

Policy and Resources Cabinet Board

27 November 2014

REPORT OF THE HEAD OF CORPORATE STRATEGY AND DEMOCRATIC SERVICES – MRS K JONES

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

Quarterly Performance Management Data 2014-2015 – Quarter 2 Performance (1st April 2014– 30th September 2014)

Purpose of Report:

To report quarter 2 performance management data for the period 1st April 2014 to 30th September 2014 for Chief Executive's and Finance & Corporate Services Directorates and, the performance management data for the same period for services that are within the remit of the other four main Scrutiny Committees (CYPE, SCHH, E&H and ECR). This will enable the Policy & Resources Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Background

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:

1. Scrutinise the service improvement set out in the Corporate Plan which fall within the committee's purview;
2. Scrutinise the performance of all services within its purview and the extent to which services are continuously improving;
3. Ensure performance measures are in place for each service and that the measures reflect what matters to local citizens;
4. Commission and participate in systems reviews through appropriate mechanisms and report onwards to the Executive

5. Monitor implementation by the Executive of responses to the conclusions and recommendations of the Council's external regulators; and
6. Promote innovation by challenging the status quo and encourage different ways of thinking and options for service delivery.

Appendices

Quarterly Performance Management Data 2014-2015 – Quarter 2 Performance (1st April 2014– 30th September 2014) – APPENDIX 1 (PRB-271114-REP-CE-KJ)

List of Background Papers:

The Neath Port Talbot Corporate Plan - 2014/2017 “Rising to the Challenge”;

Policy & Resources Committee report date 30th July 2010 – Securing continuous improvement and scrutiny work programme.

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**Quarterly Performance Management Data 2014-2015 – Quarter 2
Performance (1st April 2014– 30th September 2014)**

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Section 1: Key points and summary of performance.

Key Points

In relation to the performance results available at the end of the 2nd quarter 2014-2015:-

Overall, in this period we improved or achieved maximum performance in 63% (76) of our 120 comparable indicators, this compares to 73% for the same period last year. Whilst more indicators have comparable data for this period compared to the previous year, there are more indicators that have declined by 5% or more.

Adults Services, Public Protection and Waste services had more measures improving in the period compared to last year. More of the Education, Economic Development, Private Sector Renewal and some Chief Executives and Finance and Corporate Services indicators saw a drop in performance by 5% or more. The increase in comparable measures were in the main made up from children's services and planning measures, who both saw an increase in the number of indicators improving in the period, but also some of these measures falling in performance by 5% or more. Section 2 of this report provides a summary data breakdown of the table below by service area and by scrutiny committee.

	Comparable Indicators in this period	Improved or Maximum* Performance	Maintained Performance	Marginally declined - within 5%	Performance declined by 5% or more
Quarter 2 2014-2015	120	63% (76)	3% (3)	13% (16%)	21% (25)
Quarter 2 2013-2014	103	71% (73)	3% (3)	12.5% (13)	13.5% (14)

* - Achieving either 100% or 0% (where lower performance figure is better) performance, where there is no scope for improvement for the relevant performance indicator.

In relation to areas highlighted within the Corporate Improvement Plan as corporate improvement priorities:-

- Sickness across the Council has fallen slightly during this period from an average of 4.20 FTE days for the first six months of 2013-14 to 4.18 days this year, which is a reduction of 0.5%. The Council is not on track to meet the target to reduce sickness by 5% for the year.

Over the past few years we have concentrated on a strategy to reduce short term absences. This has led to a steady decrease in the number of working days lost due to sickness – going down from 11.3 days per full time equivalent (FTE) employee in 2009/10 to 9.19 days in 2013/14.

The current focus is on the management of long term sickness absence. We know that there are sometimes delays in getting to access the right support and services to help people return to work when they are ready to do so.

A task force has been set up to identify opportunities to improve the management of long term sickness going forward. In addition, as requested by the Policy and Resources scrutiny committee sickness absence will now be a regular item on scrutiny committees' agendas.

In the New Year, the Corporate Health Group will initiate a wellbeing campaign. This will include making information about local services more available to employees e.g. support for carers; money management support; coping with stress. The Corporate Health Group is also hoping to access Wales Union Learning Funding to provide short courses for employees on a range of topics that will benefit health and wellbeing.

- Schools in NPT have secured an improvement in pupil attendance in both sectors, in particular in the primary sector with a 1.6% rise. Key Stage 4 results have maintained in line with 2012/13 performance with NPT continuing to compare favourably across Wales. Key Stage 2 results are steadily improving with Key Stage 3 maintaining their performance compared to 2012/13. There has been a rise in fixed and permanent exclusion in both the Primary and Secondary sectors which NPT are actively working on to decrease.
- During 2012-2013, Children & Young People Services agreed monthly improvement targets for eight priority measures with the Care and Social Services Inspectorate for Wales (CSSIW). These targets have been further increased in 2014-2015 and are reflected in the table below. During quarters 1 & 2 of 2014-2015, the service has achieved the revised target for each of the eight measures.

