



Performance Indicators








Neath Port Talbot Council


Appendix 1 - Regeneration and Sustainable Development Cabinet Board - Key Performance Indicators -
Quarter 2 -2018/19
















Print Date: 16-Nov-2018








How will we know we are making a difference (01/04/2018 to 30/09/2018)?






PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Organisation					
CP/021 - Number of new business start-up enquiries assisted	173.00	119.00	152.00	180.00	 Red
There continues to be a steady flow of requests for business start-up information, advice and support. It is anticipated that targets set for this financial year will be achieved.					
CP/022 - Number of enterprise events held			6.00	6.00	 Green
New indicator, no comparable data. Six Enterprise Club events have been held to date. These events provide local residents with free support and advice on setting up and running a small business. This activity is on track to deliver targets set for the year.					
CP/023 - Workways + - Number of local people in training, volunteering or employment			47.00	23.00	 Green
New indicator, no comparable data. The EU funded Workways+ project which provides training, paid work experience opportunities and support to economically inactive and long-term unemployed people to help them take their first steps to re-engage or enter into the labour market, is exceeding its targets and outputs.					
CP/026 - Number of local people helped to get back to work through regeneration projects			66.00	37.00	 Green
New indicator, no comparable data. The inclusion of Community Benefit clauses into our corporate infrastructure projects, including the 21st Century Schools programme, is helping to support local people to get back into work					
CP/027 - Number of completed training weeks for apprenticeship, traineeships and work experience			837.00	2000.00	 Red
New indicator, no comparable data. As part of our corporate commitment to ensuring that infrastructure projects within Neath Port Talbot contribute to the social, economic and environmental well-being of the wider community through the use of Community Benefits, we continue to work with contractors to encourage more apprenticeships, traineeships and work experience opportunities. This output is anticipated to increase as the year progresses as further projects are completed.					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	222.00	230.59	256.01	230.00	 Red
The average number of days to deliver Disabled Facilities Grants has increased. The reason for this is twofold. Firstly there is a continuing increase in the demand for more complex adaptations. Secondly the waiting time for adaptations is increasing as a result of the need to manage the budget against the changing nature of the demand.					
CP/042 - PAM 023 - Percentage of food establishments that meet food hygiene standards	92.84	94.99	94.88	95.00	 Amber

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
1,187 of 1,251 food establishments met the food hygiene standards this quarter. Target will be achieved by the end of the year.					
CP/043 - The percentage of detected breaches in animal health, feed and food standards that have been rectified			43.33	80.00	 Red
New Indicator - no comparable data. 13 of 30 detected breaches were rectified. The larger proportion of investigations are ongoing. The ratio has improved on the last quarter following the rectification of some breaches.					
CP/044 - Number of breaches in consumer fraud investigations successfully concluded			6.00		
New Indicator - no comparable data or target. So far this year there have been 15 consumer fraud complaints investigated of which 6 have been concluded, the remaining 9 are currently undergoing investigation and will be reported upon when they are concluded.					
CP/045 - Average value of consumer fraud investigations concluded (£)			91.67		
New Indicator - no comparable data or target. So far this year there have been 15 consumer fraud complaints investigated of which 6 have been concluded. Of those concluded, the total worth is £550, an average of £91.67 per fraud.					
CP/057 - Number of visitors to our town centres			1163044.00		
New indicator - no comparable data or target. Updated figures to include Neath Food & Drink Festival. Footfall figures provided by Neath BID (Business Improvement District)					
CP/058 - Number of established and new events e.g. the Neath Food and Drink Festival			1.00		
New indicator. No comparable data or target.					
CP/059 - Develop quality manufacturing, R&D and office space - a) Vacancy Rates			0.00		
New indicator. - no comparable data or target. Several projects programmed for later in 2018/19					
CP/060 - Develop quality manufacturing, R&D and office space - b) Square footage			0.00		
New indicator. - no comparable data or target. Several projects programmed for later in 2018/19					
CP/061 - Develop quality manufacturing, R&D and office space - c) Back to use			0.00		

