



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council

Appendix 1 - Regeneration and Sustainable Development Cabinet Board - Key Performance Indicators - quarter 2 ( 1st April - 30th September) - 2021/22












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RAG (Red, Amber Green) key:






- **Green:** achieved target for the period – Quarter 2 2021/22
- **Amber:** Within 5% of target for the period – Quarter 2 2021/22
- **Red:** 5% or more below target for the period – Quarter 2 2021/22
- **NA** – no comparable data or no target set for the Quarter 2 2021/22 period






## How will we know we are making a difference (01/04/2021 to 30/09/2021)?






PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
<b>2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough</b>					
CP/021 - Number of new business start-up enquiries assisted	130.00		139.00	125.00	 Green
Despite officers administering Welsh Government Emergency grant payments to businesses affected by trading restrictions during the quarter 1, enquiries for information and advice to support new business start-ups is increasing significantly. No data available for Q2 the previous year due to Covid 19.					
CP/042 - PAM/023 - Percentage of food establishments that meet food hygiene standards	94.92	95.12	96.20	95.00	 Green
1014.00 of 1078.00. Performance is slightly above target.					
CP/110 - Workways + - Number of people helped back to work , training or volunteering	80.00	40.00	71.00	36.00	 Green
Support for individuals progressing into work, training or volunteering continues to increase following on from pandemic lockdown and restrictions with a high level of mentoring taking place to overcome barriers. Some individuals are requiring a slower approach to enable them to regain their confidence and motivation this will be reflected in engagement opportunities over the coming months. There are significant numbers of vacancies to be filled across a variety of sectors and these are being advertised to those engaged with Workways+ and wider employment support projects.					
PI/367 - PPN/001ii - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	48.38	2.91	5.45	50.00	 Red
Following the Pandemic, Food Hygiene services have been provided with a route-map for recovery by the Food Standards Agency (FSA). Priority is focussed on Newly started businesses and Category A (Highest) Risk premises, whilst the remaining High Risk Premises (Category B & Category C) are to be recovered by 31/3/2023. All Newly started businesses are not accounted for in this PI, as they are not included in the PI definition. The Food Hygiene team is still involved with the Regional TTP (Test, Track, Protect) response.					
PI/456 - Number of enterprise events held	6.00		6.00	6.00	 Green
Enterprise Clubs provide essential advice and support to local residents considering starting up their own businesses. At present this service is being delivered virtually but the possibility of resuming face to face meetings will be considered in Quarter 4. No data available for Q2 the previous year due to Covid 19.					


PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
PI/457- Number of completed training weeks for apprenticeship, traineeships and work experience	12.00		1498.00		 NA
<p>Despite onsite restrictions and staff and supply shortages, work on Council construction projects has continued throughout quarter 1 &amp; 2 with projects offering various training and work experience opportunities to local people. Outputs to date are more than satisfactory but, are slightly lower than anticipated, due to the main contractor on one of the projects going into administration.</p> <p>No data available for Q2 the previous year due to Covid 19.</p> <p>No target set for 2021/22 due to Covid 19.</p>					
PI/462 - Number of business enquires assisted resulting in advice, information or financial support being given to existing companies through Business Services	345.00		326.00		 NA
<p>Throughout quarters 1 &amp; 2, the team have processed an unprecedented amount of enquiries from local businesses relating to issues such as Covid emergency payments, requests for Council funding to support expansion and investment projects, property enquiries, etc.</p> <p>Q2 data for the previous year is unavailable due to Covid.19.</p> <p>No target set for 2020/21 due to Covid 19.</p>					
PI/518 - Trading Standards - Percentage of businesses that were either compliant when visited or brought into compliance during the period			81.32	75.00	 Green
<p>New Indicator for 2021/22.</p> <p>209 of 257.</p> <p>Whilst this target has been achieved easily, there are a significant number of long term investigations and breaches that are being pursued. Notably investigations into rogue traders, a car dealer (scheduled for crown court in March next year), reports of counterfeiting and breaches of product and food and feed safety.</p> <p>Q2 data for the previous year is unavailable due to Covid 19.</p>					
PI/519 -Trading Standards - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards & Animal Health			33.33	55.00	 Red
<p>New Indicator for 2021/22.</p> <p>16 of 48.</p> <p>TS and AH has been short staffed in the early part of the financial year. By now the inspection programme should be halfway complete. There will be a surge in quarter 3 and 4 and the high risk inspection programme will be completed as forecast.</p> <p>Q2 data for the previous year is unavailable due to Covid 19.</p>					