Children & Young People Services		
8 Priority Measures for 2013-2014	Target for 2014-2015	Quarter 2 performance 2014-2015
The percentage of first placements of looked after children during the year that began with a care plan in place.	91%	100%
The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	91%	92.7%
The percentage of referrals that are re-referrals within 12 months.	28%	13.9%
The percentage of looked after children reviews carried out within statutory timescales during the year.	91%	95.2%
The percentage of initial assessments completed within 7 working days	71%	91.2%
The percentage of required core assessments completed within 35 working days.	71%	82.4%
The percentage of child protection visits undertaken within 6 weeks.	91%	100%
The percentage of qualified and unqualified workers that receive supervision within 28 calendar days.	86%	86.3%

- 10 of the 11 adult services performance indicators have improved or achieved maximum performance during the period which includes fewer delayed transfers of care, more people being supported in the community and 100% of carers of adult service users were offered an assessment or review of their needs in their own right during the year
- All six waste performance indicators have improved in this period. The Council is progressing with the implementation of its waste strategy that seeks to ensure that the Council meets its statutory recycling target. Performance to date (Quarter 2 performance of 60.78%) indicates that the Council is on course to achieve the Welsh Government statutory recycling target of 58% by March 2016.
- Two of the three Economic Development indicators have seen a drop in outputs compared to the quarter 2 period last year. It is anticipated that the service will meet its year end forecast output for these measures. More detail is found under indicators 133 & 134.
- Customer waiting times (face to face contact at Neath and Port Talbot One Stop Shops) continues to improve with fewer customer walk offs. Customer Services' other two key performance measures, average time to answer telephone calls and percentage of telephone calls abandoned after 5 seconds has seen a drop in performance. A comprehensive analysis of contact centre performance is scheduled on the agenda for this meeting as a separate agenda item.
- The average number of days for the completion of a Disabled Facilities Grant has increased significantly during this reporting period from 230 days to 270 days due to a greater number of more complex grants being completed. The Service has also introduced a new Rapid Adaptations Grant where small/minor works are directed to Care & Repair; which has had an effect on average times for this performance indicator. More detail is provided under indicator 106.

Other areas that are drawn to committee's attention include:

- 5 out of 6 youth justice indicators improved or achieved maximum performance when compared to the same period last year and one maintained performance. However, with relatively low numbers during the second quarter period, small differences can have a significant effect on performance
- Homelessness performance, which is still good in comparable terms, has broadly been maintained (3 indicators improving or achieving maximum

performance and 3 declining in performance). This is against a backdrop of increased presentations, increased statutory homeless cases and increased complexity of decision making. Effective early intervention and prevention work is having a positive effect on performance.

- 7 of ten Public Protection performance indicators have improved in the period. More food establishments are 'broadly' compliant with food hygiene standards and all high risk trading standards inspections, animal health business inspections and health and safety inspections will be completed by year end. Fewer high risk businesses that were liable to a programmed inspection for food hygiene were inspected in the period, however inspections of high risk food premises remain a key priority for the service and a new system of verification visits which is commencing in quarter 3 will bring the inspection plan back on target
- 5 of the 8 comparable planning performance indicators in the period have improved. Explanations for the drop in performance of the 3 performance indicators are found under indicators 126 - 128. Overall, efforts will continue to ensure that Officers and applicants 'front-load' negotiations as part of our continuing commitment to delivering 'Quality Development Quickly', and thus reducing delays later in the process.
- The figures for the Library Service cannot be compared like for like to the previous year's performance, as NPTCBC transferred overall responsibility for five of the libraries to various community groups on 1st April 2014 and a further four on 1st May 2014. Furthermore opening hours for these four were considerably less (below 50%) in April. However, if we compare the libraries that NPT have full responsibility over, there is a fall of 5.93% in materials issues but a rise of 1.37% in library visits for this period.
- Street scene, Asset Management and Highways (condition of roads) indicators are reported annually.

Section 2 - Summary of Quarterly Performance by Committee/Service Area - (quarter 2, 2013-2014 position in brackets)

Service Area	Scrutiny Committee	Improved or Maximum Performance	Maintained Performance	Marginally declined - within 5%	Performance declined by 5% or more	No Comparable data	Number of Performance Indicators
1. Chief Executive and Finance & Corporate Services	P&R	6 (8)	0 (0)	1 (1)	5 (2)	1 (2)	13
P&R Total		6 (8)	0 (0)	1 (1)	5 (2)	1 (2)	13
2. Education	CYPE	8 (14)	1 (2)	4 (2)	5 (0)	4 (4)	22
3. Social Care – Youth Justice	CYPE	5 (4)	1 (0)	0 (0)	0 (2)	0 (0)	6
4. Social Care – Children’s Services	CYPE	20 (16)	0 (0)	7 (0)	3 (0)	15 (29)	45
CYPE Total		33 (34)	2 (2)	11 (2)	8 (2)	19 (33)	73
5. Social Care – Adults Services	SCHH	10 (7)	0 (0)	0 (3)	1 (1)	0 (0)	11
6. Housing – Homelessness and Housing Advice	SCHH	3 (3)	0 (0)	1 (1)	2 (2)	0 (0)	6
7. Housing – Private Sector Renewal	SCHH	2 (3)	0 (0)	0 (1)	3 (1)	2 (3)	7
8. Planning & Regulatory Services – Public Protection	SCHH	7 (5)	1 (1)	0 (0)	1 (4)	1 (0)	10
SCHH Total		22 (18)	1 (1)	1 (4)	7 (8)	3 (3)	34
9. Planning & Regulatory Services – Planning	ECR	5 (0)	0 (0)	0 (4)	3 (0)	1 (5)	9

