



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators







Neath Port Talbot Council








Appendix 1 - Regeneration and Sustainable Development Cabinet Board - Key Performance Indicators -  
Quarter 1 -2019/20

















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## How will we know we are making a difference (01/04/2019 to 30/06/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
<b>Organisation</b>					
CP/021 - Number of new business start-up enquiries assisted	49.00	70.00	88.00	87.00	 Green
There continues to be a steady flow of requests for business start-up information, advice and support. The team are therefore on track to achieve the targets set for this financial year.					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	213.97	259.88	165.71	230.00	 Green
(9,611 Days/58 DFG's)1st Quarter results are within the target. This can be attributed in part to a reduction in the waiting times for clients being assessed and the waiting times to make an application for the Grant being reduced. It can also be partly attributed to the nature of the works completed this quarter. It is expected that the figure will increase over the remaining periods as a result of the variation in demand. All Wales data for 2018/19 (full year) is 207 days. Neath Port Talbot Council ranked 15th across Wales					
CP/042 - PAM/023 - Percentage of food establishments that meet food hygiene standards	94.98	95.09	93.41	95.00	 Amber
978 out of 1,047 food establishments were broadly compliant with food hygiene standards. Performance is close to target. All Wales data for 2018/19 (full year) is 95.7%. Neath Port Talbot Council ranked 18th across Wales.					
CP/063 - The number of jobs created/safeguarded as a result of financial support by the local authority	6.00	57.00	32.00	71.00	 Red
Funding applications are progressing well. However, as outputs are not recorded until projects are completed, figures can appear to be low. Based on the number of application received to date, it is anticipated that this activity will meet the targets set for the year.					
CP/077 - Number of biodiversity rich areas protected and/or enhanced	46.00	43.00	43.00	49.00	 Red
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 of the list of sites, a number of sites have been removed, hence there has been a reduction from the 2017/18 figure and the 2018/19 target missed. Reported quarterly with effect from 2018/2019.					
CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)		0.00	3.00	9.00	 Green
There have been 3 exceedence days between April-June 2019. This is for measurements made at Port Talbot Fire Station, which is the official site for measuring compliance with air quality objectives. Data reported quarterly from 2018/19.					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
CP/110 - Workways + - Number of people helped back to work , training or volunteering		30.00	26.00	16.00	 Green
Target surpassed for this quarter for supporting individuals into work, training or volunteering. A number of participants will have achieved more than one outcome in their progression to overcome barriers and return to work but will have only been counted once. Data reported quarterly from 2018/19.					
CP/113- PAM/018 - Percentage of all planning applications determined in time	96.92	96.92	96.35	95.00	 Green
Officers are working with applicants and agents to ensure that applications are determined as far as possible within statutory guidelines. Performance is currently ahead of target. All Wales data for 2018/19 (full year) is 88%. Neath Port Talbot Council ranked 4th across Wales.					
PI/280 - PAM/019 - Percentage of planning appeals dismissed	85.71		0.00	63.00	 Red
To date only one appeal decision has been received, which was allowed. Accordingly there are currently too few results to make a meaningful analysis of performance. All Wales data for 2018/19 (full year) is 67.6%. Neath Port Talbot Council ranked 15th across Wales					
PI/366 - PLA/M002 - Average time taken from receipt of application to date decision is issued - days	104.10		50.21	90.00	 Green
Excellent progress has been made on average time from receipt to determination, both due to a focus on speed of determination and a stronger stance on invalid applications. This result also benefits from a reduced number of 'older' applications being determined (albeit a number of such applications remain outstanding which will skew future performance)					
PI/367 - PPN/001ii - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	19.39		31.18	25.00	 Green
17/7/2019- 111 out of 356 identified high risk premises have been inspected. The service is currently slightly ahead of target.					
PI/368 - PPN/001iii - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health	28.57	0.00	20.00	40.00	 Red
22/7//2019 - Based on the risk assessment programme, only one businesses was due an inspection in the first quarter ,which has been carried out. The intention was to bring forward these inspections earlier in the year to free up resources for other commitments, notably feed inspections. This has not been achieved for the first quarter, but arrangements have already been made to ensure that the others are brought forward and that all high risk businesses are inspected by the end of the 3rd quarter.					
PI/370 - BCT/007 – The percentage of 'full plan' applications approved first time.	97.37		97.22	95.00	 Green
35 out of 36 applications were approved first time which is ahead of target.					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI/371 - BCT/004 – Percentage of Building Control ‘full plan’ applications checked within 15 working days during the year.	94.74		100.00	96.00	 Green
36 out of 36 full plan applications were checked within the statutory guidelines, demonstrating the priority given by staff to providing both a quality and an efficient service.					
PI/372 - PLA/004d - The percentage of all other planning applications determined during the year within 8 weeks	75.00		91.04	81.00	 Green
Excellent performance on 'other' applications continues.					
PI/373 - PLA/M004 - The percentage of major planning applications determined during the year within 8 weeks	20.00		0.00	40.00	 Red
'8 week' performance on major applications remains a concern, but this is primarily because for the majority of major applications in NPT the sites and issues are complex and difficult to positively resolve inside 8 weeks, which is why we always seek to achieve agreed 'extensions of time' which allow us to resolve issues rather than refuse applications within this target date.					
PI/374 - PLA/004c - The percentage of householder planning applications determined during the year within 8 weeks	98.89		96.34	97.00	 Amber
With only three applications out of 82 taking longer than 8 weeks, the performance remains very high.					
PI/375 - PLA/004b - The percentage of minor planning applications determined during the year within 8 weeks	81.94		79.07	80.00	 Amber
At 79%, performance remains high, if slightly below the high targets we set ourselves.					
PI/376 - PLA/002 - The percentage of applications for development determined during the year that were approved	94.71		98.96	95.00	 Green
The Authority continues to positively determine the significant majority of planning applications, with officers making continued efforts wherever possible to make development acceptable through negotiation rather than refuse applications.					
PI/378 - PPN/001i - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards	35.00	5.00	20.00	30.00	 Red
22/7/2019 - Based on the risk assessment programme, all 3 businesses due an inspection in the first quarter were inspected. The intention was to bring forward other inspections to earlier in the year to free up resources for other commitments. This has not been achieved for the first quarter, but arrangements have already been made to ensure that the other inspections are brought forward to ensure all high risk businesses are inspected by the end of the 3rd quarter.					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI/380 - PLA/M001 – Average time taken from receipt of application to validation of application – days.	22.68		8.18	15.00	 Green
Significant progress continues to be made on reducing the average days to validate from receipt, both due to excellent relationships with agents but also due to a stronger stance on invalid applications through use of invalid notices.					
PI/425 - The percentage of detected breaches in animal health, feed and food standards that have been rectified		28.57	57.89	80.00	 Red
23/7/2019 - 19 breaches of animal health, feed and food standards were detected and 11 were rectified. The service has been undertaking a number of food sampling exercises, and have detected breaches that require further investigation and it is anticipated that as these investigations are concluded that this PI will improve within the next quarter.					
PI/426 - Percentage of breaches in consumer fraud investigations successfully concluded			16.67	25.00	 Red
17/7/2019 - The Fraud team within TS have been involved in a large conspiracy investigation which has taken up considerable resources. It is anticipated that this investigation will see resolution in 20/21, but in the meantime some staff can be released to complete smaller scale investigations.					
PI/427 - Total value of consumer fraud investigations concluded (£)			17628.83		
17/7/2019 - The service has seen the resolution of two long running fraud / counterfeiting investigations that has resulted in this figure.					
PI/430 - Percentage of private water supplies where a risk assessment has been carried out in accordance with drinking water standards		0.00	50.00	25.00	 Green
23/7/2019 - 2 out of 4 supplies have had risk assessments carried out) in accordance with the Regulations.					
PI/456 - Number of enterprise events held		3.00		3.00	 NA
PI/457- Number of completed training weeks for apprenticeship, traineeships and work experience		494.00	12.00	0.00	 Green
At present, the team is working on one project (Magistrates Court). We are expected further projects to commence in Quarter 3, i.e. the Plaza and Cefn Saeson School. We anticipate outputs to increase as the year progresses.					
PI/458 - Number of visitors to Neath Town Centre		1163044.00		0.00	 NA

