



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators

Neath Port Talbot Council






Appendix 1 – Environment, Regeneration and Streetscene Services Cabinet Board – Key Performance Indicators - Quarter 3 (1st April - 31st December) - 2022/23








Performance RAG (Red, Amber Green) key:

- **Green:** achieved quarter 2 target for 2022/23
- **Amber:** Within 5% of target
- **Red:** 5% or more below target
- N/a or blank column – no comparable data or no target set



## How will we know we are making a difference (01/04/2022 to 31/12/2022)?

PI Title	Qtr 3 Actual 20/21	Qtr 3 Actual 21/22	Qtr 3 Actual 22/23	Qtr 3 Target 22/23	Perf. RAG
<b>1.2.2 SRP - Wellbeing Objective 2 - All communities are thriving and sustainable</b>					
ENV 1 - Building Control - PI/370 - BCT/007 – The percentage of ‘full plan’ applications approved first time.	93.58	100.00	98.78	95.00	 Green
Near maximum performance in an indicator that measures how we successfully interact with customers to help them achieve compliance.					
The only reason for not achieving maximum performance was the unavoidable need to reject one application which was of poor quality and one where the applicant refused to provide the information required. Actual performance still exceeds target.					
ENV 2 - Building Control - PI/371 - BCT/004 – Percentage of Building Control ‘full plan’ applications checked within 15 working days during the year.	100.00	96.74	100.00	95.00	 Green
Maximum performance in an indicator that measures how quickly we check applications for compliance. This enables applicants to proceed with the work without delay and with confidence. It is pleasing to maintain this level of performance and demonstrates that the hybrid way of working is successful.					
ENV 3 - Development Management - PI/280 - Percentage of planning appeals dismissed	76.92	57.14	66.67	66.00	 Green
A total of 9 Appeals have been determined over the course of the first three quarters of the reporting year. Of these, 6 have been dismissed whereby the Inspector has agreed with the decision of the Authority, and validated the recommendations and assessment made by officers in these cases. While the loss of 3 Appeals is disappointing, overall performance is in line with the target set.					
ENV 4 - Development Management - PI/579 - Percentage of all planning applications determined in time	94.62	91.27	94.08	80.00	 Green
461 out of 490 (94.1%) applications were determined in time over the first three quarters of the reporting year. This exceeds the target of 80% and represents a significant and sustained improvement in performance over the year. Stability in staff resources over this period, following a prolonged period of staff turnover over the previous 12 months, may account for the level of improvement. Hopefully, the trend in level of performance will continue.					
ENV 5 - Development Management - PI/833 - The percentage of major planning applications determined during the year within 8 weeks or 16 weeks if Environmental Impact Assessment (EIA)			50.00	40.00	 Green
4 out of 8 'Major' applications were determined in time over the first three quarters of the reporting year. While there has been a drop in overall performance against the target over the last quarter, performance nevertheless remains above target. This is a notable achievement, given the complexity of those applications and the level of work involved.					