Service Area	Scrutiny Committee	Improved or Maximum Performance	Maintained Performance	Marginally declined - within 5%	Performance declined by 5% or more	No Comparable data	Number of Performance Indicators
10. Planning & Regulatory Services – Building Control	ECR	1 (1)	0 (0)	1 (1)	0 (0)	0 (0)	2
11. Economic Development	ECR	1 (3)	0 (0)	0 (0)	2 (0)	0 (0)	3
12. Asset Management	ECR	0 (0)	0 (0)	0 (0)	0 (0)	7 (7)	7
13. Leisure & Libraries	ECR	0 (2)	0 (0)	1 (1)	0 (0)	5 (3)	6
ECR TOTAL		7 (6)	0 (0)	2 (6)	5 (0)	13 (15)	27
14. Environment & Transport – Waste Management	E&H	6 (5)	0 (0)	0 (0)	0 (1)	0 (0)	6
15. Environment & Transport – Transport and Highways	E&H	1 (2)	0 (0)	1 (0)	0 (0)	4 (4)	6
16. Environment & Transport – Countryside Management	E&H	1 (0)	0 (0)	0 (0)	0 (1)	0 (0)	1
17. Environment & Transport – Street Scene	E&H	0 (0)	0 (0)	0 (0)	0 (0)	3 (3)	3
E&H Total		8 (7)	0(0)	1 (0)	0 (2)	7 (7)	16
Total Number of Performance Indicators		76 (73)	3 (3)	16 (13)	25 (14)	43 (60)	163
Overall performance Percentage (of comparable measures)		63% (73%)	3% (3%)	13% (12.5%)	21% (13.5%)		

NB - Quarter 2, 2013-2014 position in brackets.

Section 3: Quarterly Performance Management Data and Performance key

2014-2015 – Quarter 2 Performance (1st April 2014 – 30th September 2014)

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







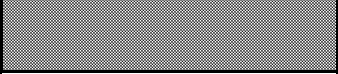
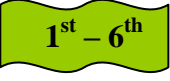

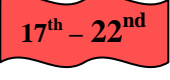
(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

(PAM) Public Accountability Measures - consist of a small set of “outcome focussed” indicators, selected initially from within the existing Performance Measurement Framework. They will reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. For example, recycling, educational attainment, sustainable development, etc. This information is required and reported nationally, validated, and published annually.

(SID) Service Improvement Data - can be used by local authority services and their regulators as they plan, deliver and improve services. The make-up of this data set will be defined by local authorities according to need and value, collated centrally and shared within the local government community to support service improvement. The Data Unit will maintain centrally defined data definitions and associated guidance.

All Wales The data shown in this column is the figure calculated using the base data supplied by all authorities for 2013/2014 i.e. an overall performance indicator value for Wales.

(L) Local Performance Indicator set by the Council.

	Performance Key
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance is within 5% of previous years performance
	Performance has declined by 5% or more on previous years 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.
	2013/14 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's). 18 of 43 comparable measures in upper quartile.
	2013/14 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's). 15 of 43 comparable measures in mid quartiles.
	2013/14 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's). 10 of 43 comparable measures in lower quartile.

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
1. Chief Executive's and Finance & Corporate Services								
1	Benefits M001 (Local)	Percentage of new claims correctly assessed.	100%	100%		100%	100%	😊
2	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	N/a New	9.6		11.5	9.4	↑
3	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	13 minutes	8 minutes		8.2 minutes	6.4 minutes	↑
4	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	1%	0.13%		0.15% 69 of 46,058	0.08% 32 of 41,161	↑
5	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.1%	97.3%	Data not yet available	57.2%	57.4%	↑
6	#CHR/002 (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.65	9.19	Data not yet available	4.20	4.18	↑
7	CFH/006 (SID)	The percentage of undisputed invoices which were paid within 30 days.	92.4%	91.6%	Data not yet available	92.4%	90.1%	▼
8	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	99.4%	97.9%		99.1%	89.3%	↓
	The searches that have been over 10 days are due to the complex nature of searches against areas of Land; an increase in volume of searches and also delays in getting responses to the enquiries from other internal departments.							

The sickness PI, CHR002 is a Public Accountability Measure (PAM) with effect from 1st April 2014.

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
1. Chief Executive's and Finance & Corporate Services								
9	CHR/001 (SID)	The percentage of employees (including teachers and school based staff) who leave the employment of the local authority, whether on a voluntary or involuntary basis.	7.88%	9.63%	Data not yet available	4.32%	5.38%	↓
	The most significant increase in figures is linked to the downsizing of the organisation where employees have left under the Voluntary Redundancy scheme and demonstrates the actions the Council has been taking to reduce budgets.							
10	CS002 (Local)	Customer Services - Average time to answer telephone calls	28 seconds	30 seconds		34 seconds	45 seconds	↓
	A comprehensive analysis of contact centre performance is scheduled on the agenda for this meeting as a separate agenda item.							
11	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	10.5%	12.87%		13.4%	19.1%	↓
	A comprehensive analysis of contact centre performance is scheduled on the agenda for this meeting as a separate agenda item.							
12	CFH/008 (SID)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	97.3%	98.1%	Data not yet available	63.6%	58.4%	↓
	The collectable debt (the amount of non domestic rates we need to collect) increased in June 2014 as one company in our borough had an increase in their rateable value which led to a £2.2m increase in rates payable from the 1st April 2014. As we were not in a position to collect this increase from April (only advised of increase in June), our collection rate will be lower during this period until this debt is paid in full by the end of January 2015. In addition, a large company in the borough missed a payment of £260k which has had an adverse effect on the collection rate. The company has been advised of the overdue rates and the consequences of late payments.							
13	L(P) 13 (L) (Local)	Annual Savings (£)	£1,462,117	£797,516		Reported Annually	—	

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
2. Education								
14	EDU/015b (NSI) Joint 1st	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%	100%	96.6%	100%	100%*	😊
15	EDU/003 (NSI/PAM) 20th	The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	80.6%	82.0%	84.6%	82.0%	84.1%#	↑
16	EDU/011 (NSI/PAM) 6th	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	486	537	505	537	539 # (P)	↑
17	EDU/016a (PAM) 22nd	Percentage of pupil attendance in Primary Schools.	93.1%	93.0%	93.7%	93.0%	94.6%# (P)	↑
18	EDU/016b (PAM) 12th	The percentage of pupil attendance in Secondary Schools.	92.3%	92.6%	92.6%	92.6%	93.5%#	↑
19	EDU/017 (NSI/PAM) 7th	The percentage of pupils aged 15 at the preceding 31 August in schools maintained by the local authority who achieved the level 2 threshold including a GCSE grade A-C in English or Welsh first language and Mathematics.	54.1%	56%	52.5%	56.0%	55.8%# (P)	↑

* Nine months data – 1st January to 30th September.


