



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators




Neath Port Talbot Council



Appendix 1 - Annual Report - Corporate Plan Key Performance Indicators - Full Year - 2018-19








Print Date: 01-Aug-2019


How will we know we are making a difference (01/04/2018 to 31/03/2019)?





PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
1 Well-being Objective 1 - To improve the well-being of children and young people					
CP/001 - Percentage of schools report that children are better prepared to engage in play and learning			98.21		
<p>New indicator, no comparable data.</p> <p>Nearly all (55 of 56) schools, within their Foundation Phase, have a greater number of pupils achieving outcome 5+ from PSD (Personal and Social Development) than not achieving and feel they are better preparing their pupils for play and learning and future development.</p>					
CP/002 - Number of full day childcare places provided	2281.00	2262.00	2228.00	2350.00	 Red
The number of places fluctuates through the year as a result of new registrations and de-registrations.					
CP/003 - Percentage of children hooked on sport (based on number of occasions of participation per week = 3)			50.00	58.00	 Red
<p>New indicator, no comparable data.</p> <p>The 2018 Hooked on sport survey identified 50% of children within Neath Port Talbot participated in sport 3 or more times per week. This is a reduction from 55% three years ago, but is above the Wales average of 48%.</p> <p>The survey, one of the biggest of its kind, shows Neath Port Talbot is number one in Wales when it comes to children who are involved in a community sport club outside of school (78%). Neath Port Talbot also came out top in Wales when it came to female participation in sport (between the ages 7-11) and was second in Wales for children volunteering in sports clubs. The survey also found 82% of pupils in Neath Port Talbot were confident in trying a new activity - above the all-Wales percentage of 80%.</p>					
CP/004 - Percentage of Year 11 pupils achieving 5 GCSEs at grades A*- C, or equivalent, including English or Welsh first language and Maths	61.53	51.41	52.02	60.00	 Red
<p>Academic Year 2017-18: There has been a rise in this indicator to 52.02% from 51.41% in Academic Year 2016-17 but the figure is below the target set.</p> <p>This is largely due to the unexpected change in grade boundaries (after target had been set) which had a detrimental effect on individual pupils at the C/D borderline in GCSE English Language, Mathematics and Numeracy.</p> <p>This is only the second year since the change in the format of the GCSE exams, with the main difference being that the results rely more on the exam paper than coursework and assessment. This has clearly had an impact on pupils from more deprived backgrounds which when added to the removal of pupil's opportunity to enter exams early has made target setting particularly challenging.</p> <p>All Wales data 2017-18 Academic Year : 55.1%.</p>					





PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/005 - PAM/007 - Percentage of pupil attendance in primary schools	94.56	94.69	94.14	94.90	 Amber
<p>Academic Year 2017-18: 204,413 missed half day sessions of 3,490,918 compared to 185,997 missed half day sessions of 3,501,081 in Academic Year 2016-17.</p> <p>There were a number of factors that affected attendance during the year including: A higher than average amount of recorded illness amongst pupils in a number of schools. Scarlet fever, chicken pox and stomach bugs were the main causes of illness that hit several classes and schools quite hard during the winter months.</p> <p>There was also a notable rise in the number of unauthorised holiday's being taken during term-time since the Isle of Wight prosecution case that received significant attention by the national media. This was particularly prominent at the start and end of the school year. The Education Welfare Service continues to work closely with schools and parents to identify the root cause of persistent absences with the aim of providing intervention and support when and where needed. A new Education Welfare Officer was appointed during the year with the sole focus of working with those pupils classified as persistent absentees. Regular meetings are scheduled between Education Welfare Officers and key school staff to discuss individual pupil cases and provide advice, support and to determine appropriate course of actions</p> <p>All Wales data for 2018-19 (2017-18 academic year) is 93.6%. Neath Port Talbot Council ranked 20th across Wales.</p>					
CP/006 - PAM/008 - Percentage of pupil attendance in secondary schools	93.72	93.64	93.48	94.00	 Amber
<p>Academic Year 2017-18: 151,041 missed half day sessions of 2,316,937 compared to 147,951 missed half day sessions of 2,325,867 in Academic Year 2016-17.</p> <p>There were a number of factors that affected attendance during the year including: A higher than average amount of recorded illness amongst pupils in a number of schools. Scarlet fever, chicken pox and stomach bugs were the main causes of illness that hit several classes and schools quite hard during the winter months.</p> <p>There was also a notable rise in the number of unauthorised holiday's being taken during term-time since the Isle of Wight prosecution case that received significant attention by the national media. This was particularly prominent at the start and end of the school year. The Education Welfare Service continues to work closely with schools and parents to identify the root cause of persistent absences with the aim of providing intervention and support when and where needed. A new Education Welfare Officer was appointed during the year with the sole focus of working with those pupils classified as persistent absentees. Regular meetings are scheduled between Education Welfare Officers and key school staff to discuss individual pupil cases and provide advice, support and to determine appropriate course of actions.</p> <p>All Wales data for 2018-19 (2017-18 academic year) is 93.9%. Neath Port Talbot Council ranked 16th across Wales.</p>					
CP/007 - PAM/033 - Percentage of pupils assessed in Welsh at the end of Foundation phase	16.65	16.16	15.78		
<p>Academic Year 2017-18: New Indicator - Data for previous years has been obtained but no target set. This is an objective in the Welsh in Education Strategic Plan (WESP) and links with Objective 1 which is: More seven-year-old children being taught through the medium of Welsh. This will be done in a number of ways including:-</p> <ul style="list-style-type: none"> • To increase the capacity of Welsh-medium pre-school provision • Provide information for parents/carers that promotes the benefits of a bilingual education • Work with Mudiad Meithrin to ensure expansion of pre-school provision and support the sector to recruit suitably skilled Welsh language care workers • Improve the support for parents/pupils and schools to move along the linguistic continuum • Authority opened a second Welsh medium (WM) secondary campus in the south-east in September 2018 with a capacity for 650 pupils aged 11-16. It is expected, based on parental responses, that this will stimulate interest and growth in WM primary provision in the areas of Port Talbot, Neath, Llandarcy, Briton Ferry and the Afan Valley in subsequent years. It is reasonable, based on known current capacity, to assume a minimum 2% growth in numbers accessing WM provision. <p>All Wales data for 2018-19 (2017-18 academic year) is not available yet.</p>					




PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/008 - PAM/034 - Percentage of year 11 pupils studying Welsh first language			12.85		
<p>New indicator, no comparable data.</p> <p>There are 191 pupils out of a cohort of 1,486 pupils studying Welsh first language at Year 11. This relates to one school and will depend on the number of pupils attending that school. As part of the NPT WESP (Welsh in Education Strategic Plan) a range of strategies are being used to promote Welsh medium education, primarily the opening of Ystalyfera Bro Dur is likely to have a long term impact on this percentage. However, it is too early to see the impact.</p> <p>All Wales data for 2018-19 (2017-18 academic year) is not available yet.</p>					
CP/009 - PAM/029 - Measure 33 - Percentage of children in care who had to move 3 or more times	4.43	6.12	7.44	4.00	 Red
<p>Despite this area of performance being post populated by Welsh Government, indications are that performance has decreased slightly when compared to 2017-18. 23 children who were looked after in 2018-19 experienced 3 or more changes of placement. This is a slight increase from the previous year (from 20). The reasons for the placement changes include: bereavement / illness of a foster carer, change of plan or short term placements whilst a long term match is being identified. 3 of the children have experienced moves but have remained within the care of their families at the time. 1 child's move is a positive step down from residential to foster care. A small number of children have experienced placement moves as a result of the ability to identify a suitable match to meet their complex needs. This is being addressed by the review of the Looked After Strategy in 2019-20 which will include a review of support to foster carers to improve placement stability.</p> <p>All Wales data for 2017-18: 9.6%</p>					
CP/010 - PAM/027 - Measure 13 - Percentage of children satisfied with their care and support		82.11	80.30		
<p>The Service has recently appointed a lead Participation and Engagement officer who will be tasked with developing mechanisms to better capture and analyse the views of children & young people and their families.</p> <p>All Wales data is not available.</p>					
CP/011 - PAM/028 - Measure 24 - Percentage of child assessments completed on time	97.63	97.88	94.93	98.00	 Amber
<p>2,342 out of 2,467 for 2018-19 compared to 4,793 out of 4,897 for 2017-18.</p> <p>Although performance has decreased slightly when compared to 2017-18 (97.9%), overall there has been a steady increase in performance throughout the year and it still remains well above the All Wales Average. Work continues to be undertaken by the Service to ensure future performance remains in line with what is expected.</p> <p>All Wales data for 2017-18 is 88.0% (latest available data).</p>					
CP/012 - Number of apprenticeship, traineeship and work placement opportunities made available each year within the Council	48.00	86.00	120.00	83.00	 Green
<p>The 120 can be broken down as:</p> <ul style="list-style-type: none"> 71 apprenticeships 16 traineeships 33 work placements 					



PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/013 - PAM/009 - Percentage of young people who are NEET - Year 11 leavers not in education, training or employment (NEET)	3.55	2.29	2.90	3.30	 Green
<p>The figure of 2.9% is the second lowest figure ever achieved by Neath Port Talbot and below the target. This ranks the Council 22nd in Wales. The 2.9% figure relates to 43 young people out of 1,485 who left school at the end of year 11 in 2018. During this time the efforts of Careers Wales and NPTCBC resulted in Neath Port Talbot being the only Council in Wales with no young people leaving school and having an unknown post 16 destination. If this is taken into consideration along with the number of young people known to be Not in Education, Employment or Training then Neath Port Talbot would be ranked 10th in Wales.</p> <p>All Wales data 2018-19 (academic year 2017-18) is 1.6%</p> <p>Careers Wales have advised that the 2018 (2018-19 reported figure) pupil destination data is not comparable with previous years.</p>					
CP/014 - Percentage of 11 - 19 year olds in contact with the Youth Service	36.70	44.12	35.03	40.00	 Red
<p>2018-19: 5,047 of 14,406 compared to same period last year of 6,132 of 13,897.</p> <p>There has been a reduction in the number of young people accessing the Youth Service due to the following:</p> <ol style="list-style-type: none"> 1. Change of remit for the Families First Youth Work Team resulted in stopping the Transition Programme, 41 young people in 2018-19 compared with 263 young people in 2017-18. 2. Youth Club Numbers reduced this year by 150 young people. Some clubs were closed due to staff shortages and no staff being found through the recruitment process. 3. The Lunch Club provision was suspended for a prolonged period this year due to the bus needing repairs. 4. The Relationship Advice Drop-in Service (RADs) provision has been reduced due to the end of funding. 5. The change of remit of some grant work has resulted in more one to one provision at the cost of group work. This has led to a reduction in numbers. <p>The figure achieved in 2017-18 was by far our best year and although performance is below the target of 40% we are still above the Welsh average of 27%.</p>					
CP/015 - Percentage of schools that have adopted suitable programmes to address violence against women, domestic abuse and sexual violence (VAWDASV)			12.12		
<p>New indicator - no comparable data or target. 8 of 66 schools.</p> <p>Hafan Cymru's Spectrum Programme delivers age appropriate Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) lessons, but it is currently at each school's discretion as to whether they decide to offer these lessons or not. There will be an increased focus on ensuring take-up of this service, particularly due to the partnership work of the VAWDASV Children and Young People's Group and the Relationship and Sex Education (RSE) Group, focusing on lesson packs for all schools. The lesson pack has now been updated and will be delivered to all schools over time. We are also commencing work with Welsh Women's Aid on their whole school approach to tackling VAWDASV.</p> <p>In addition, the Community Safety Team and Youth Service held an awareness raising conference during September 2018. The conference was aimed at front line professionals working with Children and Young People, to share information on services available for children who are affected by domestic abuse. This included sharing information on the roll out of the RSE packs across all schools.</p>					
CP/016 - Percentage of children and young people who have participated in a suitable programme that addresses VAWDASV			39.00		
<p>New Indicator - no comparable data or target.</p> <p>1,886 of 4,836 pupils (39%).</p> <p>During 2018-19, a suitable programme was delivered to year 6 and year 8 pupils. For Year 8 pupils, 'It's your World' was a pilot event held at Ysgol Bae Baglan only, delivering safety messages on five key topics. 300 Year 8 pupils received this programme during April to June 2018. A further 2 events will be held during 2019.</p> <p>Year 6 pupils participated in a suitable programme through the Crucial Crew event, which took place in July 2018 and was attended by 1,586 pupils.</p>					





PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/017 - Percentage of year 6 children and young people who have participated in a suitable programme to address cyber-crime			97.98		
New Indicator - no comparable data or target. This work is carried out in July every year at the Community Safety flagship event Crucial Crew. 1,554 of 1,586 participated. However, all children and young people from year 7 – 11 in the county borough would have participated through the normal school curriculum in a programme of general awareness raising on internet safety.					
CP/018 - Road Safety - Killed or seriously injured: Child casualties (0-15 years)	1.00	4.00			
Awaiting data from Welsh Government - we are currently reporting a 93% reduction against a Welsh Government target of 40% reduction on 2004 - 08 baseline data.					
CP/019 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages)	5.00	3.00			
Awaiting data from Welsh Government - we are currently reporting a 85% reduction against a Welsh Government target of 25% reduction on 2004 - 08 baseline data.					
CP/020 - Road Safety - Killed or seriously injured - Young Drivers (16-24 years)	5.00	6.00			
Awaiting data from Welsh Government - we are currently reporting a 75% reduction against a Welsh Government target of 40% reduction on 2004 - 08 baseline data.					
2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough					
CP/019 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages)	5.00	3.00			
Awaiting data from Welsh Government - we are currently reporting a 85% reduction against a Welsh Government target of 25% reduction on 2004 - 08 baseline data.					
CP/021 - Number of new business start-up enquiries assisted	341.00	273.00	392.00	360.00	 Green
Throughout the year, the team have dealt with a high volume of requests for business start-up information, advice and support. Consequently, targets for this financial year have been exceeded.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG


	16/17	17/18	18/19	18/19	
CP/022 - Number of enterprise events held	12.00	12.00	14.00	12.00	 Green
14 Enterprise Club events were held at Sandfields Business Centre, Neath College, Swansea University and Croeserw Enterprise Centre. These events provided local residents with free support and advice on setting up and running a small business. These events are proving to be so popular that targets set for the year were exceeded by the end of December 2018.					
CP/023 - Workways + - Number of local people in training, volunteering or employment	55.00	117.00	139.00	47.00	 Green
The EU funded Workways+ project which provides training, paid work experience opportunities and support to those who are economically inactive and long-term unemployed people. Support provided enables individuals take their first steps to re-engage or enter into the labour market. The project has exceeded its targets and outputs for the financial year 2018-19.					
CP/024 - Communities for work - Number of local people in training, volunteering or employment	199.00	276.00	260.00	336.00	 Red
Throughout the year there has been periods of mentor sickness that has effected engagements. The figures for engagements do not take into account Re-Engagements back on to the programme or Transfers from DWP Advisors. It is harder to engage with participants who are 25 years or older and original targets set by Welsh Government (WG) are currently under review Wales wide. Engagements in the under 25 grouping over performed by over 27%. Communities for Work is one of several employability programmes and although the programme is not mandatory, it does have strict eligibility criteria that individuals must meet before receiving support especially the 25 years or older participants (P1). Overall performance of NPT Communities for work is identified as being in the upper quartile of Communities for Work programmes in Wales as at October 2018 (latest figures produced by Welsh Government).					
CP/025 - Number of compulsory redundancies made by the Council	26.00	4.00	9.00		
It is our aim to minimise compulsory redundancies as much as possible and we have done this during this financial year by promoting redeployment. The small number of compulsory redundancies should be taken in the context of the Council strategy to reduce headcount and paybill costs, whilst minimising compulsory redundancy – a number of measures are taken to achieve this, including redeployment activity.					
CP/026 - Number of local people helped to get back to work through regeneration projects	65.00	115.00	114.00	75.00	 Green
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. Projects have progressed really well throughout 2018/19 which has resulted in us exceeding the set target for this performance indicator.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG



	16/17	17/18	18/19	18/19	
CP/027 - Number of completed training weeks for apprenticeship, traineeships and work experience	3909.00	1352.00	1493.00	4100.00	 Red
Previous measurements were based on outputs (training weeks) achieved for apprentices, trainees and work experience placements of people living within the South West Wales region. To provide a more local perspective, we are now only counting outputs relating to local people (NPT residents). Hence the reason why the figure is much lower than anticipated.					
CP/028 - Percentage of long term problematic empty private properties being brought back into use by direct action			11.68	10.00	 Green
New indicator - no comparable data. The Environmental Health Department received 224 complaints about empty properties. All complaints are dealt with and the empty properties prioritised for proactive action to bring them back into use. As a result of direct action, 25 of these problematic empty properties were brought back into use.					
CP/029 - PAM/014 - Number of new homes created as a result of private properties being brought back into use by direct action	0.00	0.00	0.00		
None of the private properties brought back into use by direct action created additional dwellings (for example a house converted into three flats and brought back into use would count as two additional dwellings being created).					
CP/030 - Number of new homes delivered which are affordable			0.00	130.00	 Red
New Corporate Plan Indicator for 2018-19 (The target figures relate only to those affordable housing units delivered via the planning system and not those delivered by Registered Social Landlords using Social Housing Grants). The number of affordable housing delivered through the planning system (i.e. S106 Agreements), continues to be considerably lower than the annualised Local Development Plan (LDP) targets. Since the LDP base date (2011), a total of 50 affordable housing units have been delivered via the planning system. The main reason for this is that broader housing delivery has been slower than anticipated, with a number of sites within the Council's housing allocations not coming through the planning system as quickly as originally anticipated. Notwithstanding the current disappointing rates of housing delivery, it should be noted that the Council has continued to demonstrate a 5 year land supply and on this basis, delivery rates of both market and affordable housing could significantly increase over the next few years.					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless	54.60	55.56	53.14	41.00	 Green
Housing Options continues to work with all Registered Social Landlord's and with third sector support providers to save tenancies and to provide support to break the cycle of issues such as poor budget management. This work is ongoing with all Supporting People funded services working towards preventing homelessness and assisting the Council to achieve this. All Wales data for 2018-19 is 67.8%. Neath Port Talbot Council ranked 20th across Wales.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG






	16/17	17/18	18/19	18/19	
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	232.70	241.62	232.43	230.00	 Amber
The average time taken to deliver a grant was 232 days compared to 242 the previous year. These variations can largely be attributed to fluctuations in demand. There were more low cost smaller adaptations completed during this year. All Wales data for 2018-19 is 207 days. Neath Port Talbot Council ranked 15th across Wales.					
CP/033 - Number of incidents of VAWDASV where the risk is considered low or medium			7040.00		
New Indicator - no comparable data or target. This figure represents the total number of low / medium risk incidents reported to South Wales Police.					
CP/034 - Percentage of incidents of domestic abuse where people are repeat victims - IDVA (Council) - highest risk victims	35.36	35.00	38.56	34.00	 Red
During 2019-2020 an analysis into repeat victims will be undertaken, to better understand the profile of these individuals and the nature of their circumstances, as well as identifying any other complex needs they may have and how best we support those victims with multiple needs. We will have the opportunity to pilot different approaches, which may lead to a change in the number of repeat referrals to the Independent Domestic Violence Advisor service.					
CP/035 - Number of people referred to the Channel Panel who were no longer deemed vulnerable following intervention by the Panel			1.00	7.00	 Red
New Performance Indicator. No comparable data. Referrals to Channel Panel are low. The Council's referral pathway and communications around Channel have been reviewed and amended during 2018-19 which will hopefully generate an increase in referrals going forward. The Workshop to Raise Awareness of PREVENT (WRAP training), which promotes the PREVENT duty and role of Channel to all staff, continues to be rolled out across the Council. Due to the low referral numbers, a training review was conducted by the Prevent Action Group, the results of which demonstrated a good awareness and confidence to report. Other partner agencies refer directly to the Wales Extremism and Counter Terrorism Unit (WECTU) and these are assessed for their suitability for Channel. Following discussions with WECTU around referral numbers, it is expected that a small number of additional cases will be passed to Channel for appropriate support to be provided to individuals in our community who may be vulnerable to being drawn into terrorism. During 2018-19 the one referral that was discussed at Channel, had a positive, successful outcome and relevant support was provided by the intervention provider and NPT College.					
CP/036 - Percentage of vulnerable people whose vulnerability is reduced via the vulnerable persons MARAC (Multi Agency Risk Assessment Conference)			96.15		
New Indicator - no comparable data or target. This performance indicator measures the number of street vulnerable people referred to MARAC. In 2018-19 a total of 26 vulnerable people have been referred to the SV MARAC, of these one refused to engage, 10 are currently being monitored and 15 have had a successful intervention.					



PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/037 - Number of repeat anti-social behaviour victims	6.00	5.00	5.00	6.00	 Green
A total of 5 people have been supported through South Wales Police action plans. These figures are low as the early interventions put in place are generally effective. A repeat anti-social behaviour victim is a person who has reported three incidents in a six month period and an action plan is put in place to support the victim.					
CP/038 - Rate of drug-related deaths for Neath Port Talbot		5.00	0.00		
This measure reports data with effect from 2017-18 onwards and records only those drug related deaths in Neath Port Talbot that have been reported to the Area Planning Board (APB) and not the total number of drug related deaths that may have occurred (as provided annually by the Office of National Statistics from Coroners data).					
There have been no drug related deaths in Neath Port Talbot in the period reported to the APB Case Review Coordinator. The APB relies on partners (mainly South Wales Police) to report on suspected drug related deaths to be reviewed by the APB. The Public Services Board's (PSB) Critical Incident Group has requested that the review process be improved. A full time Case Review Coordinator has been appointed and will be in post with effect from October 2019 to ensure a dedicated resource is available to drive forward an improvement in reporting.					
CP/039 - Service users with drug-related co-occurring issues reporting an improvement in service responses					
There is no data available on clients with a co-occurring diagnosis in relation to their recovery journey.					
CP/040 - Road Safety - Killed or seriously injured: Older Drivers (75 years and over)	0.00				
Awaiting data from Welsh Government - we are currently reporting a 96% reduction against a Welsh Government target of 25% reduction on 2004 - 08 baseline data.					
CP/041 - Road Safety - Killed or seriously injured: Motorcyclists - all Ages	2.00	4.00			
Awaiting data from Welsh Government - we are currently reporting a 64% reduction against a Welsh Government target of 40% reduction on 2004 - 08 baseline data.					
CP/042 - PAM/023 - Percentage of food establishments that meet food hygiene standards	94.92	94.76	93.92	95.00	 Amber
This percentage is slightly down from last year, this is due to a further 9 businesses who have been subject to follow up action. All Wales data for 2018-19 is 95.7%. Neath Port Talbot Council ranked 18th across Wales.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG





	16/17	17/18	18/19	18/19	
CP/043 - The percentage of detected breaches in animal health, feed and food standards that have been rectified			68.75	80.00	 Red
New Indicator - no comparable data. 80 breaches, 55 rectified. Many of the breaches detected relate to the presence of allergens in food, these will be rectified with training. There were also breaches relating to animal movement. Finally, there is a significant investigation into a high street supermarket chain for breaches of selling food past its 'use by date'.					
CP/044 - Number of breaches in consumer fraud investigations successfully concluded			32.00		
New Indicator - no comparable data or target. 32 consumer fraud investigations have been concluded. The department has a number of long term, large scale investigations which are ongoing and will not be resolved before the end of the financial year, one specific business being investigated is subject of 36 complaints to the department. The report for this investigation is not likely to be submitted before August 2019.					
CP/045 - Average value of consumer fraud investigations concluded (£)			897.58		
New Indicator - no comparable data or target. The total value of consumer fraud investigations was £25,260 with 33 of those resolved.					
CP/046 - Percentage of correctly granted benefit against total granted	99.94	99.95	99.95	99.95	 Green
Actual meets target. Accuracy remains very high with little variance over time.					
CP/047 - Average days taken for new claims and changes of circumstances – application to assessment	5.44	4.34	3.31	6.00	 Green
Performance is above target and represents a trend of continuous improvement from 2016-17 and 2017-18.					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	3.88	3.08	6.29	2.50	 Red
The increase in the number of people waiting in hospital for social care reasons is linked in part to the difficulties the department is experiencing sourcing domiciliary care packages for some people. The Commissioning Team are working closely with independent domiciliary care providers and the Council Homecare Service to find solutions to address the demand for domiciliary care in certain parts of the county. All Wales data for 2017-18 (full year) is 3.5 (latest available data).					





PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/049 - Number of carers assessments completed	355.00	282.00	287.00		
Carers assessments are undertaken by the social work teams and Neath Port Talbot Carers Service on behalf of the Council. All carers are offered an assessment and those who accept this offer receive an assessment. Carers which reject the offer of an assessment are still provided with access to information, advice and assistance as well as services provided by Neath Port Talbot Carers Service. (No target has been set for this PI).					
CP/050 - Measure 20a - Percentage of adults who completed a period of re-ablement and have a reduced package of care and support 6 months later		14.63	14.29	28.00	 Red
There has been a slight decrease on previous years performance. However, the number of re-ablement packages that have resulted in no need for a further package or support has significantly increased. (This data was reported from 2017-18).					
CP/051 - PAM/024 - Measure 13 - Percentage of adults satisfied with their care and support	84.92	82.54	83.02		
There has been a slight increase compared to last year and going forward we will continue to work with adults having care and support, to ensure the support is working to achieve their personal outcomes. No target has been set for this performance indicator.					
CP/052 - PAM/026 - Percentage of carers feeling supported	63.93	66.18	60.77		
There has been a reduction in the percentage of carers feeling supported when compared to last year. We continue to work on an individual basis with carers to meet their personal outcomes, as well as with partner organisations on how carers can be supported, but acknowledge that this is a performance indicator where we do need to improve. No target has been set for this performance indicator. All Wales data not available.					
CP/053 - PAM/041 - Percentage of National Exercise Referral Scheme clients who completed the exercise programme			70.15		
New indicator, no comparable data. Very good completion rate, it's a commitment for the client to complete the 16 weeks. All Wales data for 2018-19 is not available yet.					
CP/054 - PAM/042 - Percentage of clients participating in the National Exercise Referral Scheme whose health had improved following completion of the programme			100.00		
New indicator, no comparable data. 57% had lowered their blood pressure, 64% had lowered their BMI, 48% had increased fitness and 50% had increased their activity levels. 97.73% said they felt safe and comfortable now exercising. All Wales data for 2018-19 is not available yet.					





PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/055 - Maintain a five year housing land supply as demonstrated through the TAN 1 Study	5.30	5.00	5.00	5.00	 Green
The 2018 TAN1 Study concluded that the housing land supply in Neath Port Talbot was 5 years. The Council has therefore been able to demonstrate a 5 year land supply each year since adoption of the LDP.					
CP/056 - Level of unmet need for gypsy and traveller pitches within the county borough			0.00	0.00	 Green
New Corporate Plan Indicator for 2018-19. Based on the most recent Gypsy and Traveller Accommodation Assessment (2016), the conclusion was that the 11 pitches recently provided at Cae Garw was sufficient to meet the needs of the community up to 2021. Therefore, there is currently no level of unmet need within the County Borough. 2018-2022 Corporate Plan shows this performance indicator as having a 5 year target. This is incorrect, the target for unmet need should be zero.					
CP/057 - Number of visitors to our town centres			5454974.00		
New indicator - no comparable data or target. This figure can't be quantified across all town centres due to lack of reliable data.					
CP/058 - Number of established and new events e.g. the Neath Food and Drink Festival			4.00		
New indicator. No comparable data or target. Officers are liaising with local Members and event's organisers to establish future events on the Port Talbot Transport Hub.					
3 Well-being Objective 3 - To develop the local economy and environment so that the well-being of people can be improved					
CP/059 - Develop quality manufacturing, R&D and office space - a) Vacancy Rates			0.00		
New indicator, no comparable data or target. Work progressing on the former Magistrates Court in Port Talbot, St Oswalds Chamber in Port Talbot, and the Crown Offices and 8 Wind Street in Neath.					
CP/060 - Develop quality manufacturing, R&D and office space - b) Square footage			0.00		
New indicator. - No comparable data or target. Work progressing on the former Magistrates Court in Port Talbot, St Oswalds Chamber in Port Talbot, and the Crown Offices and 8 Wind Street in Neath.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG



	16/17	17/18	18/19	18/19	
CP/061 - Develop quality manufacturing, R&D and office space - c) Back to use			0.00		
New indicator. - No comparable data or target. Work progressing on the former Magistrates Court in Port Talbot, St Oswalds Chamber in Port Talbot, and the Crown Offices and 8 Wind Street in Neath.					
CP/062 - Number of business enquires assisted resulting in advice, information or financial support being given to existing companies through Business Services	628.00	630.00	673.00	640.00	 Green
Throughout the year, the team have dealt with a variety of requests for support from local businesses, such as availability of property, funding, training support, etc. Consequently, targets set for 2018-19 have been achieved.					
CP/063 - The number of jobs created/safeguarded as a result of financial support by the local authority	131.00	207.00	456.00	290.00	 Green
Funding applications progressed well throughout the year. Many larger value applications were completed in the last quarter of the year which has resulted in the team well exceeding its set target for the year.					
CP/064 - Number of investment enquiries			35.00	35.00	 Green
New indicator, no comparable data. There was a high volume of enquiries from new investors and business expansions throughout the year which has resulted in this target being achieved.					
CP/065 - Value (£million) of contracts awarded to local companies			12.50	16.50	 Red
New indicator, no comparable data. Achievements for this performance indicator are dependent on the number of projects we are working on at any given time and them being able to source local/regional contractors to deliver the work packages. Overall, the projects that we have worked on throughout the year have progressed really well, helping regional contractors secure £12.5 million worth of contracts, which will have a substantial positive effect on the South West Wales economy.					
CP/066 - Percentage of contracts awarded to local companies			60.00	30.00	 Green
New indicator, no comparable data. Projects have progressed really well throughout 2018-19 which has resulted in us exceeding the set target for this performance indicator.					


PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/067- PAM 030 - Percentage of waste, reused, recycled or composted	63.74	60.65	61.33	62.00	 Amber
<p>42590.26 of 69445.48 (figure yet to be verified by Natural Resources Wales). Whilst the figure falls slightly short of the target there is an increase from last year and is in excess of the Welsh Government target of 58%. Many of the measures from the Waste Strategy to improve this, do not come into effect until October to March 2019 so we are yet to see their full impact.</p> <p>All Wales data 2017-18 is 62.67%</p> <p>All Wales 2018-19 data is not available yet.</p>					
CP/068 - PAM 043 - Kilograms of residual waste generated per person			189.12		
<p>New indicator - no comparable data.</p> <p>26,855,220 kg's of residual waste. Population of 142,000. The updated Waste Strategy contains measures to reduce residual waste.</p> <p>All Wales data for 2018-19 is not available yet.</p>					
CP/069 - PAM/010 - Percentage of streets that are clean	93.20	93.20	93.57	95.00	 Amber
<p>This figure is based on snapshot surveys and a slight increase on the previous year. Our cleanliness index, 'Keep Wales Tidy' indicator is 68.45 similar to the previous years 68.44. Additional funding has been made available for 2019/20 which may improve this.</p> <p>All Wales data for 2018 - 19 is 94.0%. Neath Port Talbot Council ranked 15th across Wales, however just 0.4% below All Wales performance.</p>					
CP/070 - PAM/035 - Average number of days to clear fly-tipping			3.21		
<p>3,776/ 1,177. This is a new indicator for 2018-19.</p> <p>All Wales data for 2018-19 is 2.2 days. Neath Port Talbot Council ranked 14th across Wales.</p>					
CP/071 - Number of visitors to attractions (to be reported using visitor counters throughout the County Borough)			1574049.00		
<p>This figure represents visitors to attractions located across the county borough during the 2018 calendar year (Jan-Dec 2018). Visitor figures are measured via pedestrian / cycle counters at various sites across the county borough.</p>					
CP/072 - Number of visits to our theatres	214903.00	249661.00	239481.00		
<p>This is a new indicator for 2018-19</p> <p>Data for previous years has been obtained but due to a cut in the budget of 50% over the previous years no target has been set.</p>					







PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/073 - PAM/040 - Percentage of quality standards met by the Library Service			65.00		
New indicator, no comparable data. The quality standards that the Council fails to achieve are those that are resource based, namely expenditure on books, staffing and total library opening hours. All Wales data for 2018-19 is not available yet.					
CP/074 - PAM/017 - Number of visits to leisure centres per 1,000 population	8005.45	7913.11		8300.00	
Errors have been found with our 2018/19 data and adjustments are being made to correct the data. All Wales data for 2018-19 is 9,259.					
CP/075 - Number of tourism operators supported by the Council	18.00	26.00	28.00	15.00	 Green
The tourism team generated additional enquiries from tourism operators this financial year. Enquiries included: 17 new or proposed businesses and 11 existing businesses. Proposals ranged from the expansion of accommodation provision to widening the activity offer. The majority of enquiries (21) originated from the valleys areas of the county borough.					
CP/076 - Number of Destination Management Plan actions delivered	9.00	10.00	24.00	12.00	 Green
Progress against the Destination Management Plan (DMP) was reported to Regeneration and Sustainable Development Board on 1st March 2019. Good progress was evidenced against the plan.					
CP/077 - Number of biodiversity rich areas protected and/or enhanced	37.00	46.00	43.00	48.00	 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.					
CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)	8.00	17.00	19.00	35.00	 Green
This compares well against the short term air quality objective, which allows 35 exceedance days. The long-term air quality objective states that the average PM10 concentration should not exceed 40ug/m3, which has never been breached in Port Talbot and the average for the financial year was 24 ug/m3.					






PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/079 - Percentage of Private Water Supplies operating in accordance with drinking water standards			100.00	100.00	 Green
New Indicator - No comparable data. All known supplies defined by the appropriate regulations currently have risk assessments within five years of being undertaken.					
CP/080 - Number of improvement projects carried out in the Public Rights of way network			4.00	3.00	 Green
A total of 4 improvement projects have been completed on the Public Rights of Way (PRoW) Network in 2018-19. FP190 (Ystalyfera) – a previously blocked path has been opened up, with the installation of 3 gates, improved drainage pipes and vegetation clearance. FP20 (Coedffranc) – a very narrow 75 metre path that has been prone to fly-tipping and surface vegetation problems has been cleared and laid with a stone surface. FP21 (Cimla) – on this newly registered PRoW, a 7 metre pedestrian bridge and kissing gate has been installed in order to ease user access from ‘The Meadows’. FP2 (Port Talbot) – a landowner agreement has been established which has led to the creation of a more accessible path linking Broomhill to FP2. The works involved excavation, installation of a series of steps, a kissing gate and waymark posts.					
CP/081 - Number of accessible routes increases (by Kilometres) in accordance with the Existing Route Map and Integrated Network Map - Pedestrian routes			2.40	2.00	 Green
New performance indicator, no comparable data. The Council received £540k from the Welsh Government Active Travel Grant in 2018-19. The majority of the funding was allocated to improving the Neath Canal towpath (NCN47) between Crown Foods (Melin) and Giant’s Grave Road, Briton Ferry. This route has built on improvements previously undertaken between Neath and Crown Foods, and it is anticipated that this route will be added to the Existing Route Map when it is next reviewed. Although this funding was allocated specifically for cycling the Neath Canal route is a shared use path, therefore the improvements will also benefit pedestrians.					
CP/082 - Number of accessible routes increases (by Kilometres) in accordance with the Existing Route Map and Integrated Network Map - Cycle routes			2.40	2.00	 Green
New performance indicator, no comparable data. The Council received £540k from the Welsh Government Active Travel Grant in 2018-19. The majority of the funding was allocated to improving the Neath Canal towpath (NCN47) between Crown Foods (Melin) and Giant’s Grave Road, Briton Ferry. This route has built on improvements previously undertaken between Neath and Crown Foods, and it is anticipated that this route will be added to the Existing Route Map when it is next reviewed.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG

	16/17	17/18	18/19	18/19	
CP/083 - PAM/020 - Percentage of A roads in poor condition	4.07	4.52	5.22	4.00	 Red
<p>Neath Port Talbot County Borough Council is responsible for the maintenance of a road network approximately 850 kilometres in length. The network is subject to a comprehensive range of technical surveys and/or inspections each year and the resultant information is evaluated, including annual consultation with local members, to produce a prioritised list of schemes within available resources, a process designed to help ensure that limited finances are spent to best effect. Individual components of the highway should not be considered in isolation as the overall outcome may result in NPT being worse by comparison with the all Wales figure in one classification and better by comparison in another, as is the case. The higher classifications of roads, including all A and B roads, are generally subject to a higher level of survey including 'SCANNeR' technical surveys that are conducted in one direction each year (i.e. 50% of the road) with the results of these surveys being reported via the Performance Indicator returns. These technical surveys assess road condition considering 4 main factors: rut depth; longitudinal profile variance (a proxy for ride quality); cracking, and texture depth (required for skidding resistance) which leads to an overall condition value with those road subsections consider by the automated analysis system as in poor condition being flagged 'red'. These subsections are mainly located along two A roads, i.e. the A4107 Afan Valley Road north of Pen y cae, and A474 through Pontardawe to Lower Brynamman. The main roads are typically the most expensive to maintain and, in taking an overall risk based and value for money approach, it would not have been sensible to focus all the council's limited resources on these two roads. In particular, whilst the works programme development process ensures that safety issues are dealt with on all roads, i.e. deterioration leading to loss of skidding resistance or other irregularities that might lead to loss of control for example, we do not prioritise as a matter of course road sections which are safe and look fine but which SCANNeR surveys 'flag red' by virtue of longitudinal profile variance. Dealing with such issues over other areas on lower road classifications where there are higher priority skidding resistance or other safety issues would not be appropriate and would draw criticism. If the Council had sufficient funding however to deal with desirable issues in addition to essential matters it would gladly do so.</p> <p>All Wales data for 2018-19 is 3.9%. Neath Port Talbot Council ranked 20th across Wales.</p>					
CP/084 - PAM/021 - Percentage of B roads in poor condition	2.35	2.92	3.28	2.50	 Red
<p>Please refer to comment for CP/083 (above) - Percentage of A roads in overall poor condition</p> <p>All Wales data for 2018-19 is 4.5%. Neath Port Talbot Council ranked 3rd across Wales.</p>					
CP/085 - PAM/022 - Percentage of C roads in poor condition	5.36	5.32	4.90	6.00	 Green
<p>Please refer to comment for CP/083 (above) - Percentage of A roads in overall poor condition</p> <p>All Wales data for 2018-19 is 14.0%. Neath Port Talbot Council ranked 3rd across Wales.</p>					
4 Governance and Resources (cross cutting) - To ensure the business of the Council is managed to maximise the long term benefit for the citizens of Neath Port Talbot					
CP/086 - PAM/001 - Number of working days lost to sickness absence per employee - Sickness FTE days lost	9.93	9.47	9.79	9.40	 Amber

Managing sickness absence continues to be a key priority for Heads of Service and their Accountable Managers. All Wales data for 2018-19 is 10.5 days. Neath Port Talbot Council ranked 7th across Wales.					
CP/087 - Percentage of eligible people registered to vote	93.72	94.40	94.29	94.00	 Green
Target achieved. Following the completion of the Annual Canvass process the percentage of eligible electors registered via our online channels, post or through a personal canvasser visit has enabled us to be slightly above target for this year.					
PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/088 - Number of statutory recommendations made by the Council's external auditors on strategic and operational planning arrangements	0.00	0.00	0.00	0.00	 Green
The Wales Audit Office Annual Improvement Report (AIR) 2017-2018 made no formal recommendations for the Council. However the Auditor General did make a number of proposals for improvement and recommendations, deriving from local and national work undertaken by the Wales Audit Office and inspection work undertaken by Estyn. These proposals for improvement and recommendations are a key input into the Council's corporate governance arrangements and where necessary are incorporated into the Council's Annual Governance Statement - Improvement Action Plan, which is monitored periodically by the Cabinet/Cabinet Scrutiny Committee and the Audit Committee.					
CP/089 - Percentage of key performance indicators (National Public Accountability Measures) that were either at maximum performance or which improved compared to the previous year			38.89		
Revised data set therefore no target or comparable data for this measure. This measure reports performance on the previous year's (2017-18) national set of Public Accountability Measures. 7 of 18 of 2017-18 comparable measures have improved. For 2017-18, no measures achieved maximum performance. The Council has maintained performance across the areas covered by the national indicators compared to 2016-2017, with a small number showing improvement and a small number showing a reduction in performance. However, performance compared to other local authorities has declined across a range of indicators.					
CP/090 - Percentage of local residents that are satisfied with their local area as a place to live					
New measure. No comparable data or target. This will be measured via the NPT Citizens Panel when established during 2019-2020.					
CP/091 - Percentage of complaints at stage 1 that were upheld/partially upheld	24.06	21.05	33.82		
Full Year data: 46 of 136 for 2018-19 and 24 of 114 for 2017-18. Despite a small increase in the number of recorded complaints and bearing in mind the extent of whole authority responsibilities, no systemic failings could be attributed to a particular service area from the instances reported. Where the complaint was upheld/partially upheld the lessons learned from the investigation are taken into consideration to improve customer satisfaction going forward. The target set for the year was to decrease the percentage of stage 1 complaints upheld. More detail was reported to relevant Cabinet Boards during July 2019.					