ENV 6 - Development Management - PI/835 - Percentage of enforcement cases, complainants (where an email or postal address has been provided) are notified in writing of the outcome of the Phase' within 12 weeks (84 days) of receipt (80% or higher is considered to be 'good' performance).			84.00	80.00	 Green
218 out of 261 (84%) of all enforcement cases were investigated within 12 weeks - again, this is positive as it represents a further albeit slight improvement in performance since the last quarter. The team continue to deal with an average of 29 enforcement cases per month being logged.					
ENV 7 - EHTS - PI/367 - PPN/001ii - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	6.65	6.73	43.26	75.00	 Red
Post-Covid recovery is continuing in line with the 'Recovery Plan' agreed between the Food Standards Agency (FSA) and Local Authorities. This Plan focuses on the highest risk (including new businesses, which are not part of this performance indicator) and poorest performing premises first, with the more compliant premises currently being targeted for inspection. This process will continue for the remainder of the current year, and be carried forward into the next years' programme.					
ENV 8 - Environmental Health - PI/430 - Percentage of private water supplies where a risk assessment has been carried out in accordance with drinking water standards		0.00	50.00	66.00	 Red
While performance is below the usual target, this is a consequence of team continuing to deal with the backlog of work that has built up over the course of the pandemic. In these circumstances it is anticipated that a more realistic target for this reporting year will be 75%, albeit Officers will endeavour to achieve as high a percentage as possible. It should also be noted that there have been a few significant failures this reporting year which have resulted in enforcement being undertaken.					
ENV 9 - Environmental Health & Trading Standards - PI/556 - Percentage of food establishments that meet food hygiene standards	95.58	96.69	95.96	95.00	 Green
Performance against this target remains at a good level and represents the achievement of a Food Hygiene Rating of either 3, 4 or 5 (out of 5), following an inspection or re-score inspection (if improvements have been made).					
ENV 10 - SAB & Highways - PI/351 - Percentage of Highway Planning Applications responded to within 21 days			76.12	81.60	 Red
13/01/23 - We responded to 76.12% of our highway applications on time this was an improvement of 5.69% from the last quarter. This is due to new staff members who are now in post aiding high workload.					
ENV 11 - Trading Standards - PI/518 - Percentage of businesses that were either compliant when visited or brought into compliance during the period		77.06	89.67	75.00	 Green
This is a particularly good performance return demonstrating that the service is effective in responding to breaches. However, it doesn't reflect the work that goes into bringing non-compliant businesses into compliance; the ongoing investigative work for breaches; follow up advice work; and the proactive work carried out by the service in ensuring that businesses comply - prevention being better than cure.					
ENV 12 - Trading Standards - PI/519 - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards & Animal Health		48.94	75.00	80.00	 Red


Performance against this indicator remains slightly below target - this is due to resources being redirected to addressing breaches that have been detected (reflected in PI518) and long term sickness within the team. More high risk businesses have been identified for 2023-24 as a result of PI519. The service is however confident that 100% of inspections will be reached by the end of the reporting year, as extra resources are being diverted to meet this target.



ENV 13 - Trading Standards- PI/520 - Redress obtained for consumers or victims of crime by service actions		181259.00	6176.00		
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Trading Standards has recovered £4,756 to consumers over the reporting year due to its involvement. Often this has meant that formal action as a result of a complaint has been dropped. The total figure also includes savings resulting from call blocker installations estimated at £1,420.

### How will we know we are making a difference (01/04/2022 to 31/12/2022)?





PI Title	Qtr 3 Actual 20/21	Qtr 3 Actual 21/22	Qtr 3 Actual 22/23	Qtr 3 Target 22/23	Perf. RAG
<b>1.2.3 SRP - Wellbeing Objective 3 – Our local environment, culture and heritage can be enjoyed by future generations</b>					
ENV 14 - Development Management - PI/579 - Percentage of all planning applications determined in time	94.62	91.27	94.08	80.00	 Green
461 out of 490 (94.1%) applications were determined in time over the first three quarters of the reporting year. This exceeds the target of 80% and represents a significant and sustained improvement in performance over the year. Stability in staff resources over this period, following a prolonged period of staff turnover over the previous 12 months, may account for the level of improvement. Hopefully, the trend in level of performance will continue.					
ENV 15 - EHTS - CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)	7.00	27.00	21.00	27.00	 Green
Fine particulates (PM10) breaches are recorded at the official monitoring station located in Port Talbot Fire Station - this mainly relates to emissions from Tata Steel, which is regulated by Natural Resources Wales (NRW). The number of breaches at this point in time (21) is unverified therefore subject to possible change following the verification process.					
ENV 16 - Neighbourhood Services - PI/905a - No. of fly tipping reports			661.00		
Quarter 1 (April to June) - 245 incidents. Quarter 2 (July to September) - 204 incidents. In Quarter 3 itself (October - December) 212 incidents were reported.  This were previously reported annually.					
ENV 17 - Neighbourhood Services - PI/905b - Average number of days to clear fly-tipping			3.36	3.00	 Red