Annual data for 2013-2014 Academic year

(P) – Provisional data

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
2. Education								
20	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	112	103		80*	55*	↑
21	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service.	27.48%	33.07%		13.2%	15.0%	↑
22	EDU/004 (PAM) 19 th	The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	68.8%	73.1%	77.2%	73.1%	73.1#	↔
23	EDU/006ii (NSI) 14 th	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of: Key Stage 3.	10.3%	10.3%	17.0%	10.3%	10.1#	▼
24	L(FP) 1+ (Local)	Number of full day childcare places provided.	1,707	1,800		1,762	1,734	▼
25	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	774	788		759*	768*	▼
26	EDU/010b (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.111% 1,658 days	0.107% 1,568 days	0.095%	0.107% 1,568 days	0.112%# 1,598 days	▼



* Nine months data – 1st January to 30th September.

Annual data for 2013-2014 Academic year

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
2. Education – Continued								
27	EDU/006i (SID)	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of: Key Stage 2	16.5%	16.4%	20.0%	16.4%	15.4%#	↓
The decrease is due to the annual variation in take up of Welsh language education. It is expected that the percentage of pupils receiving a Teacher Assessment in Welsh first language will remain fairly consistent over the next 2 to 3 years.								
28	EDU/008a (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0.1	0.1	Data not yet available	0.1	0.2#	↓
			1 pupil	1 pupil		1 pupil	2 pupils	
29	EDU/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.26	1.0		1.0	1.3#	↓
			10 pupils	8 pupils		8 pupils	10 pupils	
Comment for EDU010 a & b : Inclusion Review in place with behaviour / exclusions identified as a priority area. Exclusions shared with Challenge Advisors as they occur. Chronology that led to the exclusions is being audited in a sample of schools.								
30	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.012%	0.011%	0.013%	0.011%	0.015%#	↓
			191 days	174 days		174 days	258 days	
Inclusion Review in place with behaviour / exclusions identified as a priority area. Exclusions shared with Challenge Advisors as they occur. Chronology that led to the exclusions is being audited in a sample of schools.								
31	EDU/015a (NSI) 	The percentage of final statements of special education need issued within 26 weeks including exceptions	27.7%	32.0%	69.6%	28.8%	21.82 %*	↓
The increase in time taken to issue statements can be attributed to the increasing complexity of the individual cases coming through the Statutory Assessment process.								

Annual data for 2013-2014 Academic year



* 9 months data January to September

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
2. Education – Continued								
32	EDU/002i (NSI/PAM) 	The percentage of all pupils (including those in local authority care), in any local authority maintained school, aged 15 as at the preceding August, who leave compulsory education, training or work based learning without and approved external qualification.	0.2%	0.1%	0.3%	Data available Quarter 3		—
33	EDU/002ii (NSI) 	The percentage of pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding August, who leave compulsory education, training or work based learning without and approved external qualification.	0%	0%	2.0%	Data available Quarter 3		—
34	EDU/009b (SID)	The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the academic year.	16.1	38.5	11.9	Data available Quarter 3		—
35	EDU/009a (SID)	The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the academic year.	50.4	82.2	24.9	Data available Quarter 3		—


No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
3. Social Care - Youth Justice								
36	SCY/003b (SID)	The percentage of those children and young people with an identified need for treatment or other intervention, who receive that within ten working days of the assessment.	100%	100%	96.6%	100%	100%	😊
37	SCY/001a (SID)	The percentage change in the average number of hours of suitable Education, Training or Employment (ETE) children and young people receive while within the youth justice system by Children and young people of statutory school age.	0%	25.8%	1.2%	39.3%	55%	↑
38	SCY/001b (SID)	The percentage change in the average number of hours of suitable Education, Training or Employment (ETE) children and young people receive while within the youth justice system by: Young people above statutory school age.	-9.7%	38.2%	16.1%	-27.4%	69%	↑
39	SCY/002a (SID)	The percentage change in the proportion of children and young people in the youth justice system with suitable accommodation at the end of their court order compared with before the start of their court order.	4.1%	-3.7%	-1.7%	-14.3%	5.0%	↑
40	SCY/003a (SID)	The percentage of children and young people in the youth justice system identified via screening as requiring a substance misuse assessment that commence the assessment within five working days of referral.	92.7%	98.5%	90.4%	96%	100%	↑
41	SCY/002b (SID)	The percentage change in the proportion of children and young people in the youth justice system with suitable accommodation upon their release from custody compared with before the start of their custodial sentence.	-20%	0%	5.3%	0%	0%	↔



No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
4. Social Care – Children’s Services								
42	*SCC/001a (SID from 2014-15) Joint 1st	Priority Measure: The percentage of first placements of looked after children during the year that began with a care plan in place.	58.4%	100%	90.9%	100%	100%	😊
43	SCC/013ai (SID)	The percentage of open cases of children who have an allocated social worker - Children on the child protection register.	99.8%	100%	99.9%	100%	100%	😊
44	SCC/013bi (SID)	The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan - Children on the child protection register.	0%	0%	0%	0%	0%	😊
45	*SCC/030a (SID from 2014-15) Joint 1st	The percentage of young carers known to Social Services who were assessed.	100%	100%	85.9%	100%	100%	😊
46	SCC/001b (SID)	For those children looked after whose second review (due at 4 months) was due in the year, the percentage with a plan for permanence at the due date.	69.5%	89.8%	93.4%	93.3%	100%	😊
47	Local	Priority Measure: The percentage of child protection visits undertaken within 6 weeks. .	N/a New	99.6%		99.6%	100%	😊
48	SCC/006 (SID)	The percentage of referrals during the year on which a decision was made within 1 working day.	93.1%	97.2%	96.3%	96.1%	98.2%	↑

