

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Street Scene and Engineering Cabinet Board

20 July 2018

Joint Report of

Head of Engineering & Transport – D. W. Griffiths

Head of Streetcare – M. Roberts

Matter for Monitoring

Wards Affected: ALL

Street Scene and Engineering Performance Indicators for Quarter 4 of 2017/18

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

Purpose of the Report

- 2 To report quarter 4 performance management data for the period 1st April to 31st March 2018 for Environment. This will enable the Street Scene and Engineering Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

- 3 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, in particular, performance within Waste Management, Transport and Highways, Public Protection and Private Sector Renewal. On the whole performance demonstrates improvement in line with what was planned to be delivered.

Background

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

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

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

Financial Impact

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

Equality Impact Assessment

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

Workforce Impacts

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

Legal Impacts

8 This progress report is prepared under:

1. The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".

2. The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management

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

Consultation

- 10 No requirement to consult.

Recommendations

- 11 Members monitor performance contained within this report.

Reasons for Proposed Decision

- 12 Matter for monitoring. No decision required.

Implementation of Decision

- 13 Matter for monitoring. No decision required.

Appendices

- 14 Appendix 1 - Quarterly Performance Management Data 2017–2018 Quarter 4 Performance (1st April – 31st March 2018)

Officer Contact

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**Quarterly Performance Management Data 2017-2018 – Quarter 4
Performance (1st April to 31st 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

Waste Management

Having achieved the current statutory recycling and composting target of 58%, the Council is now reviewing its waste strategy to ensure the 2019/20 target of 64%, and the 2024/25 target of 70%, are met.

Overall performance has dropped slightly this year which is a trend expected to be seen across Wales. National issues affecting performance have included a reclassification of wood waste by Natural Resources Wales, whilst local issues have included some reduction in green waste composting and an overall increase of 2000 tonnes in the total amount of waste with, in particular, an increase in the amount of non-recyclable waste presented at our HWRCs. Whilst the overall recycling percentage has dropped, the performance of the kerbside recycling service continues to increase. Furthermore, Welsh Government grant funding has been secured to assist with the final roll-out of the kerbside service to farms and lanes this year, and also for new vehicles and receptacles so we can enhance arrangements offered to commercial customers and residents in flats. In addition, there is grant funding to extend the “re-use shop” at the Briton Ferry HWRC.

At the time of writing this report, some “incinerator bottom ash” recycling information in respect of Refuse Derived Fuel sent to cement kilns etc. is outstanding, which may slightly improve the final performance figure.

Transport and Highways

The Council continues to progress its lighting renewal contract and is on target to finish in 2018. The calculation of the PI has been temporarily suspended until software changes are implemented which will correct a problem that has been identified in the data collection, i.e. the current software counts planned replacement of working lamps which are approaching life expectancy as a ‘not working’ fault which is not correct.

Welsh Government has, via the National Fraud Initiative along with Applied Card Technologies, identified approximately 28,000 deceased bus pass holders across Wales and cancelled the passes. This has 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 identifies inactive cards (termed as hotlisted cards) this will have further impact on the reduction of concessionary cards in circulation, as most routes in the County are operated by their business.

Street Scene & Countryside Management

Whilst the Council’s performance as measured by the indicator is lower than the Welsh average, the Council’s focus on pursuing prosecutions against fly tippers appears to be having a positive effect on the number of incidents in the County Borough. It is due to the proactive work of the waste enforcement section, and in particular the 15 day statutory notice period where the Refuse Disposal (Amenity) Act 1978 is employed as part of addressing fly tipping, that many fly tips are not cleared within the 5 day period. This Council has always taken the view that it is better in the longer term to try and tackle fly tipping at source rather than simply remove fly tips quickly whatever the circumstances.

Section 2: Quarterly Performance Management Data and Performance Key

2017/2018 – Quarter 4 Performance (1st April 2017 – 31st 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 2016/2017 i.e. an overall performance indicator value for Wales.


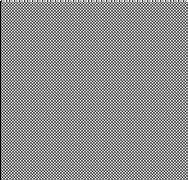
(Local) Local Performance Indicator set by the Council and also includes former national data sets (such as former National Strategic Indicators or Service Improvement Data – SID's) that continue to be collected and reported locally.

	Performance Key
☺	Maximum Performance
↑	Performance has improved
↔	Performance has been maintained
V	Performance is within 5% of previous year's performance
↓	Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
—	No comparable data (data not suitable for comparison /no data available for comparison)
	No All Wales data available for comparison.
1 st – 6 th	2016/17 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's).
7 th – 16 th	2016/17 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's).
17 th – 22 nd	2016/17 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's).


