



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators







Neath Port Talbot Council









Appendix 1 - Regeneration and Sustainable Development Cabinet Board - Key Performance Indicators -
Quarter 2 -2019/20















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How will we know we are making a difference (01/04/2019 to 30/09/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
Organisation					
CP/021 - Number of new business start-up enquiries assisted	119.00	152.00	130.00	175.00	 Red
The team continue to deal with a steady flow of requests for business start-up information, advice and support and are on track to achieve the targets set for this financial year.					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	230.59	256.01	185.38	230.00	 Green
Quarter 2: 133 DFG's/24,656 calendar days taken. The time taken to deliver a Disabled Facilities Grant (DFG) is below the target of 230 days. This can be attributed to the reduced waiting time for a Community Occupational Therapy (COT) assessment.					
CP/042 - PAM/023 - Percentage of food establishments that meet food hygiene standards	94.99	94.88	94.92	95.00	 Amber
Quarter 2: 990 out of 1,043. Performance fluctuates, and is based on the prevailing standards operated by businesses, as discovered during food hygiene inspections. Performance is close to target currently being 0.08% under.					
CP/063 - The number of jobs created/safeguarded as a result of financial support by the local authority	21.00	75.00	295.00	142.00	 Green
Funding applications are progressing well and based on outputs received to date, it is anticipated that targets set for the year will be exceeded.					
CP/077 - Number of biodiversity rich areas protected and/or enhanced	46.00	43.00	43.00	49.00	 Red
The figure is based on the current list of nature conservation sites, which includes Local Nature Reserves, 'Working with Nature' sites and areas that have previously been managed as part of the conservation verge/area scheme. Following a review of the list of sites, a number of sites have been removed, hence there has been a reduction from the 2017/18 figure and the 2018/19 target missed.					
CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)	4.00	11.00	4.00	18.00	 Green
1 exceedance between 1st July and 30th Sept at Port Talbot Fire Station					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
CP/110 - Workways + - Number of people helped back to work , training or volunteering	56.00	47.00	80.00	32.00	 Green
Target surpassed for this 2nd quarter of 2019/2020. Support to progress into work, training or volunteering is tailored to the individual. A number of participants will have achieved more than one outcome in their progression to overcome barriers and return to work but will have only been counted once.					
CP/113- PAM/018 - Percentage of all planning applications determined in time	97.25	96.40	97.98	95.00	 Green
Quarter 2: 388 of 396. This is an excellent performance, being a combination of very good 8 week results and demonstrating the continuing good relationship with customers in seeking extensions of time when necessary to determine applications.					
PI/280 - PAM/019 - Percentage of planning appeals dismissed	63.64	66.67	33.33	63.00	 Red
Of the three appeals determined, two were allowed. Given the small number of appeal decisions received, the percentage is affected disproportionately (low in this case)					
PI/366 - PLA/M002 - Average time taken from receipt of application to date decision is issued - days	88.75	83.60	60.20	90.00	 Green
This is a very good performance for Q2 which significantly exceeds target timescales for end-to-end.					
PI/367 - PPN/001ii - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	43.93	46.57	48.38	25.00	 Green
10/10/2019- Performance is close to target, with the small carry over of inspections being prioritised for inclusion in Q3 and Q4.					
PI/368 - PPN/001iii - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health	33.33	33.33	80.00	60.00	 Green
Of the 5 high risk businesses for Animal Health that were identified, 4 have been inspected. The 5th will be inspected in the 3rd quarter of the year. The service is working to bring high risk inspections forward in the year to ensure that they are completed, freeing up resources for reactive Trading Standards and Animal Health work later in the year.					
PI/370 - BCT/007 – The percentage of ‘full plan’ applications approved first time.	97.44	100.00	95.18	95.00	 Green
79 of 83 - Performance still on target. 2 rejected by Dwr Cymru (out of our control) 2 rejected very poor submissions with applicant refusing to engage					
PI/371 - BCT/004 – Percentage of Building Control ‘full plan’ applications checked within 15 working days during the year.	98.72	97.67	100.00	96.00	 Green