- No longer a Public Accountability Measure (with effect from 2014-15)


No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
4. Social Care – Children’s Services – Continued								
49	SCC/007b (SID)	The percentage of referrals during the year that were allocated to someone other than a social worker for initial assessment.	6.3%	4.4%	7.9%	3.3%	2.7%	↑
50	SCC/010 (SID)	Priority Measure: The percentage of referrals that are re-referrals within 12 months.	35.9%	22.1%	22.2%	26.4%	13.9%	↑
51	SCC/011b (NSI) 	The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen alone by the Social Worker.	43.1%	38.7%	42.9%	40.8%	41.3%	↑
52	SCC/013aiii (SID)	The percentage of open cases of children who have an allocated social worker – Children in need.	66.3%	68.0%	76.4%	70.2%	72.3%	↑
53	SCC/013biii (SID)	The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan – Children in need.	29.4%	31.8%	19.6%	28%	26.4%	↑
54	SCC/021 (SID)	Priority Measure: The percentage of looked after children reviews carried out within statutory timescales during the year.	69.2%	95.0%	95.9%	92.6%	95.2%	↑
55	SCC/025 (PAM) 	Priority Measure: The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	68.3%	86.9%	85.3%	79.5%	92.7%	↑
56	SCC/030b (SID)	The percentage of young carers known to Social Services who were provided with a service.	84.2%	64.7%	80.1%	53.8%	66.7%	↑

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
4. Social Care – Children’s Services – Continued								
57	SCC/041a (NSI) 21st	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	20.0%	69.8%	89.2%	41.2%	78.9%	↑
58	SCC/042a (SID)	Priority Measure: The percentage of initial assessments completed within 7 working days.	38.1%	80.6%	71.9%	71.9%	91.2%	↑
59	SCC/042b (SID)	The average time taken to complete initial assessments that took longer than 7 working days to complete.	30	18	19	19.3	14.9	↑
60	SCC/043a (SID)	Priority Measure: The percentage of required core assessments completed within 35 working days.	48.7%	70.2%	81.2%	72.8%	82.4%	↑
61	SCC/43b (SID)	The average time taken to complete those required core assessments that took longer than 35 days.	68	56	58	47.5	44.7	↑
62	Local	Priority Measure: The percentage of qualified and unqualified workers that receive supervision within 28 calendar days.	N/a New	92.5%		88.5%	86.3%	▼
63	SCC/007a (SID)	The percentage of referrals during the year that were allocated to a social worker for initial assessment.	48.5%	94.1%	75.5%	95.1%	94.4%	▼
64	SCC/013aii (SID)	The percentage of open cases of children who have an allocated social worker - Children looked after.	95.2%	99.1%	95.2%	99.2%	98.8%	▼




No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
4. Social Care – Children’s Services – Continued								
65	SCC/014 (SID)	The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion.	67.8%	93.5%	89.9%	97.7%	93.8%	v
66	SCC/015 (SID)	The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference.	82.3%	91.4%	90.0%	91.3%	89.3%	v
67	SCC/034 (SID)	The percentage of child protection reviews carried out within statutory timescales during the year.	87.2%	97.5%	98.1%	98.7%	98.3%	v
68	SCC/041b (SID)	The percentage of eligible, relevant and former relevant children that have been allocated a personal advisor.	96.0%	100%	92.7%	100%	97.7%	v
69	SCC/011a (PAM) 	The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen by the Social Worker.	79.2%	68.3%	78.9%	80.0%	66.6%	↓
	<p>In 2012-2013 the service was not following appropriate child care procedures. In 2013-2014, the service introduced training on procedures for all social workers which included the need to do a “desk top” initial assessment prior to a child protection investigation; these circumstances would not expect a child to be seen/seen alone as part of the initial assessment. As this is a recent change in practice it would have not been in place when last year’s performance was reported.</p> <p>In terms of performance, if the “desk top” assessments were excluded from the calculation of this Performance Indicator, then our performance would show an overall improvement when compared to the same period last year. A true quarter on quarter comparison will not be possible until the 4rth quarter 2014-15 period.</p>							
70	SCC/013bii (SID)	The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan - Children looked after.	0.6%	0.9%	4.5%	0.8%	1.2%	↓
	The six children in question are having respite in residential accommodation only therefore they do not require a social worker.							

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
4. Social Care – Children’s Services – Continued								
71	SCC/024 (SID)	The percentage of children looked after during the year with a Personal Education Plan within 20 school days of entering care or joining a new school in the year ending 31 March.	63.6%	85.7%	62.7%	87.0%	74.1%	↓
Arrangements for improving care planning led to IT changes that impacted on the way that Personal Education Plans were being recorded. This has been resolved and the system amended.								
72	SCC/002 (NSI) 	The percentage of children looked after at 31 March who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March.	15.8%	15.7%	13.8%	Reported Annually		—
73	SCC/004 (NSI/PAM) 	The percentage of children looked after on 31 March who have had three or more placements during the year.	8.7%	6.4%	8.3%	Reported Annually		—
74	SCC/007c (SID)	The percentage of referrals during the year that did not proceed to allocation for initial assessment.	45.2%	1.5%	16.7%	1.6%	1.9%	—
75	SCC/022a (SID)	The percentage attendance of looked after pupils whilst in care in primary schools.	90.1%	93.1%	95.1%	Reported Annually		—
76	SCC/022b (SID)	The percentage attendance of looked after pupils whilst in care in secondary schools.	83.8%	89.7%	91.6%	Reported Annually		—

