

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

## **Regeneration and Sustainable Development Cabinet Board**

**22 June 2018**

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

#### **Matter for Monitoring**

**Wards Affected: ALL**

#### **REGENERATION AND SUSTAINABLE DEVELOPMENT PERFORMANCE INDICATORS FOR QUARTER 4 OF 2017/18**

- 1 Quarterly Performance Management Data 2017-2018 – Quarter 4 Performance (1st April – 31<sup>st</sup> March 2018)

#### **Purpose of the Report**

- 2 To report quarter 4 performance management data for the period 1<sup>st</sup> April to 31<sup>st</sup> March 2018 for Environment. This will enable the Regeneration and Sustainable Development Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

#### **Executive Summary**

- 3 Section 1 of the appendix includes key points of performance per service area. Section 2 includes the performance data and, where relevant, comments. Section 3 provides compliments and complaints data. The Board should scrutinise performance within Economic Development, Planning, Building Control and Asset Management. On the whole performance demonstrates improvement in line with what we planned to deliver, with statutory deadlines being met.

## **Background**

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

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

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

## **Financial Impact**

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

## **Equality Impact Assessment**

6 None required.

## **Workforce Impacts**

7 During 2016/17, the Environment Directorate saw a further downsizing of its workforce (by 7 employees) as it sought to deliver savings of 1.6 million in the year.

## **Legal Impacts**

8 This progress report is prepared under:

1. The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".
2. The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets

and performance in securing continuous improvement of all the functions within its purview.

## **Risk Management**

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

## **Consultation**

- 10 No requirement to consult

## **Recommendations**

- 11 Members monitor performance contained within this report.

## **Reasons for Proposed Decision**

- 12 Matter for monitoring. No decision required.

## **Implementation of Decision**

- 13 Matter for monitoring. No decision required.

## **Appendices**

- 14 Appendix 1 - Quarterly Performance Management Data 2017-2018– Quarter 4 Performance (1<sup>st</sup> April to 31<sup>st</sup> March 2018)

## **Officer Contact**

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**Quarterly Performance Management Data 2017-2018– Quarter 4  
Performance (1st April to 31<sup>st</sup> March 2018)**

**Report Contents:**

**Section 1: Key Points**

**Section 2: Quarterly Performance Management Data and Performance Key**

**Section 3: Compliments & Complaints Data**

**Section 1: Key Points**

**Planning**

With the exception of indicators PLA/M001 – ‘average time taken from receipt of application to validation of application - days’ and PLA/M002 – ‘average time taken from receipt of application to date decision is issued – days’ – the Quarter 4 figures show improvement in all performance indicators compared against the same period in 2016/17.

While it will remain essential to focus on PLA/M001 and PLA/M002, as indicated in previous quarterly reports 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. In

addition to the 95.3% of applications which were determined 'in time' (which includes an agreed extension of time between the council and applicant), the increased focus on improving performance on major applications (PLA/M004) has also started to pay dividends in incrementally improved performance with 38.5% of major applications in the year determined inside 8 weeks (compared with 14.8% in 2016/17).

## **Building Control**

Whilst performance in relation to these KPIs has been high in previous quarters, the continued hard work of the service has demonstrated a further increase in performance with all applications being determined within statutory deadlines.

## **Housing – Private Sector Renewal**

Performance Indicator PSR/004 has been replaced by PAM/013 and guidance has clarified that only direct action taken by Local Authorities that results in long term empty properties being brought back into use is recorded. We have therefore excluded methods of indirect action from this indicator. We are developing our techniques of direct action in order to improve for 2018/19.

The number of licenced Houses in Multiple Occupation (HMO) has reduced from 5 to 4. We have taken formal action and prosecuted the owner of 1 unlicensed HMO. The percentage has dropped slightly due to a decrease in the number of HMOs that require a licence.

## **Public Protection**

The percentage of high risk businesses inspected for food hygiene is again 100% at year end. Additionally all lower risk food hygiene premises have received an intervention.