<p>Quarter 3 actual cumulative nine month data is 3.36 days.</p> <p>Broken down as follows:          Quarter 1 data (Apr-June) is 3.68 days.          Quarter 2 data (July to September) is 2.90 days.          Quarter 3 data (Oct - Dec) is 3.5 days.</p> <p>This PI measures the time between a fly tipping report being received and the waste being removed. There are numerous variables which impact upon that time, most importantly the work of the waste enforcement team trying to identify the producer or depositor of the waste and the subsequent outcomes associated with a successful identification. Removing waste as fast as possible is not necessarily a good thing if it stops or reduces enforcement which will help stop the problem. The suitability of a 3 day target will be reviewed at year end with the review of the Neighbourhood Services Service Recovery Plan.</p>					
ENV 18 - Neighbourhood Services - PI/905c - Fly tipping prosecutions, fixed penalty notices and restorative action as a % of reports			15.00		
<p>Restorative Justice = 85          Fly Tipping Prosecutions = 8          Fixed Penalty Notices = 8          Total = 101          No. of Reports = 661</p>					
ENV 19 - Neighbourhood Services - PI/906 - Percentage of successful waste enforcement prosecutions.			100.00	100.00	 Green
<p>Third Quarter (Cumulative):          1 FPN issued for s33(Fly Tipping) and Paid.          3 FPN's issued for s34(Duty of Care) and paid.          3 court prosecutions for s33 1a (Fly tipping) all court prosecutions were successful (Same person but 3 separate occasions)          1 court prosecution for s34 (Duty of Care) successful.</p>					
ENV 20 - Neighbourhood Services - PI/907a - Number of dog fouling reports			206.00		
<p>Breakdown by quarters 2022/23:          Quarter 1 = 70          Quarter 2 =79          Quarter 3 = 57          historic data will be reported when available</p>					
ENV 21 - Neighbourhood Services - PI/907b - Dog fouling FPNs (fixed penalty notices) and prosecutions as a % of reports			0.50		
<p>Total Number Fixed Penalty Notices - 1          No. of Reports = 206</p>					

ENV 22 - Neighbourhood Services - PI/908 - Number of other FPNs (fixed penalty notices) and prosecutions other than fly tipping and dog fouling			7.00		
Littering Fixed Penalty Notices - 5 Dog Control Order FPN's (1st May - 30th September Dogs on beach) - 2					
ENV 23 - Planning Policy - PI/828 - Ensure progress of the key stages of the LDP are in accordance with the agreed Delivery Agreement.					
December 2022: the Replacement Local Development Plan (RLDP) Delivery Agreement (DA) was agreed with the Welsh Government in January 2022, marking the commencement of RLDP preparation. The DA sets out the timetable for the preparation of the Plan, together with the agreed Community Involvement Scheme.					
In accordance with the DA, a Call for Candidate Sites was undertaken between 1st March-31st May 2022. Following the close of the call, all sites submitted were published in the 'Candidate Sites Register', which was subject to a period of informal community consultation between 21st July – 22nd September 2022, where 1,300 comments were received. The team are currently assessing these sites against fundamental constraints (Stage 1) and requesting additional information from site promoters to prove the sites are deliverable and viable (Stage 2).					
In addition, a number of key evidence base documents are being produced to inform the Preferred Strategy which is to be prepared and consulted on in 2023.					
ENV 24 - SAB & Highways - PI/352 - Percentage of Drainage Planning Applications responded to within 21 days			77.01	80.40	 Amber
13/01/23 - We responded to 77.01% of Drainage Applications on time. This was a slight improvement from the previous quarter due to new staff now being in post aiding high workload.					
ENV 25 - SAB & Highways - PI/353 - Percentage of Watercourse Consents Applications responded to within 8 weeks statutory period			90.91	80.90	 Green
13/01/23 - We received 3 Ordinary Water Course Consents (OWC's) this quarter and responded to all within the 8 week statutory period. This was a betterment from the last quarter by 0.91% this is the second quarter we have reported (previously collected annual data).					
ENV 26 - Transfer Station - PI/851 - % of waste received sent to landfill			5.07		
Non-cumulative breakdown for quarters: Q1- 509.38T of a total of 6794.46T (7.49%) Q2 - 471.02T of a total of 6662.70T (7.06%) Q3 - 16.13T of a total 6160.46T (0.26%)  Historic data to be provided when available					
ENV 27 - Transfer Station - PI/853 - Environmental non-compliance			0.00		
There were no environmental non compliances for Quarters 1, 2 and 3.					