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
4. Social Care – Children’s Services – Continued								
77	SCC/033d (NSI) 12 th	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	72.2%	95.7%	93.4%	Reported Annually		—
78	SCC/033e (NSI) Joint 1 st	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19.	92.3%	100%	85.9%	Reported Annually		—
79	SCC/033f (NSI) 8 th	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19.	46.2%	63.6%	54.8%	Reported Annually		—
80	SCC/035 (SID)	The percentage of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment.	52.9%	42.1%	51.6%	Reported Annually		—
81	SCC/036 (SID)	The percentage of looked after children eligible for assessment at the end of Key Stage 3 achieving the Core Subject Indicator, as determined by Teacher Assessment.	33.3%	55.6%	37.2%	Reported Annually		—
82	SCC/037 (NSI) 4 th	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	162	335	262	Reported Annually		—

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
4. Social Care – Children’s Services – Continued								
83	SCC/40 (SID)	The percentage of placements started during the year where the child is registered with a provider of general medical services within 10 working days of the start of the placement.	N/a	93.0%	88.3%	No data reported	95.9%	—
84	SCC/044a (SID)	The percentage of children looked after who were permanently excluded from school during the previous academic year	0%	0%	0.1%	Reported Annually		—
85	SCC/044b (SID)	The average number of days spent out of school on fixed term exclusions for children looked after who were excluded during the previous academic year.	3.8	4.0	6.8	Reported Annually		—
86	SCC/045 (PAM) 	The percentage of reviews of looked after children, children on the child protection register and children in need carried out in line with the statutory timetable.	No data reported	82.2%	89.6%	No data reported	89.3%	—

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
5. Social Care - Adults Services								
87	SCA/018a (PAM) Joint 1 st	The percentage of carers of adult service users who were offered an assessment or review of their needs in their own right during the year.	100%	100%	85.8%	100%	100%	😊
88	SCA/019 (NSI/PAM) Joint 1 st	The percentage of adult protection referrals completed where the risk has been managed.	100%	100%	94.45%	100%	100%	😊
89	SCA/001 (NSI) 11 th	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	5.97	3.49	4.70	2.35	1.93	↑
90	SCA/002a (NSI) 5 th	The rate of older people (aged 65 or over): Supported in the community per 1,000 population aged 65 or over at 31 March.	99.98	107.8	74.48	100.68	102.41	↑
91	SCA/003a (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 18-64.	91.17%	92.45%	93.84%	91.67%	93.52%	↑
92	SCA/003b (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 65+	79.4%	81.98%	83.71%	81.42%	82.92%	↑

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
5. Social Care – Adult Services – Continued								
93	SCA/007 (NSI) 	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	76.1%	81.7%	81.1%	74.3%	78.43%	↑
94	SCA/018c (SID)	The percentage of carers of adult service users who were assessed during the year who were provided with a service.	44.6%	66.7%	63.8%	43.2%	96.7%	↑
95	SCA/020 (PAM) 	The percentage of adult clients who are supported in the community during the year.	82.6%	85%	86.33%	85.86%	86.22%	↑
96	SCA/002b (NSI) 	The rate of older people (aged 65 or over): Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March.	23.36	23.86	19.84	23.42	23.34	↑
	SCA/018b (SID)	The percentage of carers of adult service users who had an assessment in their own right during the year.	23.9%	20.0%	39.4%	18.2%	15.7%	↓
97	Of the 191 carers who were offered an assessment or review during the 1st April 2014 to 30th Sep 2014 30 had an actual assessment or review. This compares with 203 carers who were offered an assessment or review during the same period last year where 37 had an actual assessment or review. It is worth noting that only a small number of carers actually accept the offer of an assessment. Work is also underway to make Carers Assessment training mandatory. This will strengthen the recording of outcomes resulting from the carer's assessment by including a new outcomes focused table as part of the carers assessment form.							

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
6. Housing – Homelessness and Housing Advice								
98	HHA/016 (SID)	The average number of days all homeless families with children spent in bed and breakfast accommodation.	0	0	22.91	0	0	😊
99	HHA/002 (SID)	The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless.	71	62	135	68.4	65.4	↑
100	HHA/017b SID	The average number of days that all homeless households spent in other forms of temporary accommodation.	111.97	106.49	159.19	105.6	99.35	↑
101	HHA/013 (NSI/PAM) * See Below	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	97.1%	95.2%	66.4%	96.1%	92.8%	▼
	HHA/008 (SID)	The percentage of homeless presentations decided within 33 working days.	96.6%	96.4%	87.5%	98.5%	93.17%	↓
102	Of the 381 homeless presentations, 355 were decided within 33 days, compared to 322 out of 327 for the same period in 2013/14. It should be noted the number of statutory homeless cases has increased and the complexity of the decisions making, e.g. statutory homeless enquires obtaining 3rd party evidence, can be time-consuming. This measure still reflects the ongoing effective monitoring of statutory decisions and the effective early intervention and prevention work undertaken by the Housing Options Service. This has reduced the number of households being provided with temporary accommodation and the need for the Authority to accept a full statutory decision to the household.							
	HHA/017a (SID)	The average number of days that all homeless households spent in bed and breakfast accommodation	16.02	16.61	35.57	9.9	18.97	↓
103	34 homeless households spent time in B&B accommodation equating to a total of 645 days. This measure reflects the increase of statutory homeless households as reflected in HHA/002 and HHA/008 and the ongoing difficulty to provide interim accommodation for households who are not suitable for shared accommodation, and the ongoing difficulty to move households on from temporary accommodation.							

