Quarter 2 2017/18	Direction of Improvement
4	Number of Compliments	226	190	74	80	↑
5	<p>Summary Stage 1 - Cumulative complaints have increased in comparison to quarter 2 of 2016/2017 with a total of 23 complaints received as opposed to 13 for the same quarter of 2016/17. Within quarter 2 of 2017/2018, 14 complaints have been received, 1 was upheld in relation to Council Tax where a mix-up occurred in respect of the cancellation and setting up of a direct debit, this resulted in a reminder letter being issued. A new direct debit and payment plan were arranged and apology given. Two complaints in respect of bulk collection bookings were upheld, one resulted in a customer's collection not being picked up on the date originally quoted and the second complaint was in respect of an employee asking the customer whether she had internet access to book on-line and thus promoting Digital Channels whereby the customer advised she wanted to use the telephone service and put the telephone down on staff member. In both cases appropriate re-training has been supplied to the staff members. One complaint in relation to the One Stop Shop was partially upheld where wrong advice was initially given to a customer, this was rectified and an apology was given. Ten complaints in the three month period (July to September) were not upheld.</p> <p>Stage 2 - No complaints have been received in this quarter, however, one was received in the last quarter which was partially upheld.</p> <p>A total of 39 compliments were received in quarter 2 this year which was a slight increase for the same quarter last year, 2017/18 compliments relate to:-</p> <ul style="list-style-type: none"> 4 – Mayoral Services – received in relation to organisation of Mayor's annual Civic Sunday, visit of the 14th Signal Regiment (Electronic Warfare) and attendance of event by the Deputy Mayor and Mayoress. 1 – Council Tax in respect of helpful staff 7 – Licensing – in respect of staff for being prompt and providing assistance. 1 – Corporate Strategy for facilitating a meeting. 11 – Customer Services and One Stop Shop thanks to staff for being professional, very helpful, polite and supportive. One gentleman was pleased that he was able to conduct his business in Welsh. 3 – Benefits in respect of helpful, warm, friendly and efficient staff. 1 – Childcare from a QC in respect of the efficiency and professionalism of a staff member which helped keep court proceedings on track 10 – Community Safety – staff being helpful, providing invaluable guidance, and professional services provided 1 – Financial Services – Providing a quick response. 					

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

No	PI Description	Full year 2015/16	Full year 2016/17	Quarter 2 2016/17	Quarter 2 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	552	20	19	18	↑
	a - Complaints - Stage 1 upheld	481	0	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	71	20	19	18	
	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 2 2016/17	Quarter 2 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	2	0	
4	Number of compliments	5	8	3	97	↑

Summary:-

Stage 1:- 2017/18 second quarter has seen a decrease in the number of complaints received when compared to 2016/17 second quarter, from 19 to 18. 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.

Stage 2:- 2017/18 second quarter has seen an increase in the number of complaints received when compared to 2016/17 second quarter, from 1 to 2. The complaints concerned a statement of Special Education Needs and a School Cleaner. Both were not upheld.

Ombudsman: - There have been no complaints escalated to the Ombudsman.

Compliments: - The number of compliments has risen from 3 to 97 when compared to 2016/17 second quarter. (Data is now collected from Social Media)

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

No.	PI Description	Full year 2015/16	Full year 2016/17	Quarter 2 2016/17	Quarter 2 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	27	19	12	12	↔
	a - Complaints - Stage 1 upheld	5	7	2	2	
	b - Complaints - Stage 1 <u>not</u> upheld	13	4	1	2	
	c - Complaints - Stage 1 partially upheld	3	2	1	2	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	6	6	8	6	
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.	PI Description	Full year 2015/16	Full year 2016/17	Quarter 2 2016/17	Quarter 2 2017/18	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	-	-	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	-	-	
4	Number of Compliments	25	23	11	4	↓
5	<p>Summary Stage 1 – the number of complaints received during the 2nd quarter 2017/18 (when compared to 2016/17) remain at the same levels of 12. 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 first two quarters; 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 seen a decrease, 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 2 2016/17	Quarter 2 2017/18	Direction of Improvement
1	<u>Total Complaints – Stage 1</u>	30	37	20	9	↑
	a – Complaints – Stage 1 upheld	7	14	3	2	
	b – Complaints – Stage 1 <u>not</u> upheld	13	10	6	3	
	c – Complaints – Stage 1 partially upheld	4	2	1	1	
	d – Complaints – Stage 1 other (including withdrawn, passed to other agency, on-going)	6	11	10	3	
2	<u>Total Complaints – Stage 2</u>	4	2	2	1	↑
	a – Complaints – Stage 2 upheld	0	1	0	0	
	b – Complaints – Stage 2 <u>not</u> upheld	2	0	1	0	
	c- Complaints – Stage 2 partially upheld/other	2	1	1	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 2 2016/17	Quarter 2 2017/18	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	0	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	-	-	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	-	-	
4	Number of Compliments	18	25	9	13	↑
5	<p>Summary Stage 1 – there has been a significant decrease in the number of complaints received during the 2nd quarter 2017/18 (when compared to 2016/17) from 20 to 9; the service continues to strive to resolve complaints on an informal basis, which may account for the decrease in the numbers. The Complaints Team will continue to monitor future quarters to ascertain any trends.</p> <p>Stage 2 – there has been a decrease on the previous year to 1 (from 2) during the 2nd quarter; as there continues to be a stronger emphasis on a speedier resolution at ‘informal’ and ‘Stage 1’ levels.</p> <p>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 2 2016/17	Quarter 2 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	3	6	3	4	↓
	a - Complaints - Stage 1 upheld	0	0	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	5	2	4	
	c -Complaints - Stage 1 partially upheld	0	1	1	0	
2	<u>Total Complaints - Stage 2</u>	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	

ENVIRONMENT DIRECTORATE
(Regeneration and Sustainable Development Cabinet Board)

No.	PI Description	Full year 2015/16	Full year 2016/17	Quarter 2 2016/17	Quarter 2 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	4	6	↑
5	<p>Summary</p> <p>Complaints – 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>Compliments – There has been a slight increase compared to Quarter 2 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 2 2016/17	Quarter 2 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	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	
2	<u>Total Complaints - Stage 2</u>	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	

ENVIRONMENT DIRECTORATE
(Streetscene and Engineering Cabinet Board)

No.	PI Description	Full year 2015/16	Full year 2016/17	Quarter 2 2016/17	Quarter 2 2017/18	Direction of Improvement
3	<u>Total - Ombudsman investigations</u>	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	Number of Compliments	23	58	43	17	↓
5	<p>Summary</p> <p>Complaints: There has been a vast improvement in the amount of Stage 1 investigations undertaken compared to Quarter 2 last year</p> <p>Compliments: Whilst still remaining high, the number of compliments has reduced by 26</p> <p>Welsh Language – There were no complaints in relation to the Welsh Language</p>					