CP/092 - Percentage of complaints at stage 2 that were upheld/partially upheld	16.00	20.00	19.23		
<p>Full Year data: 5 of 26 for 2018 -19 and 5 of 25 for 2017-18.</p> <p>Overall, the number of stage 2 complaints upheld have remained the same as the previous year. No systemic failings could be attributed to a particular service area from the instances reported. Where the complaint was upheld/partially upheld, lessons learned from the investigation are taken into consideration to improve customer satisfaction going forward. The target set for the year was to maintain the percentage of stage 2 complaints upheld.</p>					
PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/093 - Percentage of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	25.00		
<p>Full Year data: 1 of 4 for 2018-19 and 0 of 5 for 2017-18.</p> <p>4 complaints reported to the Ombudsman during 2018-19. Two from the Environment Directorate, one was upheld and one is still to be determined. The other two relate to the Education, Leisure & Lifelong Learning Directorate, one was dismissed before investigation and one is still under investigation. The target set for the year was to maintain the percentage of complaints upheld.</p>					
CP/094 - Number of compliments received from the public	314.00	356.00	285.00		
<p>Overall the number of compliments has decreased compared to the previous financial year. In the main, this can be attributed to a change in the way the Education, Leisure and Lifelong Learning Directorate are recording their compliments.</p> <p>Children and Young People Services had an increase of 11 compliments and the Environment Directorate had an increase of 20 compliments.</p> <p>All services should capture compliments information to ensure we are taking on board what our customers appreciate.</p> <p>The target set for the year was to increase the number of compliments received.</p> <p>More detail was reported to relevant Cabinet Boards during July 2019.</p>					
CP/095 - Percentage of residents who report that they felt they belonged to their local area, that people from different backgrounds get on together and people treat each other with respect and consideration	42.00			45.00	 NA
Not measured in 2017-18 or 2018-19. This will be measured via the NPT Citizens Panel when established during 2019-2020.					
CP/096 - Percentage of Adults who report that they can speak Welsh					
<p>No data for 2018-19.</p> <p>This information is only available via the Census. In the 2011 Census 12.62% of people aged 16 and over said they could speak Welsh.</p> <p>A new measure has been introduced for 2019-20 which measures the percentage of people aged 3 and over who can speak Welsh. As at year ending December 2018, 26.1 % of people say they can speak Welsh.</p>					
CP/097 - CS/001 - Customer Services - Average customer waiting times (face to face)	6.50	5.20	6.50	5.00	

					 Red
<p>Overall there has been a decrease in the number of callers to the One Stop Shops (OSS), 14,634 in 2018-2019 compared to 15,894 in 2017-2018. There has, however, been an increase in the numbers using the service at Neath OSS.</p> <p>Periods of increased activity due to issues with the supply chain for recycling equipment in Spring/Summer and queries arising from the introduction of a new policy for waste collection in early 2019. This had an adverse impact on customer waiting times. Data for part of July 2018 is unavailable due to machine failure.</p>					
PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/098 - CS/004 - Percentage of customers leaving before being seen	0.12	0.11	0.13	0.10	 Red
<p>Slight decrease in performance when a comparison made with the same period last year, 74 in 2017-2018. The number of customers who did not wait increased by 5 people for 2018-2019 to 79. This is a negligible figure when compared to the overall number of callers to the OSS (14,634 for 2018-2019).</p>					
CP/099 - CS/003a - Percentage of telephone calls in Welsh abandoned after 5 seconds	10.86	15.12	16.33	3.00	 Red
<p>219 of 1341 in 2018-19, however volumes of calls for a Welsh Service will affect the % comparison with calls for an English Service. When the new call centre technology is operational in 2019, callers on both the Welsh and English queues will now be advised of the length of time they are likely to wait which is expected to impact on abandoned rates negatively as they may terminate the call earlier than previously.</p>					
CP/100 - CS/003b - Percentage of telephone calls in English abandoned after 5 seconds	3.65	2.64	3.90	3.00	 Red
<p>4,627 of 118,758 during 2018-19. There has been a slight increase in abandoned calls compared to the last year. We saw a general increase in abandoned calls percentage throughout the year.</p>					
CP/101 - CS/002a - Average time (seconds) to answer telephone calls in Welsh	17.00	23.00	20.00	20.00	 Green
<p>Average answer times for telephone calls for a Welsh service continue to be quicker than calls for an English service.</p>					
CP/102 - CS/002b - Average time (seconds) to answer telephone calls in English	20.80	18.00	22.00	20.00	 Red
<p>Capacity issues linked to staff vacancies resulted in a drop in performance the first 6 months. Additional staff have been recruited which resulted in improved answer times for the latter</p>					

half of the year.					
CP/103 - DBC/001 - Percentage of transactions completed on-line (new on-line services)	67.74	71.12	76.42	75.00	 Green
75,438 of 98,172 for 2018-19 (full year). Data for this measure includes information for the following services: bulks, refuse and recycling equipment requests, location based reporting for dog bins, grit bins, missed waste collections reporting, pest control appointment bookings and van permits. Data for other new online services will be included in this performance indicator once a system has been put in place to capture all data.					
PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/104 - 7.7(L) - Percentage of standard searches carried out within 10 working days	90.65	95.62	97.19	96.00	 Green
97.19% (1,488 of 1,531) for 2018-19 compared with 95.9% for 2017-18 shows continued improvement in performance and productivity.					
CP/105 - CFH/008 - Percentage of non-domestic rates due for the financial year which were received by the local authority	98.07	98.66	98.08	98.00	 Green
£41.939M of £42.761M. Collection rate has dropped from previous year by 0.58% however we have still achieved our target.					
CP/106 - PAY/001 - Percentage of invoices paid within 30 days		92.02	93.22	95.00	 Amber
The total number of invoices paid during the year was 116,166 of which 108,287 were paid within 30 days. We were marginally below the target but within the expected level of performance. The amount of interest paid to suppliers was nil. The amount of interest that the authority was liable to pay was £238,098.27. Performance Indicator reported from 2017-18.					
CP/107 - CFH/007 - Percentage of council tax due for the financial year which was received by the authority	98.02	98.14	98.05	98.00	 Green
£67.342M of £68.684M for 2018-19. The collection rate is slightly down on the previous year due to issues associated with Universal Credit and loss in staff resources, however we have still achieved our target.					