* - A Wales Audit Office report (published in 2013 identified a wide variation in how local authorities interpret guidance for indicator HHA/013 relating to homelessness prevention, resulting in a wide variation of performance reported. Due to these variations, the Welsh Government Statistical Release will advise in the publication of this data that the indicator should not be compared across local authority boundaries, however comparisons can be made over time within individual local authorities.

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
7. Housing - Private Sector Renewal								
104	PSR/004 (NSI) 3 rd	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority.	5.28%	37.38%	9.23%	22.7%	30.3%	↑
105	PSR/007a (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	1.7%	1.4%	Data not yet available	1.33%	1.4%	↑
106	PSR/002 (NSI/PAM) 6 th	The average number of calendar days taken to deliver a Disabled Facilities Grant.	244	204	239	230	270	↓
	<p>The average number of days for the completion of a DFG has increased significantly during this reporting period due to a greater number of more complex grants being completed, this has equated to 25 extensions in this reporting period compared to 20 in the same period in 2013/14. During this period there were a greater number of complex grants for children resulting in a higher number of extensions. Two children at the same property in particular had a DFG, each taking 1622 days to complete due to the complexity of their needs and the works involved. Excluding these two cases the average number of days taken to complete DFG's in this reporting period was 256 days.</p> <p>The average number of days for the completion of a DFG can be split into two areas. The average number of days from referral to OT authorised is 129 days, and the average number of days from OT authorisation to completion is 141 days.</p> <p>The Service has also introduced a new Rapid Adaptations Grant where small/minor works are directed to Care & Repair; this grant does not follow the mandatory DFG application process and therefore is excluded from this data set. The continued service improvements within the Housing Renewal & Adaptation Service have resulted in the service being responsive to referrals for a DFG once received by the section. The total number of DFG's completed during this reporting period has increased to 169, compared to 160 in the same reporting period in 2013/14.</p>							
107	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	386	310	Data not yet available	203	538	↓
	<p>The average time for completing a DFG for children has increased during this reporting period with the overall time taken being substantially higher than the average time for adults due to each referral having more extensive and complex works completed. Two children at the same property in particular had a DFG, each taking 1622 days to complete due to the complexity of their needs and the works involved. During this reporting period there was an increase in the number of extensions being completed, 6 compared to the previous period whereby only 2 were completed. Excluding the 2 exceptional cases where the DFG's took 1622 days to complete the average number of days to complete DFG's in this reporting period for children is 371 days.</p>							

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
7. Housing - Private Sector Renewal coninued								
108	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	233	197	Data not yet available	231	243	↓
	The average time taken to deliver a Disabled Facilities Grant to adults has increased by 11 days during this reporting period due to a greater number of more complex grants being completed, this has equated to 19 extensions being completed in this reporting period compared to 18 in the same period in 2013/14.							
109	PSR/007b (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have been issued with a conditional license.	0%	0%	Data not yet available	0%	0%	—
110	PSR/007c (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Are subject to enforcement activity.	0%	0.2%		0.2%	0%	—
8. Planning and Regulatory Services - Public Protection								
111	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%	100%	96%	33%	66%	↑
112	PPN/001iv (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Health and Safety	100%	100%	No data available	43%	57%	↑
113	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	70.4%	78.7%	87.7%	49%	74%	↑
114	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	90%	77.3%	92.6%	75%	80%	↑
115	PPN/008i (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Trading Standards	60%	56%	60%	31%	32%	↑

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
8. Planning and Regulatory Services - Public Protection								
116	PPN/008ii (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Food Hygiene	56%	79%	92%	51%	65%	↑
117	PPN/009 (PAM) 8 th	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	83.02%	92.2%	90.3%	88.95%	93.6%	↑
118	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	100%	99%	50%	50%	↔
119	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	99%	82%	97%	44%	32%	↓
	Out of a possible 376 high risk food businesses that were to be inspected during the year, 121 were carried out in this period, compared to 150 out of 343 for the same period in 2013/14. Food inspections of High Risk food premises remain a key priority for the service. A new system of verification visits is to commence in quarter 3, which has taken resource to develop but will bring the inspection plan back on target; additionally during quarter 2 the service has been engaged in an external audit by the Foods Standards Agency, which also took up resource but was a positive experience overall.							
120	PPN/008iii (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Animal Health.	44%	100%	61%	50%	*See note	—



Note: * There were no new businesses detected for Animal health in this period.

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
9. Planning and Regulatory Services – Planning								
121	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	96.6%	95.5%	Data not yet available	95.8%	97.22%	↑
122	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	83.5%	73.9%		72.7%	83.5%	↑
123	PLA/M001 (Local)	Average time taken from receipt of application to validation of application -days	N/a New	30.1 days		30.2 days	28.1 days	↑
124	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	N/a New	87.6 days		81.7 days	77.6 days	↑
125	PLAM/004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	N/a New	23.1%		18.18%	26.67%	↑
126	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	75.5%	71.3%	Data not yet available	72.5%	68%	↓
	The percentage of minor planning applications determined during the year within 8 weeks dropped from 72.5% to 68%, which remains a consequence of the complexity of the type of application determined and pressures on staff resources, but is balanced by the significant increase in performance for ‘all other’ planning application - PLA/004 d) – which increased from 72.7% to 83.5%.							