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
PI/520 - Trading Standards- Redress obtained for consumers or victims of crime by service actions			180919.00		 NA
<p>New Indicator of 2021/22.            These are as the result of two rogue trader investigations. Approximately £30,000 was recovered from the SGD / Crystal Style Investigation that was heard in the last financial year, but compensation was awarded in 21-22. £150,000 was recovered from a bank by a TS Officer following a rogue trader incident, the RT is being investigated by Swansea TS.            No target set for 2021/22 due to Covid 19.</p>					
<b>3 Well-being Objective 3 - To develop the local economy and environment so that the well-being of people can be improved</b>					
CP/063 - The number of jobs created/safeguarded as a result of financial support by the local authority	295.00		79.00	140.00	 Red
<p>The team continue to process some high quality funding applications from local businesses and new investors that will support local employment and business growth.            Some of these projects, although progressing, have been delayed mostly due to supply chain issues caused by the pandemic and new trading arrangements following Brexit.            No data available for Q2 the previous year due to COVID-19.</p>					
CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)	4.00	5.00	17.00	18.00	 Green
Breaches are measured from Port Talbot Fire Station, which is the official monitoring station for reporting on the air quality objective.					
CP/113- PAM/018 - Percentage of all planning applications determined in time	97.98	94.72	88.53	95.00	 Red
<p>409 of 462 for quarter 2 2021/22.            The planning department is experiencing a significant rise in application numbers and other related workloads during 2021, at a time when experienced staff have also been lost and existing staff are under pressure, with a larger number of applications extending beyond anticipated timescales. This has led to a period where we have been unable to consistently gain agreement from agents for 'extensions of time', leading to a reduction in performance. However, it is anticipated that this is a short-term blip which can be addressed through greater engagement with applicants and agents throughout the applications process.</p>					
CP/120 - Extent of land under Council ownership or control that is protected and/or under appropriate management for biodiversity: Part A: Area (hectares)		179.39	156.00	179.40	 Red
<p>The figure is based on the current list of nature conservation sites, which includes Local Nature Reserves, areas that have previously been managed as part of the conservation verge/area scheme.            The Working with Nature sites were removed due to the Welsh Government grant coming to an end and not being replaced. Additional sites were added as part of the NPT Bee Friendly scheme, plus Maerdy playing fields has been mapped more accurately.</p>					

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
CP/121 - Extent of land under Council ownership or control that is protected and/or under appropriate management for biodiversity: Part B: Length (km)		22.79	23.12	22.80	 Green
<p>The figure is based on the current list of nature conservation sites, which includes Local Nature Reserves, areas that have previously been managed as part of the conservation verge/area scheme.</p> <p>The Working with Nature sites were removed due to the Welsh Government grant coming to an end and not being replaced. Additional sites were added as part of the NPT Bee Friendly scheme, plus Maerdy playing fields has been mapped more accurately.</p>					
PI/280 - PAM/019 - Percentage of planning appeals dismissed	33.33	77.78	50.00	66.00	 Red
<p>While performance is currently below expectations (3 of 6 appeals dismissed) given the small number of appeals determined it is anticipated that the final stats will improve provided a robust defence at appeal continues.</p>					
PI/366 - PLA/M002 - Planning - Average time taken from receipt of application to date decision is issued - days	60.20	69.09	90.68	90.00	 Amber
<p>41894 of 462.</p> <p>The planning department is experiencing a significant rise in application numbers and other related workloads during 2021, at a time when experienced staff have also been lost and existing staff are under pressure, with a larger number of applications extending beyond anticipated timescales. This has led to a period where applications are on average taking longer to determine, leading to a reduction in performance. However efforts continue to maintain performance despite the undoubted pressures being experienced by the team, notably from 'large scale major development' pressure.</p>					
PI/370 - BCT/007 – The percentage of ‘full plan’ applications approved first time.	95.18	93.33	100.00	95.00	 Green
<p>233 of 233.</p> <p>Maximum performance under difficult circumstances and demonstrates the ability of the team to engage with applicants to achieve compliance.</p>					
PI/371 - BCT/004 – Percentage of Building Control ‘full plan’ applications checked within 15 working days during the year.	100.00	100.00	98.71	96.00	 Green
<p>233 of 233.</p> <p>Excellent performance where workloads in other areas has been extraordinary. Two of the three that missed the target were due to delays from other Local authorities in collaborative working.</p>					