94.76% of food establishments met the "broadly compliant" definition (effectively matched to a Food Hygiene Rating of 3, or above) – being a slight decrease on last year's performance which was 94.92%. The percentage of new businesses inspected for food hygiene is 5% lower (at 92%) than the same period last year (was 97%) – this is mainly due to other work of the section involving investigation of offending businesses taking precedence.

The percentage of high risk businesses that have been inspected by Trading Standards is higher than the same time last year, 87.5% (compared to 69.6%). 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 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 with the business is trading, therefore, there is always a lag period between food businesses becoming registered and actually having an unannounced inspection.

## **Economic Development**

2017-18 was a busy year for the Economic Development Team with it having to deal with a high volume of enquiries ranging from existing businesses looking for support to enable them to expand and grow, individuals seeking advice and guidance on starting up a new business and new inward investors considering relocating to the County Borough.

The team has received many applications for funding to support investment into areas such as capital equipment, website development, accreditations, training and general marketing activities. This support is having a positive effect on the local economy and this is reflected in the Number of New Jobs Created Performance Indicator reported for 2017/18. In addition, the support helps generate new private sector investment which, importantly, assists in safeguarding existing employment.

Working closely with the Port Talbot Waterfront Enterprise Zone Board continues, with the aim of attracting new investment and jobs to the area and supporting local businesses to diversify and enter new markets to secure their future and further promote economic growth. This is particularly relevant to local businesses within the Tata supply chain.

The South West Workways+ project 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. This is linking well with the Team's remit of delivering Community Benefits (employment, apprenticeship training weeks and work experience opportunities) on key regeneration such as the 21<sup>st</sup> Century Schools Programme, Vibrant & Viable Places Programme and Neath Town Centre Redevelopment.

## **Asset Management**

There has been a slight reduction in the number of buildings that Neath Port Talbot County Borough Council manage.

Survey figures are adjusted using BCIS (Building Cost Information Service) maintenance indices, supplied by Flintshire County Council (via Data Unit Wales). The survey adjustment was 3.45% this year, meaning there has been a slight rise in the backlog maintenance figure from £111.8m to £115.4m. Reductions to the backlog maintenance are expected when vacant / surplus buildings are disposed of.

## **Section 2: Quarterly Performance Management Data and Performance Key**

### **2017/2018 – Quarter 4 Performance (1<sup>st</sup> April 2017 – 31<sup>st</sup> March 2018)**








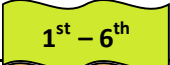
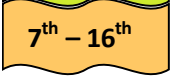
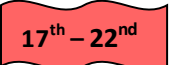
**Note:** The following references are included in the table. Explanations for these are as follows:

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

**All Wales** - The data shown in this column is the figure calculated using the base data supplied by all authorities for 2015/2016 i.e. an overall performance indicator value for Wales.

**(Local)** Local Performance Indicator set by the Council and also includes former national data sets (such as former National Strategic Indicators or Service Improvement Data – SID's) that continue to be collected and reported locally.