No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
9. Planning and Regulatory Services – Planning Con't								
127	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	98.0%	94%	Data not yet available	93.5%	88.8%	↓
	The percentage of householder planning applications determined during the year within 8 weeks - remains high at close to 89% but falls short of the high standards set in recent years. The relatively poor quarter 1 performance has affected these cumulative figures, although the performance during quarter 2 (July-September), taken by itself, has improved from quarter 1 (up from 86.2% to 90.2%), demonstrating improvement in challenging times.							
128	PLA/M003 (Local)	Percentage of applications where the quality of the development has been improved (following negotiation by the case officer either at pre-application stage or during the course of the application).	N/a New	36%		35.4%	29.8%	↓
	The percentage of applications where the quality of the development has been improved - has dropped in comparison with the same quarter last year. Nevertheless, this figure is largely dependent on the nature of applications that are received during any quarter and, as a consequence, is subject to minor fluctuations throughout the year. This quarter resulted in 30% of applications requiring the intervention of Officers to improve proposals to make them more acceptable. This reduction in the overall number of applications requiring improvement can be attributed to the fact that the Department received a greater number of applications which were acceptable upon submission, and as such did not require negotiation							
129	PLA/006(b) (NSI) 5 th	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	27%	69%	37%	Reported Annually		—
10. Planning and Regulatory Services – Building Control								
130	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	96.1%	98.1%	93.6%	98.3%	100%	😊
131	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	97%	99%	97%	99.1%	96.6%	∨



No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
11. Economic Development								
132	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	651	682		382	388	↑
133	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	137	255		120.5	56.5	↓
	Performance output for this indicator has been affected by the fact that no loans have been offered to date. Changes in European Regulations meant that the loan fund had to be registered with the Financial Conduct Authority by 31st March 2014 (which has been met). We have now received confirmation that loan scheme can resume and this should impact on the figures reported by the end of the year. In addition, there are a number of approved applications that are still being processed and we anticipate that these outputs will reflect in the figure reported next quarter.							
134	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	349	429		222	184	↓
	Business advisors now attend Job Centre Plus and this has resulted in referrals to the monthly Enterprise Club being significantly reduced. However, as enquiries from other sources are developed, it is anticipated that the target set for this indicator for 2014/15 will be achieved							

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
12. Corporate Health – Asset Management								
135	CAM/001ai (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.1%	7.2%	Data not yet available	Reported Annually		—
136	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	35.0%	41.2%				—
137	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	46.2%	42.2%				—
138	CAM/001aiv (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	11.7%	9.45%				—
139	CAM//001bi (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 – Urgent work	19.4%	15.2%				—
140	CAM/001bii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 2 – Essential work	59.9%	60.6%				—
141	CAM/001 biii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 – Desirable work	20.7%	24.2%				—

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
13. Leisure and Libraries								
142	LCS/002(b) (NSI) 	The number of visits to local authority sport and leisure centres during the year, per 1,000 population where the visitor will be participating in physical activity.	5,839	5,696	8,954	2,839	2,719	v
143	LCL/001(b) (NSI) 	The number of people using Public Libraries during the year, per 1,000 population.	6,831	6,839	5,851	3,457	2,897	—
144	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	4,146	4,190	4,424	2,131	1,718	—
<p>The figures for the Library Service cannot be compared like for like to the previous year's performance, as NPTCBC ceded overall responsibility for five of the libraries to various community groups on 1st April 2014 and a further four on 1st May 2014. Furthermore opening hours for these four were considerably less (below 50%) in April.</p> <p>However, if we compare the libraries that NPT have full responsibility over, there is a fall of 5.93% in materials issues but a rise of 1.37% in library visits for this period.</p>								
145	LCL/002b (SID)	The percentage of available computer hours, in use.	46%	48%	39%	Reported Annually		—
146	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	78%	83%	69%			—
147	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	8	8	9			—

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
14. Environment & Transport – Waste Management								
148	WMT/009b (NSI/PAM) 14 th	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way.	48.33%	54.04%	54.33%	55.08%	60.78%	↑
149	WMT/004b (NSI/PAM) 3 rd	The percentage of municipal waste collected by local authorities sent to landfill.	20.3%	14.04%	37.72%	16.2%	11.3%	↑
150	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.15%	0.18%	2.06%	0.17%	0.29%	↑
151	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	34.92%	38.09%	33.80%	37.69%	37.81%	↑
152	WMT/010iii (SID)	The percentage of local authority municipal waste: Collected as source segregated bio-wastes and composted or treated biologically in another way.	13.27%	15.76%	18.49%	17.22%	22.68%	↑
153	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	27.54%	29.33%	9.11%	25.1%	25.9%	↑

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
15. Environment & Transport – Transport and Highways								
154	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.94	1.83	4.75	1.54	1.52	↑
155	THS/007 (NSI) 	The percentage of adults aged 60 or over who hold a concessionary bus pass.	91.8%	88.9%	84.3%	92.2%	89.6%	v
156	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	7.9%	6.8%	4.5%	Reported Annually	—	
157	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	6.7%	5.2%	6.1%		—	
158	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	9.6%	8.2%	18.9		—	
159	THS/012 (PAM) 	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	8.0%	6.7%	13.2%		—	

No	PI Reference	PI Description	2012/13 Actual	2013/14 Actual	All Wales 2013/14	Quarter 2 2013/14	Quarter 2 2014/15	Direction of Improvement
16. Environment & Transport - Countryside Management								
160	CMT/001 (SID)	The percentage of total length of 'Rights of Way' which are easy to use by members of the public.	68%	67%	69%	65.4%	73.7% * see note	↑
17. Environment & Transport - Street Scene								
161	STS/005b (PAM) 	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	83%	98.5%	96.8%	Reported Annually	—	
162	STS/005a (SID)	The cleanliness Indicator	70	67.6	73.2		—	
163	STS/006 (NSI) 	The percentage of reported fly tipping incidents cleared within 5 working days.	95.25%	81.10%	95.03%		—	

* Note: Based on a network sample size of 5%.