



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Key Performance Indicators 2020/21

Neath Port Talbot Council

Appendix 3 - Full suite of Key Performance Indicators - Full Year (1 April – 31 March) - 2020/21









Performance Indicators key:









- **CP reference** - Corporate Plan Key Performance Indicators
- **PI reference** – Service Performance Indicators
- **PAM reference** - Public Accountability Measures - National Indicators (up to date All Wales information not available for comparison purposes due to the pandemic)

RAG (Red, Amber Green) key:

- **Green:** achieved target 2020/21/ maintained or improved on 2019/20
- **Amber:** Within 5% of target/within 5% of previous years performance
- **Red:** 5% or more below target/ 5% or more below previous years performance
- **N/a** – no comparable data or no target set

How will we know we are making a difference (01/04/2020 to 31/03/2021)?

Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
1 Well-being Objective 1 - To improve the well-being of children and young people						
CP/002 - Number of full day childcare places provided	2228	2335	2413	2450	 Green	 Amber
Registered numbers have fluctuated through the year as a result of COVID- 19. We have seen numbers increase and stabilise throughout the end of quarter 3 and 4.						
CP/003 - Percentage of children hooked on sport (based on number of occasions of participation per week = 3)	50				N/a	N/a
No Quality data available for 2020/21 as all programmes have been closed for 9 out of 12 months due to COVID-19-19. No data due for 2019/20 as data is collected and reported every two years.						
CP/005 - PAM/007 - Percentage of pupil attendance in primary schools	94.14	94.02	93.33	95.50	 Amber	 Amber
Data reported in 2020/21 relates to the 2019/20 academic year. Due to COVID-19, figures for the 2019/20 academic year are reported up to 13 March 2020 All Wales data for 2019/20 (2018/19 academic year) is 94.6%.						
CP/006 - PAM/008 - Percentage of pupil attendance in secondary schools	93.48	93.46	92.01	95.00	 Amber	 Amber
Data reported in 2020/21 relates to the 2019/20 academic year. Due to COVID-19-, figures for the 2019/20 academic year are reported up to 13 March 2020. All Wales data for 2019/20 (2018/19 academic year) is 93.8%.						
CP/007 - PAM/033 - Percentage of pupils assessed in Welsh at the end of Foundation phase	15.78	16.63		15.90	N/a	N/a
Foundation phase assessments were not undertaken due to COVID-19.						
CP/008 - PAM/034 - Percentage of year 11 pupils studying Welsh first language	12.85	11.40	11.33	11.70	 Amber	 Amber
For the Academic Year 2019/20, there were 171 pupils studying Welsh first language from a cohort of 1,509 pupils compared to 166 from a cohort of 1,456 for 2018/19. Whilst the overall percentage has dropped marginally from the previous year, the number of pupils studying Welsh as a first language has increased slightly. The figure is likely to rise steadily for the next 4 years.						

Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
CP/009 - PAM/029 - Measure 33 - Percentage of children in care who had to move 3 or more times	7.44	7.77		7.50	N/a	N/a
This information is populated by Welsh Government from the Looked After Child (LAC) Census later in the year (2021), therefore no data is available at the time of producing this report.						
CP/011 - PAM/028 - Measure 24 - Percentage of child assessments completed on time	94.93	98.76	97.71	94.00	 Amber	 Green
2,608 out of 2,669 for the full year 2020/21 compared to 2,621 out of 2,654 in the same period 2019/20. This continues to be a priority for Children's Services. There has been an increase of 15 assessments completed compared to last year. Wales Average is 88.9%.(latest available data).						
CP/013 - PAM/046 - Percentage of young people who are NEET - Year 11 leavers not in education, training or employment (NEET)	2.90	2.15	2.12	3.10	 Green	 Green
The 2.1% NEET figure is our lowest ever figure and this was achieved during the COVID-19 pandemic. Legacy staff and Careers Wales have worked hard on achieving this result keeping in touch and supporting young people through a range of COVID-19 safe interventions such as meeting in people in gardens, virtual meetings, walk and talk sessions etc.						
CP/014 - Percentage of 11 - 19 year olds in contact with the Youth Service	35.03	45.75	9.47	44.00	 Red	 Red
The number of young people engaging with the youth service has significantly reduced due to the COVID-19 pandemic and the closure of schools, youth clubs and group work. Young people struggled to engage with youth workers in the virtual world and our work focused on supporting those most vulnerable.						
CP/015 - Percentage of schools that have adopted suitable programmes to address violence against women, domestic abuse and sexual violence (VAWDASV)	12.12	13.64	98.33	45.00	 Green	 Green
<p>All primary schools in Neath Port Talbot are now delivering age appropriate Healthy Relationship lessons. These lessons start in year 2 and go through to year 6, as agreed by the NPT Relationship and Sexuality Education Group.</p> <p>Due to the COVID-19-19 pandemic, face to face lesson delivery was paused, but in September 2020 we resumed face to face lesson delivery and appropriate risk assessments have been drawn up to allow this. This is a very positive step in the right direction as there are concerns of the rise of domestic abuse during lockdown, with children not having a safe space away from home to be free from fear or be able to make safe disclosures.</p> <p>Almost all comprehensive schools within the county borough are now receiving Healthy Relationship Lessons. As with primary schools, face to face lesson delivery was paused due to the COVID-19-19 pandemic but these are now able to resume.</p> <p>The age appropriate lessons form part of the Healthy Relationships pack that was developed with the Neath Port Talbot/Swansea/Bridgend Healthy Schools Team and in partnership with both education and health staff, launched in the summer of 2018. Local specialist domestic abuse providers were also key to the development of this lesson.</p> <p>Hafan Cymru's Spectrum Programme continue to deliver in schools in addition to the above programme.</p>						

Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
CP/018 - Road Safety - Killed or seriously injured: Child casualties (0-15 years)	1	3	0	Please see comment below	N/a	N/a
CP/019 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages)	3	0	1		N/a	N/a
CP/020 - Road Safety - Killed or seriously injured - Young Drivers (16-24 years)	3	1	1		N/a	N/a

The recently released Welsh Government (WG) data for 2020 brings to an end the five year targets set for Local Authorities in relation to casualty reduction.

We have seen a significant decrease across all categories based on the 2004 – 2008 baseline figures; and we await WG new targets imminently.

CP/018 : No child casualties killed or seriously injured in 2020

CP/019: 93% decrease against 2020 target

CP/020 : 93% decrease against 2020 target

Over the last five years we've been tasked with the following National Targets to be achieved by 2020:










- **A 40% reduction in the total number of people killed and seriously injured on Welsh roads based on the average figures for 2004-08.**
- **A 25% reduction in the number of motorcyclists killed and seriously injured on Welsh roads based on the average figures for 2004-08.**
- **A 40% reduction in the number of young people (aged 16-24 years) killed and seriously injured on Welsh roads based on the average figures for 2004-08.**






Furthermore, we have set in house targets through our own Road Safety Strategy, addressing our own locally identified issues to run concurrently with Welsh Government:







- **A 40% reduction in 'all casualties' across NPT**
- **A 25% reduction in all pedal cyclist casualties across NPT**







Police recorded road accident and casualty numbers throughout most of 2020 were affected by the COVID-19 pandemic which saw restrictions on how, where and why people could travel within Wales. The restrictions generally resulted in reduced traffic volume for all types of motorised vehicles. The fall in traffic volume consequently led to a decrease in road accidents and casualties.






In Neath Port Talbot there was a 44% reduction in police recorded road accidents between 2019 and 2020; whilst, analysis of police recorded accidents in Neath Port Talbot (all severities) show a steady year on year decline since 2015; with 216 recorded accidents in 2015 and 82 in 2020, a reduction of 62% overall.





Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
CP/108- PAM/032 - Capped 9 score	341.00	342.09	369.00	348.00	 Green	 Green
<p>Data reported in 2020/21 relates to the 2019/20 academic year. Comparison with previous year caution as data is based on a different method i.e. via teacher assessments, due to COVID-19. All Wales data for 2018/19 (2017/18 academic year) is 349.</p>						
CP/109- PAM/044 - Number of apprenticeships on formal recognised apprenticeships schemes per 1,000 employees		6.72	8.06		 Green	N/a
<p>40 apprenticeships for the period 1 April 2020 to 31 March 2021, an increase on 2019/20 where there were 33 apprenticeships in the council on these schemes. Of the 40 apprenticeships: 22 were modern apprentices and 18 employees accessed apprenticeship funding to upskill and develop. The Council employee headcount (excluding teachers) as at 31 March 2021 is 4,960. The full year 2019/20 figure of 5.44 reported last year was incorrect and has been adjusted to 6.72.</p> <p>New Indicator for 2019/20, no comparable data for 2018/19.</p>						
ELLL - EDU/015a - The percentage of final statements of special education needs issued within 26 weeks including exceptions. (measured over the calendar year - quarterly)	60.00	48.94	34.38	48.00	 Red	 Red
<p>11 statements of SEN, including exceptions, were issued within the 26-week timescale, out of a possible 32. Due to the COVID-19 pandemic, professionals, particularly our colleagues in Health, are continuing to have difficulty in assessing the needs of the children and young people and submitting the requested advice within the prescribed timescales.</p>						
ELLL - EDU/015b - The percentage of final statements of special education needs issued within 26 weeks excluding exceptions. (measured over the calendar year)	100.00	100.00	100.00	100.00	 Green	 Green
<p>100% of final statements of SEN (11 of 11), excluding exceptions, were issued within 26 weeks.</p>						
ELLL - PI/444 - Percentage of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths	52.02	45.81	57.83	47.00	 Green	 Green
<p>Data reported in 2020/21 relates to the 2019/20 academic year. 842 pupils achieved this indicator from a cohort of 1456 pupils. Comparison with previous year caution as data is based on a different method i.e. via teacher assessments, due to COVID-19.</p>						






Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/239 - % of children supported to live with their family.	68.21	67.00	67.81	68.4	 Green	 Amber
615 out of 907 for full year 2020/21 compared 601 out of 897 for 2019/20. Performance has remained the same, despite the challenges of the pandemic. Childrens Services remain vigilant in ensuring that children who can remain at home do so with full support from the service.						
PI/240 - % of looked after children returned home from care during the year	11.79				N/a	N/a
This information is populated by Welsh Government from the LAC Census data and will not be available until late 2021. 2019/20 data not available yet due to the pandemic. No target set for 2020/21.						
PI/241 - % of re-registrations of children on the local authority child protection register	6.88	13.93	7.38	7.38	 Green	 Green
11 out of 149 for full year 2020/21 compared to 17 out of 122 in the same period 2019/20. Whilst this performance measure is subject to fluctuation, it is pleasing to note that data for 2021 is down by nearly half from 13.9% to 7.4%. It should however be noted that children whose names are entered onto the Child Protection Register are regularly reviewed by a Multi -Agency Child Protection Panel and the decision to remove a child's name is only agreed once the panel has agreed that they are no longer at risk of significant harm. The low number of re-registrations may reflect better quality planning and support at the point of deregistration.						
PI/242 - Average length of time (in days) for all children who were on the child protection register during the year.	267.00	264.60	257.70		 Green	N/a
257.7 days 2020/21 compared to 264.6 days in the same period in 2019/20. The All Wales average is 253.3 days. The number of days that children's names remained on the Child Protection Register continues to reduce. There has been a change to the internal system whereby cases are flagged when children's names remain on the register past the 2 nd review (9 months). A case consultation with the responsible Principal Officer is triggered at that point to make a decision whether the case needs to be heard in legal surgery or further support to the family is needed. Cases that remain on the register at the 3 rd review (15 months) will trigger a referral to legal surgery. It should however be noted that children and young people will remain on the Child Protection Register whilst all agencies believe the risk(s) remain. Should a child become 'stuck' on the Child Protection Register owing to professional differences, such as perception of risk(s), then such cases will be escalated to Peer Review and there is a process to allow children and families to challenge registration. No target set for 2020/21.						






Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/243 - % of children receiving the core subject indicators at Key Stage 2	58.97				N/a	N/a
This information is provided by Welsh Government, no data has been released for 2019/20 (2018/19 academic year) 2020-21 (2019/20 academic year) due to the COVID-19 pandemic. No target set for this measure.						
PI/244 - % of children receiving the core subject indicators at Key Stage 4	9.62				N/a	N/a
This information is provided by Welsh Government, no data has been released for 2019/20 (2018/19 academic year) 2020-21 (2019/20 academic year) due to the COVID-19 pandemic. No target set for this measure.						
PI/245 - % of children seen by a registered dentist within 3 months of becoming looked after.	64.71	68.57	25.71	58.4	 Red	 Red
9 out of 35 for 2020/21 compared to 25 out 35 in 2019/20. There has been a significant decrease in the number of children seen by a registered dentist in 2020/21 at only 25.7% in comparison to 2019/20 where 68.6% were seen within 3 months of becoming looked after. This is due to the amount of dental practices that were closed for routine appointments during the pandemic.						
PI/246 - % of children looked after at 31 March registered with a GP within 10 working days of the start of their placement.	98.79	97.66	96.95	90.9	 Amber	 Green
127 of 131 in 2020/21 compared to 167 out of 171 in 2019/20. In 2019/20, 97.7 % of looked after children were registered with a GP within 10 workings days of the start of their placement compared to 96.9% in 2020/21. Eight of our children were not registered within the time frame. Children Services aims to ensure that all children are registered within 10 working days of the start of their placement.						
PI/247 - % of looked after children who have experienced one or more changes 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.	7.62	3.06	3.91	11.5	 Red	 Green
7 out of 179 looked after children have experienced one or more changes in school in 2020/21 compared to 6 out of 196 in 2019 /20. The local authority continue to strive to minimise the number of placement changes and subsequent school changes for our children, and working closely with the regional Multi Agency Placement Support Service (MAPSS). A therapeutic service that works holistically with looked after children to avoid school and placement breakdowns.						






Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/248 - % of care leavers who are in education, training or employment continuously at 12 months after leaving care	65.38	74.19	44.44	51.4	 Red	 Red
8 out of 18 in 2020/21 compared to 23 out of 31 in the same period in 2019/20. Opportunities decreased due to the COVID-19- pandemic. This is an area where the local authority will need to focus attention as lockdown ends and further opportunities are available for our care leavers.						
PI/249 - % of care leavers who are in education, training or employment continuously at 24 months after leaving care	48.00	57.69	41.94	51.4	 Red	 Red
13 out of 31 in 2020/21 compared to 15 of 26 in 2019/20. 57% percentage of care leavers who were in education, training or employment for 12 months continuously for 24 months after leaving care in 2019/20 compared with 42% in 2020/21. This is a decrease in care leavers accessing education, training and employment, however, opportunities decreased due to the pandemic. This is an area where the Local authority will need to focus attention as lockdown discontinues and further opportunities are available for our care leavers.						
PI/250 - % of care leavers who have experienced homelessness during the year.	0.35	1.87	1.97	9.4	 Amber	 Green
The percentage of care leavers who have experienced homelessness during 2020/21 broadly remains the same as in 2019/20. Work is being undertaken with children and adult services looking at youth homelessness to improve services and prevent any care leavers from becoming homeless.						
PI/466 - Percentage of children and young people who have participated in a suitable programme that addresses VAWDASV	39.00	63.64		60.00	N/a	N/a
Due to the COVID-19 pandemic, the annual Crucial Crew event for Year 6 pupils could not be held. Similarly, the It's Your World events for Year 8 pupils could not be held. The team are exploring ways to ensure pupils still receive these lessons by alternative means. No data will be reported during 2020/21. Going forward, during 2021/22 we have developed a virtual Crucial Crew which has been uploaded to the Hwb for all Primary Schools to access.						
PI/467 - Percentage of year 6 children and young people who have participated in a suitable programme to address cyber-crime	97.98	96.97		98.00	N/a	N/a
Due to the COVID-19 pandemic, the annual Crucial Crew event for Year 6 pupils could not be held. Similarly, the It's Your World events for Year 8 pupils could not be held. The team are exploring ways to ensure pupils still receive these lessons by alternative means. No data will be reported during 2020/21. During 2021/22 we have developed a virtual Crucial Crew which has been uploaded to the Hwb for all Primary Schools to access.						









Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough						
CP/021 - Number of new business start-up enquiries assisted	392	273	199	340	 Red	 Red
Throughout 2020/21, staff resources were allocated to administering applications received from local businesses for emergency payments via the various Welsh Government grant schemes, introduced to coincide with the various lockdown periods. Despite the economic uncertainties of the past 12 months and team's inability to have face-to-face contact, they have still managed to 'virtually' support a high number of local residents considering starting up in business.						
CP/024 - Communities for work - Number of people helped back to work, training or volunteering	260	434	85	290	N/a Not comparable	N/a Not comparable
A difficult and challenging year. This performance indicator has been low, across Wales. Staff have continued to work from home, and this programme heavily relies on face to face support for those furthest away from the labour market. These figures do not include our partners in the Department for Works and Pensions. The programme commenced in 2019/20 and during that year, the programme recorded engagements as well as job entries, training and volunteering. During 2020/21 the programme was altered to just record job entries, training or volunteering. This explains the fall in figures from previous years. Also, the Welsh Government changed the targets due to this alteration in the programme. Target of 290 for 2020/21 is the Corporate Plan target set in spring 2019. This has since been revised by Welsh Government to 88 following a change in the way data is recorded for this measure.						
CP/025 - Number of compulsory redundancies made by the council	9	9	2		 Green	N/a
We will continue our commitment to minimising compulsory redundancies and ensuring employment continuity for our employees by focusing on redeployment activities, utilising the Voluntary Redundancy Scheme, which is now an open-ended scheme since 17 September 2019, and limiting the number of posts which are advertised externally. There were 2 compulsory redundancies during 2020-21 compared to 9 in both the previous years. No target set for this measure. To minimise as much as possible.						
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless	53.14	51.50	66.67	60.00	 Green	 Green
226 of 339 for 2020/21. Demand has increased across the service during the COVID-19 pandemic. However, a prevention officer is now in post working on early intervention. There is also a hold on evictions therefore many presentations have resulted in a successful prevention outcome due to negotiations to enable the tenant to remain after the hold is lifted. Lifting of the suspension is likely to increase demand over coming months but staff resources are being increased in line with this so the focus can remain on prevention. (2018-19 All Wales full year data is 67.8%).						





Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	232.43	196.00	363.20	230.00	 Red	 Red
<p>97 DFG's/35,230 days for 2020/21. The delivery of Disabled Facilities Grants (DFG's) has been disrupted by the COVID-19 pandemic during this financial year. There were sustained periods of inactivity due to the numerous COVID-19 lock downs and shortages in the supply of materials and labour have also caused significant delays. This resulted in an increase in the number of days taken to deliver a DFG and a decrease in the number of DFG's (97) being completed when compared to last year (212). 2018/19 (latest available data) All Wales full year data is 207.</p>						
CP/034 - Percentage of incidents of domestic abuse where people are repeat victims - Independent Domestic Violence Advisor (IDVA) Service - highest risk victims	38.56	40.05	37.3	33.00	 Green	 Red
<p>163 of 437 for 2020/21. During the COVID-19 pandemic, nationally there was a significant increase in disclosures of domestic abuse across all services, and this was widely anticipated. During the first six months, despite seeing a rise in the number of cases to the IDVA service, many of our repeat victims were not in contact. There is a piece of work for the service to do in order to understand the reasons for this. There is some evidence to suggest this may have been because of the closure of the night time economy, but also other evidence to suggest that some victims were safer during lockdown if they did not live with their partner. However, sadly, we know this is definitely not the case for many victims. In the latter part of the year, the number of known, repeat victims accessing the service increased. The percentage of repeat victims over the year is slightly lower than the previous two years.</p>						
CP/019 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages)	3	0	1	Please see comment below	N/a	N/a
CP/040 - Road Safety - Killed or seriously injured: Older Drivers (75 years and over)	2	0	0		N/a	N/a
CP/041 - Road Safety - Killed or seriously injured: Motorcyclists - all Ages	8	6	1		N/a	N/a
<p>The recently released Welsh Government (WG) data for 2020 brings to an end the five year targets set for Local Authorities in relation to casualty reduction. We have seen a significant decrease across all categories based on the 2004 – 2008 baseline figures; and we await WG new targets imminently. CP/019 : 93% decrease against 2020 target CP/040: No older drivers killed or seriously injured in 2020 CP/041 : 83% decrease against 2020 target</p> <p>Please also refer to comments for CP/018, CP/019 and CP/020 on page 4 above.</p>						









Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
CP/042 - PAM/023 - Percentage of food establishments that meet food hygiene standards	93.92	95.15	96.00	95.00	 Green	 Green
<p>96% (959 of 999) is slightly above target of 95%. During the COVID-19 pandemic, not all premises were routinely inspected, but any food premises who requested a statutory re-score assessment were prioritised, and this has led to a slight increase in performance.</p> <p>All Wales data for 18/19 (latest available) is 95.7%.</p>						
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	6.29	10.05		3.50	N/a	N/a
<p>No data available due to the COVID-19 Pandemic.</p> <p>All Wales 2018/19 (latest available) full year data is 4.9.</p>						
CP/110 - Workways + - Number of people helped back to work , training or volunteering	139.00	127.00	58.00	72.00	 Red	 Red
<p>Workways+ have supported a number of people during the COVID-19 pandemic, with over 2,280 hours of support provided during 2020/21 and 674 vacancies applied for. Support has been provided to local companies to fill vacancies and support the recruitment process. Where vacancies cannot be filled by Workways+ participants details are circulated to other employability projects within the county borough to benefit local residents. Welsh lockdowns have significantly impacted volunteering, work experience and training outcome figures due to many organisations having to close or adhere to strict guidelines, but it is hoped that these figures will increase over the coming months as more businesses open for business. Participants are able to achieve a number of outcomes during their time with Workways+, enhancing their skills and work experience in addition to gaining employment. For 2020/21 a number of participants have achieved more than one outcome. The number of participants disclosing symptoms of anxiety and depression as a result of their personal and/or family circumstances and the impact of COVID-19 remains high. Staff continue to support these participants and ensure they are receiving regular welfare calls and where required are referred to the appropriate support organisations for further help.</p>						
CP/111 -Communities for Work Plus - Number of people helped back to work, training or volunteering		844	258	150	N/a Not comparable	 Green
<p>Considering the impacts of the COVID-19 pandemic, this programme has continued to achieve at all levels, seeing those who are job ready, and quick to react to employment in Neath Port Talbot. We have also had additional funding from Welsh Government to enhance resources due to the pandemic.</p> <p>The programme commenced in 2019/20 and during that year, the programme recorded engagements as well as job entries, training and volunteering. During 2020/21 the programme was altered to just record job entries, training or volunteering. This explains the fall in figures from the previous year. Also the Welsh Government changed the targets due to this alteration in the programme.</p> <p>No target was set in the corporate plan, however the Welsh Government target set for the year was 150.</p>						





Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
CP/112- PAM/013 - Percentage of empty private properties brought back into use	0.57		0.00	4.30	N/a	 Red
<p>Over the past year, the focus of the Environmental Health Team has been to assist in the response to the COVID-19 pandemic including enforcement of the regulations and to assist the Regional Test, Trace & Protect (TTP) service. As a consequence, no empty private properties were brought back into use by direct action and limited enforced sales work was undertaken.</p> <p>No data is available for 2019/20 due to the pandemic.</p> <p>All Wales data for 2018/19 is 4.6%.</p>						
PI/153 - Number of referrals of high risk victims to the IDVA service	402	432	437	450	 Amber	 Green
<p>During the COVID-19 pandemic, nationally there was a significant increase in disclosures of domestic abuse across all services, and this was widely anticipated. The IDVA service saw a sharp increase of high risk referrals during March/April 2021 and this level of demand continued for some months. Cases had to be kept open far longer than usual as housing allocations were paused and courts were closed. This created a much larger than usual caseload for the service. In December 2020, two additional IDVA's were appointed with Welsh Government funding on an 18 month basis. During the first six months, despite seeing a rise in the number of cases to the IDVA service, many of our repeat victims were not in contact. There is further work for the service to do in order to understand the reasons for this. In the latter part of the year, the number of known, repeat victims accessing the service increased.</p>						
PI/154 - Number of new members to Paws on Patrol	126	81	96	100	 Green	 Amber
<p>Paws on Patrol is a scheme that asks community conscious dog walkers to help their local neighbourhood by being the eyes and ears of the community, reporting issues such as; graffiti, dog fouling, faulty street lighting, fly tipping, antisocial behavior and criminal activity. The Safer NPT Partnership believes that the 1000's of dog walkers within the county borough can play an important part in keeping neighbourhoods safer and cleaner. There are 1,100 members signed up to the scheme.</p> <p>This target was set pre-pandemic and was based on an increase in membership via face to face engagement events. During 2020/21 the team were unable to hold any engagement events because of COVID-19 restrictions. As a result, the team have worked very hard to offer online registration to the scheme and a social media account to engage with members. The outcome of 96 new members for 2020/21 is very positive. The scheme rewards its members with free health checks for dogs, free information packs, and in recent months has distributed approximately 500 dog theft prevention packs to its members, following the concerns over dog thefts in the local area.</p>						
PI/285a - PI/2 - Number of assessments of need for care and support undertaken during the year	1518	1537	1423		N/a	N/a
<p>The total number of new and updated assessments completed during 2020/21 has decreased from the previous year. This can be attributed to the COVID-19 pandemic where we sadly saw a higher than normal death rate, and a drop in the number of people seeking help from external sources due to isolation.</p> <p>There is no target set for this measure.</p>						



Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/285b - PI/2(i) - Of which; the number of assessments that led to a care and support plan	1393	1391	1214		 Red	N/a
The decrease in the number of care and support plans completed during 2020/21 would be a knock on effect from the reduction of completed assessments during the year. There is no target set for this measure.						
PI/286 - PI/3 - Number of assessments of need for support for carers undertaken during the year	287	216	176		 Red	N/a
There has been a decrease in the number of completed carer's assessments during 2020/21. This can be attributed to the pandemic and the reduction of requests from carer's asking for assessments from the previous year. There is no target set for this measure.						
PI/303 - PI/11 - Number of adults with a care and support plan who received adult social care during the year e.g. home care, day care, respite, direct payments, residential care etc.	2721	2626	2676		 Green	N/a
There has been a slight increase in the number of people receiving a service in 2020/21. This can be attributed to slight rise in the number of people requiring help at home following hospital admissions from our Hospital to Home team as a result of the pandemic. This service did not require a full assessment and, as such, would not be reflected in the completed assessment figure during the year. There is no target set for this measure.						
PI/307 - Measure 18 - The percentage of Adult at Risk enquiries completed within 7 days	89.16	90.83	95.63		 Green	N/a
328 of 343 for 2020/21. Whilst performance has improved compared to the previous year, we are monitoring the data and looking at how processes can be improved upon, to ensure enquiries are undertaken in a timely way. Where there are good reasons (i.e. complexity) to go over the seven days, this is permissible. All seven day enquiries are signed off by a manager who ensures that the safeguarding co-ordinator has clearly documented a justification for going over the seven days. There is no target set for this measure.						
PI/367 - PPN/001ii - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	100.00		13.90	100.00	N/a	 Red
51 of 367 for 2020/21. During the pandemic, most of the Food & Health Protection Team were tasked with supporting infection control efforts for care homes and for the Regional Test Trace & Protect (TTP) service, leaving a very depleted resource to undertake food hygiene inspections, however, this was in line with a modified expectation from the Food Standards Agency. Some element of back filling of posts via Locums was achieved, although the demand for Locums far exceeded availability. No full year 2019/20 data is available due to COVID-19, however for the nine month period up to 31 December 2019 for 2019/20, performance was 83%, which was above target at the time.						






Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/368 - PPN/001iii - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health	100.00	100.00	50.00	100.00	 Red	 Red
3 of 6 for 2020/21. Trading Standards suspended all proactive inspections for the first five months of the financial year due to the COVID-19 pandemic. At the end of September, inspections resumed briefly. In the lead up to the second lockdown, animal health staff were drafted into the TTP teams, where up to the time of writing they spent alternate weeks on duty. Due to the third lockdown and the spread of the new variant of COVID-19, Trading Standards made the decision to cease all physical inspections. Telephone and internet based inspections and monitoring are being carried out to establish levels of compliance, albeit in a limited way. Physical inspections have resumed from 1 April; inspections outstanding from 2020/21 will be rolled over to the new year.						
PI/378 - PPN/001i - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards	100.00	100.00	34.78	100.00	 Red	 Red
8 of 23 for 2020/21. Trading Standards stopped all proactive inspections for the first five months of the financial year due to the COVID-19 pandemic. At the end of September, inspections resumed and a Trading Standards consultant was employed to assist with the backlog for two days a week. Other food officers were either on maternity leave, sickness or transferred to support other teams on COVID-19 duties. Following the third lockdown and the spread of the new variant of COVID-19, Trading Standards made the decision to cease all physical inspections. Telephone and internet based inspections and monitoring were carried out to establish levels of compliance, albeit in a limited way. Physical inspections have resumed from the 1 April and high risk inspections outstanding from 2020/21 carried over to the new year.						
PI/412 - PAM/045 - Number of new homes created as a result of bringing empty properties back into use	0				N/a	N/a
Data for this performance indicator is collected and reported annually; due to the current COVID-19 pandemic data is not currently available for 2019/20 and 2020/21. No target has been set for this measure. No comparable data is available for this measure.						
PI/370 - BCT/007 – The percentage of ‘full plan’ applications approved first time.	98.74	94.84	94.94	95.00	 Green	 Amber
Very marginally off target, but unavoidable where clients have submitted a Building Notice that has needed to be converted to Full Plans due to Welsh Water sewer issues.						
PI/371 - BCT/004 – Percentage of Building Control ‘full plan’ applications checked within 15 working days during the year.	97.48	97.42	98.73	96.00	 Green	 Green
Excellent performance that demonstrates staff are committed to turning around applications in a timely manner.						




Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/413 - Percentage of correctly granted benefit against total granted	99.95	99.96	99.97	99.95	 Green	 Green
Accuracy rates continue to be high and exceed the target.						
PI/414 - Benefits - Average days taken for new claims and changes of circumstances – application to assessment	3.31	2.30	3.10	6.00	 Red	 Green
Continues to be high performance and well below target times.						
PI/415 - PAM/041 - Percentage of National Exercise Referral Scheme clients who completed the exercise programme	70.15	79.18			N/a	N/a
No data available for 2020/21 as Public Health Wales closed down the National Exercise Referral Scheme (NERS) programme for the year, due to COVID-19.						
PI/416 - PAM/042 - Percentage of clients participating in the National Exercise Referral Scheme whose health had improved on completion of the exercise programme	100.00	63.82			N/a	N/a
No data available for 2020/21 as Public Health Wales closed down the NERS programme for the year, due to COVID-19.						
PI/423 - Percentage of long term problematic empty private properties being brought back into use by direct action	11.68		3.28		N/a	N/a
<p>2 of 61 properties during 2020/21.</p> <p>These properties were brought back into use using the enforced sale procedure which involves a lengthy legal and investigative process, which targets the properties that have a detrimental impact on the community.</p> <p>No data available for 2019/20 due to COVID-19.</p> <p>No target set for 2020/21.</p>						
PI/424 - Number of new homes delivered which are affordable – Local Development Plan (LDP) Target	0	18		120	N/a	N/a
<p>2020/21 data is currently being collected and assessed for inclusion within our LDP Annual Monitoring Report (AMR) in October 2021.</p> <p>Delivery for previous years remains significantly below the LDP target. The rate of affordable housing delivery has been influenced by the low levels of market housing delivered in recent years and due to issues with viability. These issues will be addressed through the LDP review.</p>						







Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/425 - The percentage of detected breaches in animal health, feed and food standards that have been rectified	68.75	82.26	85.37	80.00	 Green	 Green
35 of 41 for 2020/21. Despite the lockdown, staff were able to carry out reactive work, responding to complaints and intelligence received. The consultant hired to fill the staffing gap caused by sickness and maternity leave, identified many breaches and these were passed to regular NPT staff to investigate.						
PI/426 - Percentage of breaches in consumer fraud investigations successfully concluded		48.72	36.84	75.00	 Red	 Red
7 of 19 for 2020/21. There has been a recent surge in "green deal" scams, an increase in counterfeiting activity on social media and a rise in rogue trader style breaches. The fraud section is currently missing an officer due to sickness absence and many of these investigations are ongoing. Data reported from 2019/20.						
PI/427 - Total value of consumer fraud investigations concluded (£)		30000.00	969.00		N/a	N/a
Two fraud investigations relating to used cars have been concluded in the third quarter resulting in refunds to the complainants. The large SDG / Crystal style fraud case has recently resulted in a custodial sentence. Compensation is yet to be determined. Data reported from 2019/20. No target set for this measure.						
PI/429 - Level of unmet need for gypsy and traveller pitches within the county borough	0	0	0	0	 Green	 Green
The extension to Cae Garw (11 new residential pitches) was completed in 2016 and based on the findings of the 2016 Gypsy and Traveler Accommodation Assessment (GTAA) was sufficient to meet the needs of the community in Neath Port Talbot up to 2021. Under the Housing (Wales) Act 2014 a new GTAA was due to be completed by February 2021. However, due to the COVID-19 pandemic and the restrictions on carrying out face to face engagement and survey work, the Welsh Government is seeking to extend the date for submission of a new GTAA to February 2022. Whilst a formal decision has not been agreed in writing by Ministers, the Welsh Government has provisionally agreed the change of date.						
PI/456 - Number of enterprise events held	14	11	9	12	 RED	 RED
The team hold monthly Enterprise Clubs to provide advice and support to local residents considering starting up their own businesses. Due to COVID-19, no events were held until June 2020. Since then, the team have successfully introduced a virtual service and this is working really well.						









Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/457- Number of completed training weeks for apprenticeship, traineeships and work experience	1493	771	2026		 Green	N/a
Despite the COVID-19 pandemic, 2020/21 was an extremely busy year with 12 projects progressing at varying stages. This represents a significant increase on previous years (for comparison, 7 in 2018/19 & 4 in 2019/20) and the ability to offer more apprenticeship, traineeship and work experience opportunities to local people. There was no target set for 2020/21.						
PI/462 - Number of business enquires assisted resulting in advice, information or financial support being given to existing companies through Business Services	673	728	2242	640	 Green	 Green
Throughout 2020/21, the team dealt with an unprecedented level of enquiries from local businesses. In addition to general enquiries, they processed 1,520 applications from small businesses for emergency funding on behalf of Welsh Government (this is not including the National Non Domestic Rate payments), and received 320 COVID-19 related enquiries from local businesses.						
PI/469 - Number of people referred to the Channel Panel who were no longer deemed vulnerable following intervention by the Panel	1	7	7		N/a	N/a
7 referrals were received into Channel Panel during 2020/21. All those referred were deemed no longer vulnerable following interventions or support put in place by the panel. Channel Panel meetings continue to be coordinated and supported by Community Safety, and chaired by the Principal Officer for Safeguarding. This arrangement works well in considering each case, and deciding which services are best placed to provide support. Cases are then monitored at every meeting until such a time that the chair is satisfied all help and support has been provided, with a clear exit strategy in place, to ensure individuals continue to receive other means of support if necessary.						
PI/481 - Number of Area Planning Board (APB) commissioned substance misuse services successfully maintained in the year			22	21	N/a	 Green
In April 2020 the APB submitted an expenditure plan to Welsh Government with 21 projects. During lockdown all of these services were maintained and providers were able to adapt their provision in line with social distancing guidelines. Adaptions include offering services virtually and via the telephone. Those medical services that had to be maintained face-to-face were delivered by staff using full medical grade PPE. Two services (Dyfodol Raps and the PHASE Project) were commissioned from underspend at the end of the last financial year, which brought the total to 23 services. All 23 services were being maintained, but the PHASE project was decommissioned from January 2021. The target of 21 was exceeded during this financial year. New indicator for 2019/20. No Data for 19/20.						











Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/482 - Number of monitoring visits undertaken to APB commissioned substance misuse services			72	82	N/a	 RED
<p>Due to the pandemic, for the first three months of the year monitoring visits were replaced with virtual monitoring meetings. The Contract Monitoring Officer was redeployed for six weeks (almost half) of the first three months of the year to the Safe & Well Service so contract monitoring meetings weren't prioritised. Quarter 1 2020/21 was particularly affected, though most meetings still occurred virtually.</p> <p>There have been issues with competing priorities during the year, due to the need to concentrate resources on service delivery. The visits were picked up in quarter 3 and for the last six months of the year these were carried out in the main and contract monitoring reports have been presented to the APB for each service.</p> <p>The target for 2021/22 will need to be revised to consider the new projects that have been commissioned.</p> <p>New indicator for 2019/20. No data available for 2019/20.</p>						
PI/483 - Number of agreed service outcomes achieved in APB commissioned substance misuse services				228	N/a	N/a
<p>No data was recorded for 2020/21 as issues were identified with the accuracy of the data recorded and reported in 2019/20. This has meant that it has not been possible to set agreed levels of service outcomes for 2020/21. No data is available for 2019/20.</p> <p>A performance management framework for the APB has been developed and this will provide the Board with assurances around service delivery and the outcomes that have been delivered. The targets we develop for this performance indicator will be based around what is recorded in the performance framework.</p>						
PI/484 - Percentage of non-fatal over-doses notified through the protocol that received appropriate advice and or other intervention			64		N/a	N/a
<p>During the year, 158 overdoses were notified to the APB Case Review Coordinator (figures are for Western Bay - Swansea and NPT). Reaching 64% of these cases is a very good outcome due to the nature of the cohort of people who suffer overdoses being chaotic and complex. Outreach have been working business as usual during the pandemic but with limitations. In relation to the 72 hour protocol, where outreach workers aim to make contact within 72 hours after the overdose was reported, during the pandemic this was being followed as much as possible but was dependant on staffing etc.</p> <p>No data available for 2019/20 and no target was set for 2020/21.</p>						
PI/485 - Percentage of SMAF (Substance Misuse Action Fund) grant utilised in the financial year			100	100	N/a	 Green
<p>SMAF Budget £2.9m</p> <p>100% of the budget was allocated with no slippage to 21 services across Western Bay and six programme support schemes including the APB Team, Harm Reduction Lead, Case Review Coordinator and Data Management.</p> <p>The services supported 3,032 service users during 2020/21 with 1,466 being new service users (figures are for Western Bay - Swansea and NPT).</p> <p>The funding also paid for six members of staff to deliver the priorities of the Area Planning Board and to monitor the quality and value for money of services commissioned.</p> <p>No data available for 2019/20.</p>						

Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/486 - Percentage of SMAF (Substance Misuse Action Fund) project plans produced and agreed by Welsh Government			100	100	N/a	 Green
<p>100% of the plans were submitted and accepted by Welsh Government.</p> <p>Seven project plans were submitted to support the SMAF expenditure plan. The plans outline how the SMAF money will be spent in the region detailing what services will be provided.</p> <p>Plans covered the following areas of provision and support:</p> <ul style="list-style-type: none"> Children and Young People Services Adult Services Family Services APB Support Residential Rehabilitation Harm Reduction Prevention and Education. 						
3 Well-being Objective 3 - To develop the local economy and environment so that the well-being of people can be improved						
CP/063 - The number of jobs created/safeguarded as a result of financial support by the local authority	456	610	470	280	 RED	 Green
<p>Despite the economic uncertainties of COVID-19 and the difficulties that many of our local businesses have faced throughout the pandemic, many local manufacturing companies have been investing in growth and diversification plans to help secure their future. Consequently, council support has been used to support investment in equipment, new processes, staff training and in some instances, the relocation to new premises within the county.</p>						
CP/067- PAM/030 - Percentage of waste, reused, recycled or composted	60.81	61.74	67.56	64.00	 Green	 Green
<p>All figures are subject to Natural Resources Wales ratification.</p> <p>Notwithstanding the COVID-19 pandemic the Council's actions under its waste strategy, assisted by residents and business customers who have been operating, have delivered an improvement of over 5% in the headline recycling figure in the last year, such that the Council's position is comfortably above the current statutory target of 64%.</p> <p>Please see supporting measures below (Pi/346 to Pi/350).</p> <p>All Wales performance for 2019/20 is 65.1%</p>						



Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/346 - WMT/010i - The percentage of local authority municipal waste prepared for re-use	0.24	0.24	0.04	N/a	N/a	N/a
PI/347 - WMT/010ii - The percentage of local authority municipal waste: incinerator bottom Ash/Residual waste recycling rate.	4.04	2.30	10.18	N/a	N/a	N/a
PI/348 - WMT/010ii - The percentage of local authority municipal waste: Kerbside dry recycling rate	20.61	22.02	23.43	N/a	N/a	N/a
PI/349 - WMT/010ii - The percentage of local authority municipal waste: Household Waste Recycling Centres dry recycling rate	20.61	19.84	16.80	N/a	N/a	N/a
PI/350 - WMT/010iii - The percentage of local authority municipal waste collected as source segregated Bio-wastes and composted or treated biologically in another way	15.83	17.22	17.11	N/a	N/a	N/a
CP/068 - PAM/043 - Kilograms of residual waste generated per person	216.46	182.02	209.70	N/a	N/a	N/a
<p>Full year 2020/21 is provisional data: 30,052,450 kilograms/143,315 population. We did however see an increase in Kilograms of residual waste generated per person for 2020/21 to 210 kilograms (182 kilograms in 2019/20). As a result of the COVID-19 pandemic, more people were restricted to work or stay at home, which resulted in more recycling and waste being presented for collection at the kerbside. Whether this trend is sustained will become more apparent as we move forward.</p> <p>No target has been set for this indicator. All Wales 2018/2019 full year data is 180.</p>						
CP/069 - PAM/010 - Percentage of streets that are clean	93.57	93.84	90.65	93.86	 Amber	 Amber
<p>The figure is taken from snapshot surveys over the year. Performance for 2020/21 has been impacted by resource availability during the ongoing COVID-19 pandemic. All Wales data for 2018/19 (latest available) is 94.0%.</p>						
CP/070 - PAM/035 - Average number of days to clear fly-tipping	3.21	2.97	2.84		 Green	N/a
<p>Full year data 2020/2021 is 4445/1566 (2.84 days) compared to 2680/901 (2.97 days) in 2019/2020. For a portion of the year, investigations into fly tipping were restricted because of the COVID-19 pandemic, as a result calls were referred directly to the cleansing crews for clearance, which has resulted in the improved response time, despite the increase in reported incidents this year. Neath Port Talbot saw an increase in fly tipping at the start of the COVID-19 lockdown, despite the Council suspending restrictions on excess waste presentation. No target has been set for this indicator for 2020/21. All Wales data for 2018/19 (latest available data) is 2.2 days.</p>						

Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
CP/072 - Number of visits to our theatres	239481	217161		240000	N/a	N/a
No data available for 2020/21 as all theatres were closed due to the COVID-19 pandemic.						
CP/073 - PAM/040 - Percentage of quality indicators achieved by the Library Service	75.00	66.67		65.00	N/a	N/a
Data is not available until November 2021. All Wales data for 2018-19 is 80.31%.						
CP/074 - PAM/017 - Number of visits to leisure centres per 1,000 population	8063.71	7758.12		8700.00	N/a	N/a
No quality data is available for 2020/21 as all facilities were closed for nine months due to the COVID-19 pandemic. All Wales data for 2018/19 (latest available) is 9,116.						
CP/077 - Number of biodiversity rich areas protected and/or enhanced	43	43	43	50	 Green	 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 small number of sites were removed.						
CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)	19	7	16	35	 Red	 Green
This is the cumulative figure from 1 April 2020 to 31 March 2021 taken from the official monitoring station at Port Talbot Fire Station, it is below the annual target of 35.						
CP/083 - PAM/020 - Percentage of A roads in poor condition	5.22	4.99	3.38	5.00	 Green	 Green
3.4% of A roads are in poor overall condition. This is below our target of 5% for 2020/21 and is an improvement on the 2019/20 figure of 4.99%. The local authority is responsible for the maintenance of a road network approximately 855 kilometres in length. The network is subject to a comprehensive range of technical surveys and inspections each year and the resultant information is evaluated to produce a prioritised list of schemes in line with the resources available. This process helps to ensure that limited finances are spent to best effect. Consequently, some sections of road identified by the performance indicators as being 'in poor overall condition' (based on SCANNER data) have been included in recent works programmes. In addition, investment has also been directed towards other sections of the A class network that display different defect characteristics to those reported by SCANNER. It is anticipated that improvements on the Council's A class roads will be reflected in the KPI figures over the next year as the SCANNER survey recognises the benefits of the recent surfacing works undertaken along the A class road network. All Wales data for 2018/19 is 3.9%.						



Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
CP/084 - PAM/021 - Percentage of B roads in poor condition	3.28	2.84	2.40	5.00	 Green	 Green
<p>2.4% of B roads are in poor overall condition. This is below our target of 5% for 2020/21 and is an improvement on the 2019/20 figure of 2.84%. The local authority is responsible for the maintenance of a road network approximately 855 kilometres in length. The network is subject to a comprehensive range of technical surveys and inspections each year and the resultant information is evaluated to produce a prioritised list of schemes in line with the resources available. This process helps to ensure that limited finances are spent to best effect. Consequently, some sections of road identified by the performance indicators as being 'in poor overall condition' (based on SCANNER data) have been included in recent works programmes. In addition, investment has also been directed towards other sections of the B class network that display different defect characteristics to those reported by SCANNER. It is anticipated that improvements on the Council's B class roads will be reflected in the KPI figures over the next year as the SCANNER survey recognises the benefits of the recent surfacing works undertaken along the B class road network.</p> <p>All Wales data for 2018/19 is 4.5%.</p>						
CP/085 - PAM/022 - Percentage of C roads in poor condition	4.90	5.68	4.78	10.00	 Green	 Green
<p>4.8% of C roads are in poor overall condition. This is below our target of 10% for 2020/21 and is an improvement on the 2019/20 figure of 5.68%. The local authority is responsible for the maintenance of a road network approximately 855 kilometres in length. The network is subject to a comprehensive range of technical surveys and inspections each year and the resultant information is evaluated to produce a prioritised list of schemes in line with the resources available. This process helps to ensure that limited finances are spent to best effect. Consequently, some sections of road identified by the performance indicators as being 'in poor overall condition' (based on SCANNER data) have been included in recent works programmes. In addition, investment has also been directed towards other sections of the C class network that display different defect characteristics to those reported by SCANNER. It is anticipated that improvements on the Council's C class roads will be reflected in the KPI figures over the next 3 years as the SCANNER survey recognises the benefits of the recent surfacing works undertaken along the C class road network.</p> <p>All Wales data for 2018/19 is 14%.</p>						
CP/113- PAM/018 - Percentage of all planning applications determined in time	96.71	97.44	95.40	95.00	 Amber	 Green
<p>723 of 742 applications for 2020/21. Overall performance as expected, with applicants usually agreeing to extensions of time.</p> <p>All Wales data for 2018/19 is 88%.</p>						
ELLL - LCL001 - The number of visits to public libraries during the year, per 1,000 population	5347.67	4877.51	585.03	4800.00	 Red	 Red
<p>The number of visitors to libraries has been affected by the COVID-19 pandemic. When libraries were able to reopen - September to December - they did so on significantly reduced hours and with a restricted service.</p>						

Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/280 - PAM/019 - Percentage of planning appeals dismissed	61.54	50.00	76.92	63.00	 Green	 Green
10 of 13 for 2020/21. Appeals performance for 2020/21 is above the national average, and showing that decisions have been correct and able to be robustly defended. All Wales data for 2018/19 is 67.6%.						
PI/325 - Legal Services - Successful prosecutions for unauthorised waste disposal	82		7		N/a	N/a
COVID-19 has impacted upon the volume of instructions which have come in over this period. Client officers being unable to provide instructions due to restrictions, but these are now easing and it is anticipated that new instructions will be coming in. There were no figures recorded in 2019/20 due to the COVID-19 pandemic. There is no target set for this measure.						
PI/366 - PLA/M002 – Planning - Average time taken from receipt of application to date decision is issued - days	83.76	69.91	76.79	90.00	 Red	 Green
Although there remains room for improvement, the average 'end to end' performance remains reasonable.						
PI/372 - PLA/004d - The percentage of all other planning applications determined during the year within 8 weeks	78.35	79.72	75.45	81.00	 Red	 Red
8 week performance during 2021/22 has been affected by numerous factors including the COVID-19 pandemic, working from home (including technical difficulties) and the retirement of experienced officers. In this context, performance on 'all other' applications remains acceptable, but will need to be improved as we emerge to a 'new way of working' post pandemic.						
PI/373 - PLA/M004 - The percentage of major planning applications determined during the year within 8 weeks	25.00	31.58	25.00	40.00	 Red	 Red
8 week performance during 2021/22 has been affected by numerous factors including the COVID-19 pandemic, working from home (including technical difficulties) and the retirement of experienced officers. In this context, performance on major applications remains acceptable, but will need to be improved as we emerge to a 'new way of working' post pandemic, especially given the need to ensure that planning is at the forefront of economic recovery.						
PI/374 - PLA/004c - The percentage of householder planning applications determined during the year within 8 weeks	98.00	91.21	76.87	97.00	 Red	 Red



8 week performance during 2021/22 has been affected by numerous factors including the COVID-19 pandemic, working from home (including technical difficulties) and the retirement of experienced officers. In this context, performance remains acceptable, but has been particularly badly hit and will need to be improved, as we emerge to a 'new way of working' post pandemic.

Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/375 - PLA/004b - The percentage of minor planning applications determined during the year within 8 weeks	76.24	78.11	57.58	80.00	 Red	 Red


8 week performance during 2021/22 has been affected by numerous factors including the COVID-19 pandemic, working from home (including technical difficulties) and the retirement of experienced officers. In this context, performance remains acceptable, but has been particularly badly hit and will need to be improved as we emerge to a 'new way of working' post pandemic.

PI/376 - PLA/002 - The percentage of applications for development determined during the year that were approved	96.90	97.84	96.55	95.00	 Amber	 Green
---	-------	-------	-------	-------	--	--

Decisions remain at expected levels.

PI/380 - PLA/M001 – Planning - Average time taken from receipt of application to validation of application – days.	13.06	11.92	12.76	15.00	 Red	 Green
--	-------	-------	-------	-------	--	--

Performance remains within acceptable limits, with officers continuing to return invalid applications once invalid notices have expired.




PI/430 - Percentage of private water supplies where a risk assessment has been carried out in accordance with drinking water standards	100.00		100.00	100.00	N/a	 Green
--	--------	--	--------	--------	-----	--





No risk assessments were completed due to COVID-19 restrictions. Alternative means of intervention was undertaken in accordance with instruction from the Drinking Water Inspectorate.





Full year 2019/20 data not available due to COVID-19.









PI/432 - Number of accessible routes increases (by kilometers) in accordance with the Existing Route Map and Integrated Network Map - Pedestrian routes	2.40	0.00	0.00		N/a	N/a
---	------	------	------	--	-----	-----






During the 2020/21 financial year 0 KM of pedestrian routes were added to the network.
No target set for this measure.






Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/433 - Number of accessible routes increases (by kilometers) in accordance with the Existing Route Map and Integrated Network Map - Cycle routes	2.40	2.88	3.75		 Green	N/a
<p>There was some COVID-19 related delays to works, however the following improvements were undertaken during 2019/20 and 2020/21 financial years: NCN47/46 Neath Canal (Neath to Tonna) - 3.1km (completed in 20/21); NCN43 Pontardawe - 3.5km (phases completed in 19/20 and 20/21). A total of 6.63km of improvements. No target has been set for this measure.</p>						
PI/458 - Number of visitors to Neath Town Centre	5454974				N/a	N/a
<p>The data collection source, Springboard, made the decision that during the pandemic, the levy to collect data would not be conducted due to a lack of funds. Following a negative ballot in February 2021, Neath Inspired closed for business in March 2021. There are no means to continue collecting the data in the near future, however alternatives are being considered. No target set for 2020/21. No data available for full year 2019/20 due to the COVID-19 pandemic.</p>						
PI/459 - Bring forward high quality office and light industrial space for inward investment expansion	0	999	38000		 Green	N/a
<p>38,000 sq.ft of refurbished high quality office space brought forward for business expansion/new investment at the former Crown site in Neath and the Mardon Park development on Baglan Energy Park. In addition, we have initiated the take up of 160,000 sq ft of industrial space at Crown, works are ongoing on projects such as the Baglan Bay Technology Centre, Plaza development in Port Talbot and 8 Wind St Neath and discussions continue with the private sector to bring forward a further 300,000 sq. ft. industrial/office space. Full year data not available for 2019/20 due to the COVID-19 pandemic, however 999 sq.ft. was reported upto 31 December 2019 for the 2019/20 financial year which was due to the refurbished high quality office space created at the former Port Talbot Magistrates Court. No target set for this measure.</p>						
PI/463 - % of contracts awarded to local companies as a result of delivering community benefit clauses in Council tenders	60.00	30.00	57.00		 Green	N/a
<p>Despite construction projects initially slowing down in the first quarter of 2020/21, activity substantially increased as the year progressed resulting in 57% of all contracts being awarded to local companies. No target set for 2020/21 due to the COVID-19 pandemic.</p>						




Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/464 - Number of tourism operators supported by the council	28	62	53		 Red	N/a
<p>The Tourism Team provided continued advice and guidance to tourism sector businesses relating to COVID-19 financial support and operating in accordance with the Welsh Government's Tourism and Hospitality Sector guidance. Many of these 53 businesses were assisted multiple times during the year. The team also managed the process for issuing Exemption Certificates (in partnership with Environmental Health) to allow accommodation providers to accommodate eligible individuals (such as key workers) during COVID-19 lockdown periods. The Team also conducted two online training events relating to social media and forthcoming marketing campaigns. Due to the economic impact of COVID-19, enquiries from new tourism businesses decreased in comparison to the previous year (this is reflected in the decrease in outputs achieved against this indicator) however three new tourism operators were assisted in 2020/2021.</p> <p>No target set for 2020/21.</p>						
PI/465 - Number of Destination Management Plan actions delivered.	24	29	14		 Red	N/a
<p>The Tourism Team worked with destination partners such as Natural Resources Wales and Brecon Beacons National Park to manage visitor flows during the various COVID-19 lockdowns and during the reopening of the visitor economy. This involved publicising route closures due to COVID-19 lockdown and delivering measures to reduce the impacts of significant visitor number on local communities once lockdown restrictions lifted.</p> <p>The team secured £268,000 funding from Valleys Regional Park to designate Afan Forest Park as a Valleys Regional Park Gateway and worked with Natural Resources Wales to begin the process of devising a 'masterplan' for the future development of Afan Forest Park as a visitor destination.</p> <p>The Tourism Team continued to engage with the Destination Management Steering Group throughout the pandemic, which was a valuable source of information on how the pandemic affected the tourism industry. A bed stock survey was completed to establish an accurate picture of accommodation provision within Neath Port Talbot. As Wales (and the UK) were in significant periods of lockdown there were large parts of the year where the destination was closed to visitors, this is reflected in the decrease in the number of destination management actions delivered this year.</p> <p>No target set for 2020/21.</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	9.79	12.13	8.13	9.00	 Green	 Green
<p>In comparison, our sickness absence for 2020/21 shows a significant reduction compared to 2019/20, from 12.13 FTE (full time equivalent) days lost due to sickness absence per employee to 8.13 days. Both short-term absences and long-term absences have significantly reduced over the year, and absence has decreased across all service areas. The decrease is due to a number of factors including unusually high sickness levels in 2019/20, homeworking had an impact and social distancing and associated regular hygiene practices e.g. wearing face masks, hand washing etc. would also have had an impact in the reduction.</p> <p>More information can be found in our Workforce Information Report, reported to personnel committee on 7 June 2021.</p> <p>All Wales data for 2019/20 is 11.2</p>						




Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
CP/087 - Percentage of eligible people registered to vote	94.29	96.13		94.30	N/a	N/a
<p>The way this measure is collected changed during 2020/21 i.e. Data is collected via three routes: Route 1: Department for Work and Pensions and local data matching Route 2: Unmatched properties Route 3: Properties of multiple occupation e.g. residential care homes and student accommodation</p> <p>The new measure going forward and included in the 2021-23 Corporate Plan is : % Local Government Electors (via all routes) verified and registered to vote: Baseline data for 2020/21 for this new measure is 96.2%</p>						
CP/088 - Number of statutory recommendations made by the council's external auditors on strategic and operational planning arrangements	0	0	0	0	 Green	 Green
<p>The Audit Wales Annual Audit Summary Report for 2019/20 (which replaces the Annual Improvement Report), was received by the council in March 2021 with no formal recommendations for the Council. However the Auditor General has made a number of recommendations, proposals for improvement and opportunities for improvement deriving from local and national work they have undertaken. The summary which also has links to the work undertaken by Audit Wales has been published on the Audit Wales website and is available here.</p>						
CP/097 - CS/001 - Customer Services - Average customer waiting times (face to face)	6.50	8.00		8.00	N/a	N/a
<p>No data available for 2020/21 as civic buildings closed April to September 2020. Civic buildings opened end of September 2020 for pre- booked appointments only.</p>						
CP/098 - CS/004 - Customer Services - Percentage of customers leaving before being seen	0.13	0.34		0.25	N/a	N/a
<p>No data available for 2020/21 as civic buildings closed April to September 2020. Civic buildings opened end of September 2020 for pre- booked appointments only.</p>						
CP/101 - CS/002a - Customer Services - Average time (seconds) to answer telephone calls in Welsh	20	45	51	25	 Red	 Red
<p>At the beginning of the year, linked to the COVID-19 pandemic, all staff moved to a home working model and the demand moved from a combination of face-to-face and telephony to telephony only. In quarter one, the Council operated with a reduced number of services on offer which resulted in a slight reduction in demand from the preceding year. As services resumed often with a different operating model, contacts increased significantly which unfortunately resulted in increased wait times. Although performance improved the impact carried through quarters 3 and 4. This performance comment also relates to CP/102, PI/421 and PI/422 below.</p>						






CP/102 - CS/002b - Average time (seconds) to answer telephone calls in English	22	52	43	25	 Green	 Red
PI/421 - CS/003a - Customer Services - Percentage of telephone calls in Welsh abandoned after 5 seconds	16.33	31.29	23.87	No target set	 Green	N/a
PI/422 - CS/003b - Customer Services - Percentage of telephone calls in English abandoned after 5 seconds	3.90	9.37	6.69	No target set	 Green	N/a
Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
CP/103 - DBC/001 - Percentage of transactions completed on-line (new on-line services)	76.42	78.17	89.33	85.00	 Green	 Green
<p>Full year 2020/21: 193,813 of 216,960 compared to Full year 2019/20: 75,598 of 97,168</p> <p>The figures show since the beginning of the COVID-19 pandemic transactions have increased significantly for those services listed below with the majority of the increases due to the recycling centre reopening with an online booking system.</p> <p>This measure only relates to the following services: Bulk Collections, Van Permits/recycling centre bookings, Refuse and Recycling Equipment and Missed Waste Collections. There are a significant number of online services outside of these service areas of which the total number of transactions is not easily accessible.</p> <p>As a result of the above, this measure is to be replaced by two new Corporate Plan measures for 2021/22 which are:</p> <ul style="list-style-type: none"> - Number of new services available online. - Number of hits to the Corporate Website (this will be separated into Welsh and English hits). 						
CP/105 - CFH/008 - Percentage of non-domestic rates due for the financial year which were received by the local authority	98.08	98.71	98.06	98.00	 Amber	 Green
<p>Full year 2020/21 data is £35.94m of £36.65m compared 2019/20 data of £42.64m of £43.20m.</p> <p>Throughout 2020/21 National Non Domestic Rates collection was significantly reduced due to the impact of the COVID-19 pandemic on businesses. In addition to this, many payments were deferred until the new year.</p> <p>However, deferred payments were received as planned towards the end of the financial year and the full year collection rate target has been achieved, albeit slightly lower than the collection rate in 2019/20.</p>						








Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
CP/106 - PAY/001 - Percentage of invoices paid within 30 days	93.22	94.25	93.35	95.00	 Amber	 Amber
<p>The total number of invoices paid 1 April 2020 to 31 March 2021 was 83,582. The total paid within 30 days was 78,026. This is below the target but is within the expected level of performance. Working from home has had an impact on performance, but not significantly and we have continued to pay our suppliers despite the outbreak of the pandemic.</p> <p>In 2019/2020 financial year 108,431 invoices were paid, with 102,192 being paid within 30 days. There is a decrease in the number of invoices paid for the financial year 2020/2021 as alternative payment methods have been developed including 'on account' payments as a result of the COVID-19 Pandemic.</p> <p>During 2020/2021 the amount of interest paid to suppliers was nil. The amount of interest the council was liable to pay was £110,624.48.</p>						
CP/107 - CFH/007 - Percentage of council tax due for the financial year which was received by the authority	98.05	98.07	97.54	98.00	 Amber	 Amber
<p>Full year 2020/21 data is: £74.47m of £76.35m compared to full year 2019/20 data is: £71.17m of £72.57m.</p> <p>The council tax collection process has been adversely affected by the COVID-19 pandemic as many tax payers have been affected financially during the pandemic, this has resulted in a slightly lower full year collection rate for 2020/21.</p> <p>No recovery action was taken for the first three months of the financial year as the Council was mindful of the impact of the pandemic on taxpayer's ability to pay during uncertain, unprecedented times. On the 1 July, "soft reminders" were issued to those customers who had not paid their council tax to encourage engagement with the council tax team to discuss payment plans. The formal recovery process did not commence until the 22 July 2020.</p> <p>Considering the above, the year-end collection rate was better than anticipated.</p>						
CP/114 - Percentage of people aged 3 and over who can speak Welsh	25.26	20.62	22.47	N/a	 Green	N/a
<p>2020/21: latest data is for the year ending December 2020. 30,600 Welsh speakers and population of people aged 3 and over in the borough was 136,200</p> <p>Data is taken from the annual datasets from the Annual Population Survey (APS) which is carried out by the Office for National Statistics (ONS). As the data comes from a survey, the results are sample-based estimates and therefore subject to differing degrees of sampling variability.</p> <p>Since the end of March 2020, the APS has been conducted via telephone interviews instead of face-to-face interviews, as a result of the pandemic. The ONS has been monitoring the impact this change has had on the survey and as a result have re-weighted the survey for January to June 2020 (i.e. quarters 1 and 2 of 2020). They found that a change in the survey mode resulted in a higher proportion of owner-occupiers participating in the survey and a lower proportion of renters responding to the survey than before the pandemic.</p> <p>As a consequence of the pandemic progress on the Welsh Language Promotion Strategy during 2020/2021 has been limited and this has provided an opportunity to realign the reporting period with that of our other plans; March-April. Progress for the period September 2019-March 2020 was reported to Cabinet in February 2021. The Annual Report for April 2020 - March 2021 will be reported during autumn 2021.</p>						

Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/163 - Communications - On-line newsroom: Number of hits to newsroom page	29305	37789	25213		 Red	N/a
<p>The COVID-19 response saw the creation of the www.npt.gov.uk/coronavirus page, which became the main index page for council and partner information relating to the pandemic. Corporate communications activity was therefore focused on this page rather than the news room. This reason, coupled with social media activity signposting readers directly to relevant press releases, meant that the newsroom page saw a significant decrease of around 33% (12,576 hits) compared to the previous year 2019/20. The new coronavirus page had 85,365 page hits in the 2020/21 reporting year (equivalent to a 55.73% increase in traffic compared to the newsroom in 2019/20).</p> <p>The 'hits' are the number of visits to the 'Newsroom' page on the council's corporate website (number does include repeat visits by the same person). The page: www.npt.gov.uk/Newsroom features a mix of multimedia content including the latest press releases, blog posts, videos, featured web pages and social media links.</p> <p>No target has been set for this measure.</p>						
PI/164 - On-line newsroom: Number of hits to press releases	148795	165605	176282		 Green	N/a
<p>2020/21 reporting year saw a significant increase in hits to the press release pages, despite an increasing emphasis on social media posting.</p> <p>This can be attributed in part to the interest in press releases about the COVID-19 response and Skewen flood updates, also to social media activity signposting readers directly to relevant press releases rather than via the 'newsroom page'.</p> <p>No target has been set for this measure.</p>						
PI/166 - Communications - Ezine: Number of subscribers (broken down into English, Welsh and Bilingual)	424	1256	1972	2000	 Green	 Amber
<p>The number of subscribers to 'NPT News' the council's Ezine has continued to grow steadily, falling just short of the target of 2,000 by 30 March 2021. The focus on COVID-19 communications resulted in limited activity to promote sign-ups, however the Ezine is part of a wider increase in uptake of digital channels.</p> <p>Subscribers: Welsh: 17, Bi-lingual: 33 and English: 1,922</p>						
PI/172 - Communications - Employee communications: Number of hits on intranet/staff portal 'Employee News' stories	32120	47372	27411		 Red	N/a
<p>Meeting challenges such as home working, redeployment and the critical importance of keeping frontline staff updated with current information required the creation of a number of new internal communications channels and less emphasis on the intranet's 'Employee News' function (the intranet only being available to employees who have access to council devices).</p> <p>The figure reported above does also not include the number of hits to the staff portal for 2020/21 year, or the number of 'views' for the new staff sway/loop (for the month of August 2021 the average number of views for these publications was 2,115).</p> <p>No target has been set for this measure.</p>						

Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/217- Communications - Number of hits to our consultation webpage	3725	5710	2065		 Red	N/a
<p>There were less hits on the consultation web page compared to the previous year, driven by a combination of fewer consultations taking place and promotional activities directing respondents to the online consultation forms rather than via the consultation web page.</p> <p>The average number of responses per consultation, however, increased with notably higher responses to the following consultations:</p> <ul style="list-style-type: none"> • Budget 2021/22 – 1,069 responses • Employee Communications & Engagement Survey - 601 responses • Community Impact Assessment – 1,259 responses • TTP scheme and COVID-19 vaccine survey – 1,014 responses 						
PI/218 - Number of hits to the Corporate Website (combined hits to Welsh and English pages)	3036058	3572115	4003520		 Green	N/a
<p>There has been a 12% increase in the number of hits (combined Welsh and English) to the council website during 2020/21 compared to 2019/20.</p> <p>Reason to follow The breakdown of the hits into Welsh/English is: Welsh : 23,423 English: 3,980,097</p> <p>Hits to the council website have increased due to the COVID-19 pandemic which has resulted in increased access to online services. Changes include information on COVID-19 and TTP, provision of business grants, free school meals and Safe & Well Service and a shift of council services from a Face-2-Face or telephony contact to an online provision. The Skewen flooding also resulted in an increased number of visits as information and services were provided.</p> <p>The number of hits may reduce overall next year as whilst an increased number of services will be available a reduction in the impact of demands caused by the pandemic will hopefully abate.</p> <p>No target set for this measure for 2020/21. This measure will be a corporate plan key performance indicator from 2021/22.</p>						
PI/219 - DBC/008 -Corporate Website: Percentage very satisfied/satisfied or OK with ease of getting around site	85.71	83.33	92.86		 Green	N/a
<p>52 of 56 responses very satisfied/satisfied/Ok during 2020/21.</p> <p>We are always looking for ways to improve the site and make sure it is focused on users.</p> <p>Next year, these measures are expected to be replaced with measures to</p> <ul style="list-style-type: none"> • Capture the user experience on a sliding scale • Report on compliance with “Accessibility Guidelines”. • Percentage of transactions successfully completed <p>No target set for this measure in 2020/21 due to the COVID-19 pandemic. Measures will be developed in 2021/22 and reported on from quarter 3.</p>						

Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/220 - DBC/009 - Corporate Website: % very satisfied/satisfied or OK with ease of finding information/services.	88.10	82.76	82.76		 Green	N/a
<p>48 of 58 responded to the survey during 2020/21.</p> <p>We are always looking for ways to improve the site and make sure it is focused on users.</p> <p>Next year, these measures are expected to be replaced with measures to</p> <ul style="list-style-type: none"> • Capture the user experience on a sliding scale • Report on compliance with “Accessibility Guidelines”. • Percentage of transactions successfully completed <p>No target set for this measure in 2020/21 due to the COVID-19 pandemic. Measures will be developed in 2021/22 and reported on from quarter 3.</p>						
PI/221 - DBC/007 - Corporate Website: Percentage of customers very satisfied/satisfied or OK with improvements made to services available on-line – General look and feel	100.00	79.31	89.47		 Green	N/a
<p>51 of 57 survey responses during 2020/21.</p> <p>We are always looking for ways to improve the site and make sure it is focused on users.</p> <p>Next year, these measures are expected to be replaced with measures to</p> <ul style="list-style-type: none"> • Capture the user experience on a sliding scale • Report on compliance with “Accessibility Guidelines”. • Percentage of transactions successfully completed <p>No target set for this measure in 2020/21 due to the COVID-19 pandemic. Measures will be developed in 2021/22 and reported on from quarter 3.</p>						
PI/314 - Legal Services -Number of tenders awarded to SME (Small Medium Enterprise) and Local Operators	33	33	14		 Red	N/a
<p>12 SMEs and 2 local (NPT) during 2020/21.</p> <p>The overall number of contracts awarded in 2020/21 is down on previous years. Also, there will be qualitative factors such as the nature of the contracts awarded etc.</p> <p>No target set for this measure.</p>						
PI/315 - Legal Services - Percentage of legal spend on external legal advice	1.61		0.05		N/a	N/a
<p>Legal Services overall spend for 2020/21 was £2,277,575 of which £1,077.16 was spent on external legal advice fees. Figures were not recorded for 2019/20 due to the COVID-19 pandemic.</p> <p>The reduction in cost is due to more work being undertaken in house with no need for external solicitors, where external legal advice is only undertaken when the necessary specialism is not in house. We have actively tried to keep work in-house as much as possible and utilise staff training to help cover areas which are new and emerging.</p> <p>No target set for this measure.</p>						

Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/321 - Legal Services -Number of cremations undertaken	1440	1517	1813		 Red	N/a
1,813 Cremations took place at Margam Crematorium for 2020/21 as opposed to 1,517 in 2019/20. The significant increase this year may have been due to the impact of the COVID-19 pandemic, however, we don't have the records to confirm that. No target set for this measure.						
PI/327 - ICT - Percentage of support calls responded to within 1 hour	76.00				N/a	N/a
No data available for 2019/20 and 2020/21 due to change in operating model linked to the COVID-19 pandemic.						
PI/328 - ICT - Percentage of projects completed on time	80.00				N/a	N/a
No data available for 20219/20 and 2020/21 due to change in operating model linked to the COVID-19 pandemic.						
PI/329 - ICT - System availability	99.9	99.9	99.9	99.0	 Green	 Green
Service maintained 99.9% availability.						
PI/393 - The Percentage of the gross internal area of the local authority's buildings in condition category A - good	21.15	22.98	23.04		 Green	N/a
The GIA (Gross Internal Area) of condition category A buildings is broadly the same as the previous year, albeit a slight improvement. No target is set for this measure.						
PI/394 - The Percentage of the gross internal area of the local authority's buildings in condition category B - satisfactory	23.85	25.21	25.27		 Green	N/a
The GIA (Gross Internal Area) of condition category B buildings is broadly the same as the previous year, albeit a slight improvement. No target is set for this measure.						

Performance Indicator	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	RAG Against 19/20 Actual	RAG Against 20/21 target
PI/395 - The Percentage of the gross internal area of the local authority's buildings in condition category C - poor	47.46	43.86	43.78		 Green	N/a
The GIA of condition category C buildings has been reduced due to the disposal of buildings. No target is set for this measure.						
PI/396 - The Percentage of the gross internal area of the local authority's buildings in condition category D - bad	7.53	7.95	7.91		 Green	N/a
The GIA of condition category D buildings has been reduced due to the disposal of buildings. No target is set for this measure.						
PI/397 - The Percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level 1 - Urgent	15.90	17.68	17.40		 Green	N/a
Percentage figure is broadly the same as the previous year, albeit a slight improvement. No target is set for this measure.						
PI/398 - The Percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level 2 - Essential	72.62	64.05	64.22		 Amber	N/a
The value for essential maintenance work has slightly increased, due to inflation cost adjustments. No target is set for this measure.						
PI/399 - The Percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level 3 - Desirable	11.48	18.27	18.38		 Green	N/a
The value for desirable maintenance work has slightly increased due to the disposal of buildings. No target is set for this measure.						
PI/417 - Legal Services - 7.7(L) - Percentage of standard searches carried out within 10 working days	97.19	99.35	99.33	96.00	 Amber	 Green
99.33% (1,342 of 1,351) of official searches completed within the 10 day turnaround timescale for full year 2020/21, which is broadly the same percentage for 2019/2020. Despite the COVID-19 pandemic, the service has maintained its excellent performance, with only a slight drop in the number of Official Searches overall, and only 1 member of staff able to work during the first quarter of the year.						