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

## 1. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2016/17	NPT Quarter 4 2016/17 (full year)	NPT Quarter 4 2017/18	Direction of Improvement
1	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	96.1 days		85.8 days (69,442 total days – 809 determined applications)	95.7 days (76,981 total days over 804 applications)	↓
2	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	31.5 days		14.2 days (11,509 total days – 809 determined applications)	18.9 days (15,210 total days over 804 applications)	↓
<p>As has been reported in previous quarters, although increasing from the previous year's figures, the receipt to validation figures (PLA/M001) together with the receipt to decision issued figures (PLA/M002) are both skewed by a number of very old applications, including a number where applications have been "re-registered" for procedural reasons (thus significantly increasing the receipt – valid time), which have distorted the overall figures and unfairly reflect the overall day to day performance. Consideration is to be given to the possibility of changing this to exclude re-registered applications going forward given that they distort overall performance.</p>							
3	PLA/004d (Local)	The percentage of all other planning applications determined during the year within 8 weeks.	79%		77.5% (224 of 289 applications)	80.9% (221 of 273 applications)	↑
4	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	16%		14.8% (4 of 27 applications)	38.5% (5 of 13 applications)	↑
5	PLA/004c (Local)	The percentage of householder planning applications determined during the year within 8 weeks.	95.1%		95.3% (284 of 289 applications)	97.3% (289 of 297 applications)	↑
6	PLA/004b (Local)	The percentage of minor planning applications determined during the year within 8 weeks.	66.1%		63.1% (123 of 195 applications)	80.5% (178 of 221 applications)	↑
7	PLA/002 (Local)	The percentage of applications for development determined during the year that were approved	96.3%		97.3% (787 of 809 applications)	95.5% (768 of 804 applications)	v

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

No	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2016/17	NPT Quarter 4 2016/17 (full year)	NPT Quarter 4 2017/18	Direction of Improvement
8	PAM/018	Percentage of all planning applications determined in time			New Indicator	95.3% (766 of 804 applications)	—
9	PAM/019	Percentage of planning appeals dismissed			New Indicator	62.5% (10 of 16 appeals)	—

## 2. Planning and Regulatory Services – Building Control

No	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2016/17	NPT Quarter 4 2016/17 (full year)	NPT Quarter 4 2017/18	Direction of Improvement
10	BCT/007 (Local)	The percentage of 'full plan' applications approved first time.	99.02%		96.62% (143 of 148)	98.18% (162 of 165)	↑
11	BCT/004 (Local)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	95.12%		95.95% (142 of 148)	96.36% (159 of 165)	↑

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

No	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2016/17	NPT Quarter 4 2016/17 (full year)	NPT Quarter 4 2017/18	Direction of Improvement
12	PAM/013	The percentage of empty private properties brought back into use		8.79% 1st	New Indicator	4.3%	—
13	PAM/014	Number of new homes created as a result of bringing empty properties back into use			New Indicator	0	—
14	PSR/007a	Of the 448 houses in multiple occupation known to the Local Authority, the percentage that: Have a full licence	1.35%		1.36%	0.89% (4 of 448)	v
15	PSR/007b	Of the 448 houses in multiple occupation known to the Local Authority, the percentage that: Have been issued with a licence with conditions attached	0%		0%	0%	—
16	PSR/007c	Of the 448 houses in multiple occupation known to the Local Authority, the percentage that: Are subject to enforcement activity	0%		0%	0.22% (1 of 448)	v

#### 4. Housing - Private Sector Renewal

No.	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2016/17	NPT Quarter 4 2016/17 (full year)	NPT Quarter 4 2017/18	Direction of Improvement
17	PAM/015	The average number of calendar days taken to deliver a Disabled Facilities Grant.	228	224 11th	232	242	↓
18	PSR/009a (Local)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people.	354		451	425	↑
<p>The average number of calendar days taken to deliver Disabled Facilities Grants for Adults increased during this period. This is attributed to an increase in more complex adaptations completed during this period. The number of calendar days taken to deliver a Disabled Facilities Grant for Children has decreased. This is as a result of the nature of the work being less complex.</p>							
19	PSR/009b (Local)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults.	220		219	233	↓