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New indicator. - no comparable data or target. Several projects programmed for later in 2018/19					
CP/062 - Number of business enquires assisted resulting in advice, information or financial support being given to existing companies through Business Services	225.00	256.00	302.00	320.00	 Red
The team continue to deal with a variety of requests for support from local businesses, such as availability of property, funding, training support, etc. We anticipate that this will continue throughout the year with targets set being achieved.					
CP/063 - The number of jobs created/safeguarded as a result of financial support by the local authority	119.00	21.00	75.00	145.00	 Red
Funding applications are progressing well, and once completed, outputs will steadily increase. It is anticipated that the target set for this financial year will be met.					
CP/064 - Number of investment enquiries			35.00	18.00	 Green
New indicator, no comparable data. The first two quarter of the year have been particularly busy in terms of dealing with enquiries from new investors and business expansions. If this level of demand continues, it is anticipated that targets set for the year will be well exceeded.					
CP/071 - Number of visitors to attractions (to be reported using visitor counters throughout the County Borough)			0.00		
New Indicator - no comparable data or target. The visitor figures sourced from visitor counters throughout the County are available on a six monthly basis, the half year figures will be reported in January 2019.					
CP/075 - Number of tourism operators supported by the Council			14.00	7.00	 Green
New indicator - no comparable data. The new Tourism Team was established in August2018 and this has generated additional enquiries from tourism businesses looking to invest.					
CP/076 - Number of Destination Management Plan actions delivered			15.00	6.00	 Green
Reported quarterly with effect from 2018/2019. The RDP funded Tourism Development in Neath Port Talbot Project continues to deliver actions with tourism stakeholders. The new Tourism Team, which was re-established in August 2018, has also delivered against this target.					
CP/077 - Number of biodiversity rich areas protected and/or enhanced			43.00	48.00	 Red

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Reported quarterly with effect from 2018/2019. The figure is based on the current list of nature conservation sites, which includes Local Nature Reserves, 'Working with Nature' sites and areas that have previously been managed as part of the conservation verge/area scheme. Following a review, a number of sites have been removed, hence a reduction from the 2017/18 figure (46 in quarter 4, 2017-18).					
CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)			11.00	18.00	 Green
Reported quarterly with effect from 2018/2019. Breaches are measured from the FDMS monitor at Port Talbot Fire Station, which is the official monitoring station for reporting on the air quality objective.					
CP/079 - Percentage of Private Water Supplies operating in accordance with drinking water requirements			0.00	50.00	 Red
New indicator - no comparable data . There are 4 private water supplies requiring a risk assessment this financial year which are planned to start in the next quarter.					
CP/080 - Number of improvement projects carried out in the Public Rights of way network			0.00	0.00	 Green
New indicator, no comparable data. Spring/Summer is generally the season where clearance/cutting back of overgrown vegetation occurs along the Public Rights of Way network, with project improvement works completed during Autumn and Winter.					
CP/081 - Number of accessible routes increases (by Kilometres) in accordance with the Existing Route Map and Integrated Network Map - Pedestrian routes			0.00	0.00	 Green
Reported quarterly with effect from 2018/2019. Target for 2018/19 to increase by 2 KM by March 2019. Accessible routes in KM as at 30th September 2018 are 47.14 KM. The allocation of WG funding for the 2018/19 financial year is restricted to pre-works activities in relation to the development of cycle routes identified on the INM, including: feasibility studies/option development; scheme design; land purchase; consultation / engagement. Alternative funding opportunities to deliver improvements on the ground will however continue to be sought.					
CP/082 - Number of accessible routes increases (by Kilometres) in accordance with the Existing Route Map and Integrated Network Map - Cycle routes			0.00	0.00	 Green
Reported quarterly with effect from 2018/2019. Target for 2018/19 to increase by 2 KM by March 2019. Accessible routes in KM as at 30th September 2018 are 36.4 KM The allocation of WG funding for the 2018/19 financial year is restricted to pre-works activities in relation to the development of cycle routes identified on the INM, including: feasibility studies/option development; scheme design; land purchase; consultation / engagement. Alternative funding opportunities to deliver improvements on the ground will however continue to be sought.					
PI/279 - PAM/018 - Percentage of all planning applications determined in time		97.25	96.40	95.00	 Green
375 of 389 planning applications were determined in time, which is an excellent performance which maintains the Authority's performance in the top 5 Authorities in Wales.					
PI/280 - PAM/019 - Percentage of planning appeals dismissed		63.64	66.67	63.00	 Green