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
PI/372 - PLA/004d - The percentage of all other planning applications determined during the year within 8 weeks	85.23	75.76	71.53	81.00	 Red
<p>98 OF 137.</p> <p>The planning department is experiencing a significant rise in application numbers and other related workloads during 2021, at a time when experienced staff have also been lost and existing staff are under pressure, with a larger number of applications extending beyond anticipated timescales. This has led to a period where applications are on average taking longer to determine, leading to a reduction in performance. However efforts continue to maintain performance despite the undoubted pressures being experienced by the team, notably from 'large scale major development' pressure.</p>					
PI/373 - PLA/M004 - The percentage of major planning applications determined during the year within 8 weeks	20.00	44.44	14.29	40.00	 Red
<p>1 of 7.</p> <p>The planning department is experiencing a significant rise in application numbers and other related workloads during 2021, at a time when experienced staff have also been lost and existing staff are under pressure, with a larger number of applications extending beyond anticipated timescales. Major development are almost always, in such an environment, going to take longer than 8 weeks to determine. The significant upsurge in large scale major developments will, in future, inevitably mean that this target will be difficult to achieve. However it is most important to ensure that we work collaboratively with developers to meet their own timescales wherever practicable, including negotiating Planning Performance Agreements to assist in resourcing the planning and related services.</p>					
PI/374 - PLA/004c - The percentage of householder planning applications determined during the year within 8 weeks	93.59	80.99	68.61	97.00	 Red
<p>153 of 233.</p> <p>The planning department is experiencing a significant rise in application numbers and other related workloads during 2021, at a time when experienced staff have also been lost and existing staff are under pressure, with a larger number of applications extending beyond anticipated timescales. However the performance on householder development has suffered more than expected, and efforts have been made since to ensure that we are closer to achieving the previously very high performance levels.</p>					
PI/375 - PLA/004b - The percentage of minor planning applications determined during the year within 8 weeks	82.56	63.89	46.32	80.00	 Red
<p>44 of 95.</p> <p>The planning department is experiencing a significant rise in application numbers and other related workloads during 2021, at a time when experienced staff have also been lost and existing staff are under pressure, with a larger number of applications extending beyond anticipated timescales. However the performance on minor apps has suffered more than expected, and efforts have been made since to ensure that we are closer to achieving the previously very high performance levels.</p>					
PI/376 - PLA/002 - The percentage of applications for development determined during the year that were approved	98.23	96.89	96.54	95.00	 Green
<p>446 of 462.</p> <p>Performance remains in accordance with historical levels</p>					

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
PI/380 - PLA/M001 – Planning - Average time taken from receipt of application to validation of application – days.	9.16	13.16	16.49	15.00	 Red
The planning department is experiencing a significant rise in application numbers and other related workloads during 2021, at a time when experienced staff have also been lost and existing staff are under pressure. Regrettably this has had a knock on impact on the validation of applications, although efforts are being made to address matters, including returning invalid applications if shortcomings are not addressed inside 14 days.					
PI/430 - Percentage of private water supplies where a risk assessment has been carried out in accordance with drinking water standards	66.67		0.00		 NA
0 of 7. There are 3 Risk assessments scheduled for 2021/22. 4 Risk assessments were carried over from 2020/21, which were dealt with by alternative intervention due to Covid and in accordance with DWI guidance. The target this year is therefore 7. There were no planned risk assessments in Qtr1 or 2 due to Officers dealing with Covid duties and complications in finding a Lab for Chemical analysis and arranging sampler accreditation training and assessments for Officers. Risk assessments are planned to resume in Quarter 3, therefore targets will also be implemented from this quarter onwards.					
No target set for 2021/22 due to Covid 19.					
PI/458 - Number of visitors to Neath Town Centre	2228072.00				 NA
PI/459- Bring forward high quality office and light industrial space for inward investment expansion	990.00		498.00		 NA
38,000 sq.ft of refurbished high quality office space has been brought forward to support business expansion/new investment at the Crown site in Neath and Mardon Park on Baglan Energy Park. Initiated the take up of 160,000 sq ft of industrial space at Crown, and projects such as the Baglan Bay Technology Centre Phase 2, The Plaza and 8 Wind St Neath continue to bring forward a further 300,000 sq. ft. industrial/office space. Q2 data for the previous year is unavailable due to Covid 19.					
No target set for 2021/22 due to Covid 19.					
PI/464 - Number of tourism operators Supported by the Council	27.00	32.00	9.00		 NA
1 new and 3 proposed accommodation providers have been assisted so far during 2021/2022, new or proposed accommodation mainly consisted of self-catering or campsite based accommodation within the county. 5 existing accommodation providers have also been assisted with queries ranging from compliance with current Covid-19 guidance (during April to June quarter) to proposals to expand existing camping provision.					
No target set for 2021/22 due to Covid 19.					

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
PI/465 - Number of Destination Management Plan actions delivered.	17.00	7.00	16.00		 NA
<p>Actions include compiling a visitor management plan, implementing strategies to manage visitor pressures at key sites and securing funding to deliver an accessible 'Changing Place' at Aberavon Seafront. Actions also include delivery of the Waterfall Country Park and Ride Pilot Project and the launch of the new 'Dramatic Heart of Wales' destination website and destination marketing campaign which deliver on marketing actions within Destination Management Plan.</p> <p>No target set for 2021/22 due to Covid 19.</p>					