1. Environment & Transport – Waste Management

No	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2016/17	NPT Quarter 4 2016/17 (Full Year)	NPT Quarter 4 2017/18	Direction of Improvement
1	WMT/012 (Local)	The percentage of local authority collected municipal waste used to recover heat and power.	29.20%		33.40% (23,165 / 69,355 tonnes)	31.10% (22,211 / 71,394 tonnes)	↓
2	WMT/010i (Local)	The percentage of local authority municipal waste: Prepared for re-use.	0.45%		0.44% (308 / 69,355 tonnes)	0.34% (245 / 71,394 tonnes)	↓
3	PAM/030 (formerly WMT/009b)	Percentage of municipal waste reused, recycled or composted (*Subject to validation)	58.32%	63.81% 	62.77% (43,534 / 69,355 tonnes)	60.65% (43,303 / 71,394 tonnes)	V
4	WMT/010ii (Local)	The percentage of local authority municipal waste: Recycled	37.68%		45.44% (31,515 / 69,355 tonnes)	45.13% (32,217 / 71,394 tonnes)	V
		a) Incinerator Bottom Ash recycling rate	1.97%		3.44% (2,386 / 69,355 tonnes)	3.18% (2,268 / 71,394 tonnes)	V
		b) Kerbside dry recycling rate	16.40%		18.31% (12,700 / 69,355 tonnes)	18.99% (13,557 / 71,394 tonnes)	↑
		c) Household Waste Recycling Centres dry recycling rate	19.31%		23.69% (16,430 / 69,355 tonnes)	22.96% (16,392 / 71,394 tonnes)	V

1. Environment & Transport – Waste Management (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
5	PAM/031 (formerly WMT/004b)	Percentage of waste sent to landfill	14.04%	9.5% 	10.87% (7,539 / 69,355 tonnes)	11.00% (7,859 / 71,394 tonnes)	V
6	WMT/010iii (Local)	The percentage of local authority municipal waste: Collected as source segregated bio-wastes and composted or treated biologically in another way.	19.88%		16.89% (11,711 / 69,355 tonnes)	15.19% (10,842 / 71,394 tonnes)	↓

2. Environment & Transport – Transport and Highways

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
7	THS/007 (Local)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	92.1%	87.0% 	93.75% (35,070 / 37,409)	85.17% (32,224 / 37,836)	↓
		The percentage of adults over 60 who hold a bus pass has decreased from quarter 4 last year due to data cleansing and introduction by bus operators of technology to remove inactive cards but has increased slightly from quarter 3 17/18 due to a slight increase in cards issued.					
8	THS/009 (Local)	The average number of calendar days taken to repair street lamp failures during the year.	1.55		1.93	—	—
		The calculation of the PI has been temporarily suspended until software changes are implemented which will correct a problem that has been identified in the data collection.					

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

No	PI Reference	PI Description	NPT Actual 2015/16	All Wales 2016/17	NPT Quarter 4 2016/17 (Full Year)	NPT Quarter 4 2017/18	Direction of Improvement
9	PAM/020 (formerly THS/012a)	Percentage of A roads in poor condition	4.5%		4.1%	4.5%	∇
10	PAM/021 (formerly THS/012b)	Percentage of B roads in poor condition	2.6%		2.4%	2.9%	∇
11	PAM/022 (formerly THS/012c)	Percentage of C roads in poor condition	5.9%		5.4%	5.3%	↑

3. Environment & Transport - Street Scene

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	STS/005a (Local)	The cleanliness Indicator	70.5		68.85	68.44	∇
13	PAM/010 (formerly STS/005b)	Percentage of streets that are clean	93.57%	96.6% 15 th	94.14%	93.17%	∇
14	PAM/011 (formerly STS/006)	Percentage of fly tipping incidents cleared in 5 days	67.67%	95.37% 21 st	69.68%	72.64%	↑

Section 3: Compliments and Complaints

2017/2018 – Quarter 4 (1st April to 31st March 2018) – Cumulative data for Street Scene & Engineering Board

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

No	PI Description	Full Year 2015-16	Quarter 4 2016/17 (Full Year)	Quarter 4 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	31	19	10	↑
	a - Complaints - Stage 1 upheld	15	5	2	
	b -Complaints - Stage 1 <u>not</u> upheld	16	14	8	
	c -Complaints - Stage 1 partially upheld	0	0	0	

No	PI Description	Full Year 2015-16	Quarter 4 2016/17	Quarter 4 2017/18	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	5	5	7	↓
	a - Complaints - Stage 2 upheld	2	1	1	
	b - Complaints - Stage 2 <u>not</u> upheld	3	4	6	
	c- Complaints - Stage 2 partially upheld	0	0	0	
3	<u>Total - Ombudsman investigations</u>	0	4	0	↑
	a - Complaints - Ombudsman investigations upheld	0	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	4	0	
4	Number of Compliments	23	58	43	↓
<p>Complaints: There has been a significant reduction in the number of Stage 1 complaints reported compared to last year whilst there has been a small increase in the number of Stage 2 complaints received. The number of Ombudsman investigations is also reduced.</p> <p>Compliments: There has also been a decrease in the number of compliments recorded.</p> <p>Welsh Language: There were no Welsh Language complaints received.</p>					