## 5. Planning and Regulatory Services – Public Protection

No	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2016/17	NPT Quarter 4 2016/17 (full year)	NPT Quarter 4 2017/18	Direction of Improvement
20	PPN/001ii (Local)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	100%		100%	100% (322 of 322 )	😊
21	PPN/001iii (Local)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health	100%		100%	100% (6 of 6)	😊
22	PPN/007i (Local)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards	73.5%		79.2%	58% (29 of 50 )	↓
23	PAM/023 (formerly PPN/009)	The percentage of food establishments that meet food hygiene standards	92.7%	95.16% 13th	94.92%	94.76% (995 of 1050)	v
24	PPN/008ii (Local)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Food Hygiene	92%		97%	92% (117 of 127 )	v
<p>The percentage of new businesses subject to a risk assessment visit for food hygiene has declined by 5% compared to the same period last year – primarily due to other reactive work being distributed within the section due to a system review of the service and the temporary secondment of one member of staff to assist with pressures arising within the wider Environmental Health service dealing with landslide issues at Ystalyfera.</p>							
25	PPN/001i (Local)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards	100%		95.6%	100% (16 of 16)	😊
26	PPN/007ii (Local)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health	100%		81.8%	81.8% (9 of 11)	↔

## 6. Economic Development

No	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2016/17	NPT Quarter 4 2016/17 (full year)	NPT Quarter 4 2017/18	Direction of Improvement
27	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	271		341	273	↓
<p>Despite outputs being lower than the last financial year (which were exceptionally high), the Economic Development team successfully delivered a programme of support throughout 2017/18 that has helped a significant number of local people consider self-employment. This has involved running monthly Enterprise Clubs, delivering advice and guidance on setting up a new business and administering the Council's Innov8 grant which provides essential start-up funding for new businesses. It is difficult to measure improvements in this activity because it is the quality of the service provided, not the quantity that is important to the end user.</p>							
28	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	184		131	207	↑
29	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	584		628	630	↑

## 7. Corporate Health – Asset Management

No	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2016/17	NPT Quarter 4 2016/17 (full year)	NPT Quarter 4 2017/18	Direction of Improvement
30	CAM/001a(i) (Local)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.68%		15.02%	20.78%	↑
31	CAM/001a(iii) (Local)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	38.22%		32.26%	30.13%	↑
32	CAM/001b(ii) (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%	50.11%	v
33	CAM/001b(iii) (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%	29.66%	↑
34	CAM/001a(ii) (local)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	42.83%		43.33%	40.09%	v
35	CAM/001a(iv) (Local)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	11.27%		9.39%	9.01%	↑
36	CAM/037 (Local)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	4.4%	1.9% 11th	2.8%	%	—
37	CAM//001b(i) (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%	20.23%	v



### Section 3: Compliments and Complaints

#### 2017/2018 – Quarter 4 (1<sup>st</sup> April 2017 – 31<sup>st</sup> March 2018) – Cumulative Data for Regeneration & Sustainable Development Board

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

No	PI Description	Full Year 2015/16	Quarter 4 2016/17 (full year)	Quarter 4 2017/18	Direction of Improvement
1	<b><u>Total Complaints - Stage 1</u></b>	<b>3</b>	<b>6</b>	<b>7</b>	↓
	a - Complaints - Stage 1 upheld	<b>0</b>	<b>0</b>	<b>0</b>	
	b -Complaints - Stage 1 <u>not</u> upheld	<b>3</b>	<b>5</b>	<b>7</b>	
	c -Complaints - Stage 1 partially upheld	<b>0</b>	<b>1</b>	<b>0</b>	

No	PI Description	Full Year 2015/16	Quarter 4 2016/17 (full year)	Quarter 4 2017/18	Direction of Improvement
2	<b><u>Total Complaints - Stage 2</u></b>	15	7	6	↑
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	15	7	6	
	c- Complaints - Stage 2 partially upheld	0	0	0	
3	<b><u>Total - Ombudsman investigations</u></b>	0	1	5	↓
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	1	5	
4	<b>Number of Compliments</b>	5	10	9	↓
<p><b>Complaints</b> – There has been no significant change in the number of Stage 1 and Stage 2 complaints received compared to last year, however, the number of Ombudsman investigations has increased to 5</p> <p><b>Compliments</b> – There has been no significant change in the number of compliments received compared to last year</p> <p><b>Welsh Language</b> – There have been no Welsh Language complaints reported this year</p>					