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Out of the 6 appeals determined, 4 were dismissed, which maintains performance at a level relative to the Welsh average.					
PI/366 - PLA/M002 - Average time taken from receipt of application to date decision is issued - days	85.52	88.75	83.60	90.00	 Green
Based on the 389 determined applications, it took an average of 83.6 days for applicants to gain a decision from receipt (not registration). This is considered to be a good performance given that it includes all applications (inc. majors), and it is notable that the average determination time for the last three months from registration to decision is 49 days.					
PI/367 - PPN/001ii - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	47.03	43.93	46.57	50.00	 Red
156 of 335 high risk businesses were liable to a programmed inspection, that were inspected for Food Hygiene. The target will be achieved by the end of the year.					
PI/368 - PPN/001iii - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health	66.67	33.33	33.33	50.00	 Red
2 of 6 premises identified as high risk have been visited. The two sites that have been visited have been identified as most crucial to visit this year and there is a plan in place to ensure this target is met by the end of the financial year					
PI/370 - BCT/007 – The percentage of ‘full plan’ applications approved first time.	95.12	97.44	100.00	95.00	 Green
86 of 86 ‘full plan’ applications were approved first time. Maximum Performance					
PI/371 - BCT/004 – Percentage of Building Control ‘full plan’ applications checked within 15 working days during the year.	93.90	98.72	97.67	95.00	 Green
84 of 86 of Building Control ‘full plan’ applications checked. 2 Applications missed target due to unexpected staffing issues. No legal deadlines missed.					
PI/372 - PLA/004d - The percentage of all other planning applications determined during the year within 8 weeks	74.83	82.64	85.50	81.00	 Green
112 of 131 'other' applications were determined inside 8 weeks, which is an excellent performance.					
PI/373 - PLA/M004 - The percentage of major planning applications determined during the year within 8 weeks	14.29	50.00	33.33	40.00	 Red
Of the three major applications determined, only one was inside 8 weeks, which reflects the complexities in dealing with such applications. It is also notable that it is common for such applications to be determined in a longer period of time, agreed in writing with the applicant.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI/374 - PLA/004c - The percentage of householder planning applications determined during the year within 8 weeks	94.16	97.50	98.73	97.00	 Green
156 of 158 'householder' applications were determined inside 8 weeks, which is an excellent performance.					
PI/375 - PLA/004b - The percentage of minor planning applications determined during the year within 8 weeks	57.69	79.20	79.38	80.00	 Amber
77 of 97 'minor' applications were determined inside 8 weeks, which is considered to be a very good performance.					
PI/376 - PLA/002 - The percentage of applications for development determined during the year that were approved	96.57	94.74	96.92	95.00	 Green
377 of 389 applications were approved, indicating that wherever possible the Authority continues to seek to 'approve acceptable development quickly'.					
PI/378 - PPN/001i - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards	56.76	66.67	25.00	50.00	 Red
10 of 20 high risk businesses were liable to a programmed inspection for Trading Standards by the end of the 2nd quarter. Only 5 were inspected, this is lower than planned, as the department has had to undertake a number of investigations which has required officers attention. As investigations are completed, resources are freed up to complete inspections. It is expected that this target will be met by year's end.					
PI/380 - PLA/M001 – Average time taken from receipt of application to validation of application– days.	15.76	18.13	14.37	15.00	 Green
The 389 applications determined took on average 14.37 days from receipt to be validated. This figure generally reflects the 14 days applicants are allowed following receipt of an invalid notice to address deficiencies in their application.					