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI/459- Bring forward high quality office and light industrial space for inward investment expansion		0.00			
Numerous projects at various stages of delivery, but none expected to be delivered in this quarter.					
PI/462 - Number of business enquires assisted resulting in advice, information or financial support being given to existing companies through Business Services	150.00	123.00	131.00	160.00	 Red
The team have dealt with a variety of requests for support from local businesses, such as availability of property, funding, training support, etc., throughout the first quarter. It is anticipated that the level of demand for services will increase within the next two quarters that the targets set for the year will be achieved.					
PI/464 - Number of tourism operators Supported by the Council		8.00	18.00	0.00	 Green
A range of enquiries have been received by the Tourism Team ranging from funding enquiries to advice on marketing and developing tourism businesses. A key contributor to this output is the Margam Park Heritage Experience Sense of Place Event, which was organised by the tourism team and aimed at Tourism operators, 9 tourism operators attended the event (along with other voluntary organisations not counted as part of this output). 3 of the 18 enquiries were received from new/ proposed business start-ups. 11 of the tourism operators assisted originate in the Valleys areas.					
PI/465 - Number of Destination Management Plan actions delivered.		7.00	7.00	0.00	 Green
Destination Management Plan actions delivered this quarter range from the delivery of two brown signage schemes (Glynneath and Pontardawe), the submission of the Valleys Regional Park Gateway Site application for Cefn Coed Colliery and organising a series of Sense of Place events aimed at widening the product knowledge of tourism operators in the area. The Tourism Team has also worked in partnership with the Countryside Team to arrange a walking festival from 1st to 4th August 2019 celebrating the county's canal network. A destination website has been commissioned and is currently in the development phase, the website is designed to showcase the new Neath Port Talbot place brand to visitors.					