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
83 of 83 Excellent Performance					
PI/372 - PLA/004d - The percentage of all other planning applications determined during the year within 8 weeks	82.64	85.50	85.23	81.00	 Green
Continuing good performance for 'other' applications.					
PI/373 - PLA/M004 - The percentage of major planning applications determined during the year within 8 weeks	50.00	33.33	20.00	40.00	 Red
The 8 week determination window for 'major' applications is incredibly difficult to meet, which is indicated in the performance with just one of five (the replacement for Cefn Season School) determined inside 8 weeks. This low percentage also does not reflect the nature and complexity of applications before the Authority to date. For example, two of the applications were NPT applications, with the proposed coastal defences at Aberafan promenade having complexities to manage and the Plaza Cinema needing to go to Committee (taking it just 2 days over the 8 week target). A further application was for Swansea University which was determined inside 10 weeks, with just one application (residential development at former Clyne school) taking a long period of time due to complexities relating to drainage and biodiversity.					
PI/374 - PLA/004c - The percentage of householder planning applications determined during the year within 8 weeks	97.50	98.73	93.59	97.00	 Amber
Although there has been a reduction in performance against set targets, the performance remains very high. Of 156 applications determined, ten were over the 8 week target. A decision was made on these applications to address outstanding issues with the applicant through amended plans on the current application, rather than refuse applications due to failure to adhere to targets. The average days taken to determine householder applications was 49 days.					
PI/375 - PLA/004b - The percentage of minor planning applications determined during the year within 8 weeks	79.20	79.38	82.56	80.00	 Green
Continued very good performance, albeit remains room for improvement.					
PI/376 - PLA/002 - The percentage of applications for development determined during the year that were approved	94.74	96.92	98.23	95.00	 Green
The percentage of applications approved is higher than target but remains constant, and indicative that the Authority seeks to positively determine applications in the vast majority of cases.					
PI/378 - PPN/001i - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards	66.67	25.00	66.67	60.00	 Green
Of the 15 high risk businesses for TS that were identified, 10 have been inspected. The intention is for the remaining 5 to be inspected by the end of the 3rd quarter The service is working to bring high risk inspections forward in the year to ensure that they are completed, freeing up resources for reactive TS and AH work later in the year.					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI/380 - PLA/M001 – Average time taken from receipt of application to validation of application – days.	18.13	14.37	9.16	15.00	 Green
An excellent performance which indicates that the processes in place to validate applications swiftly and to return invalid applications when matters are not resolved swiftly are working well.					
PI/425 - The percentage of detected breaches in animal health, feed and food standards that have been rectified		43.33	77.50	80.00	 Amber
Of the 40 animal health, feed and food breaches detected, 31 have been rectified via investigation and advice. The outstanding breaches include investigations into food substitution, the presence of prohibited colours and undeclared allergens					
PI/426 - Percentage of breaches in consumer fraud investigations successfully concluded			44.44	40.00	 Green
Of the 18 breaches investigated, 8 have been concluded. The service's focus is currently on a single large scale investigation, which is on it's second phase. A court date has been set, but it is unlikely to conclude before the end of this financial year.					
PI/427 - Total value of consumer fraud investigations concluded (£)			2650.00		
The bulk of this value is related to car related breaches..					
PI/430 - Percentage of private water supplies where a risk assessment has been carried out in accordance with drinking water standards		0.00	66.67	50.00	 Green
2 risk assessments have been completed. 1 premises has ceased trading and no longer requires an RA. 1 has refused entry owner and officers are pursuing access to complete the RA by the end of 2019.					
PI/456 - Number of enterprise events held		6.00		6.00	 NA
Data and narrative to be updated at committee.					
PI/457- Number of completed training weeks for apprenticeship, traineeships and work experience		837.00	12.00	0.00	 Green
At present, the team is working on one project (Magistrates Court). We are expected further projects to commence in Quarter 3, i.e. the Plaza and Cefn Saeson School. We anticipate outputs to increase as the year progresses.					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI/458 - Number of visitors to Neath Town Centre		1163044.00	2228072.00	0.00	 Green
Number of visitors for this period very similar to 2018/19. Very slight decrease.					
PI/459- Bring forward high quality office and light industrial space for inward investment expansion		0.00	990.00		
990 sq metres of refurbished high quality office space created at the former Port Talbot Magistrates Court. Already occupied by an inward investor (ICT)					
PI/462 - Number of business enquires assisted resulting in advice, information or financial support being given to existing companies through Business Services	256.00	302.00	345.00	320.00	 Green
The team continue to deal with a variety of requests for support from local businesses, such as availability of property, funding, training support, etc. Enquiries are progressing well and it is anticipated that targets set for the year will be achieved.					
PI/464 - Number of tourism operators Supported by the Council		14.00	27.00	0.00	 Green
Enquiries from tourism operators included funding enquiries, marketing assistance and advice to a new event which is coming to Neath Port Talbot this year.					
Also contributing to this output is a series of 'sense of place events' which encourage tourism operators to become more familiar with the area's attractions (such as Margam Park) and undiscovered walks in the area.					
16 of the 27 enquiries received so far this financial year relate to tourism operators in the valleys areas of the county.					
PI/465 - Number of Destination Management Plan actions delivered.		15.00	17.00	0.00	 Green
Destination Management Plan actions delivered this quarter range from delivering a series of networking and familiarisation events for tourism operators in the area to securing £1.8 million funding to deliver improvements at Cefn Coed Colliery via Valleys Regional Park.					
The team also progressed with commissioning a marketing campaign for 2020 and are progressing with the new Neath Port Talbot destination website.					