ENV 28 - Waste Collection Services - CP/068 - Kilograms of residual waste generated per person	155.46	151.88	143.12		
The figure reported for April to December is an improvement (143.12kgs/person) on the previous year (151.88kgs/person). Again this may be related to more people being restricted or working from home during 2021/22 due to Covid restrictions when compared to 2022.					
ENV 29 - Waste Collection Services - PI/859 - % of household missed collections (refuse)			0.15		
<p>The total number of refuse collections made during this period (April to December) is approximately 1,287,000 and the missed collections is 1910, which is 0.15% of the total collections.</p> <p>The figures quoted include all calls logged. It is noted some calls, when investigated, are found to be unrelated to council performance for reasons such as, blocked access due to on-street parking; excess side waste and refuse presented on the in-correct day or week. These calls are taken out if they can be separately identified.</p>					
ENV 30 - Waste Services - CP/067- Percentage of waste, reused, recycled or composted	67.37	67.33	65.12	64.00	 Green
<p>29,097.53ts of 44,682.30ts</p> <p>Our overall recycling performance for April to December 2022 is 65.12%, which indicates that performance may have decreased in comparison to the same period in the previous year. The headline recycling figure for 2021/22 does mean however that the Council remains above the current statutory target of 64%.</p> <p>We continued to send our black bag waste collected at the kerbside to higher recycling outlets for incinerator bottom ash (IBA) and other recycling. However, the amount of IBA and recycling that can be claimed is dependent on the outlets available at that time.</p> <p>Kerbside recycling and composting tonnages collected was again 11.0% lower than same period last year. The decrease may reflect more people being restricted or working from home during 2021 due to Covid 19 when compared to 2022. However, further information would be needed to establish if this trend will continue.</p> <p>The tonnage collected at our recycling centres and operational transfer station at Briton Ferry for recycling is lower than in the corresponding quarter in the previous year, again, trends may be linked to changes in working from home during Covid 19. Booking arrangements currently remain in place with sufficient booking slots available to meet current visitor demand. The Re-use Shop in the Briton Ferry HWRC is now also open as normal.</p> <p>The figures reinforce the planned review of the Council's waste strategy later in the year, to ensure the next statutory target of 70% in 2024/25 is achieved and exceeded.</p> <p>All figures are subject to validation by Natural Resources Wales (NRW).</p>					
ENV 31 -Waste Collection Services - PI/860 - % of household missed collections (recycling)			0.10		
<p>The total number of recycling collections made during the period (April to December) is 2,574,000 and the missed collections 2515 which is 0.10% of the total.</p> <p>The figures quoted include all calls logged. It is noted some calls when investigated, are found to be unrelated to council performance for reasons such as, blocked access due to on-street parking; not presented correctly (cardboard presented loose or in single use plastic bags); contaminated recycling and recycling presented on the incorrect day. These calls are taken out if they can be separately identified.</p>					


## How will we know we are making a difference (01/04/2022 to 31/12/2022)?

PI Title	Qtr 3 Actual 20/21	Qtr 3 Actual 21/22	Qtr 3 Actual 22/23	Qtr 3 Target 22/23	Perf. RAG
<b>1.2.4 SRP - Wellbeing Objective 4 – Jobs and Skills</b>					
ENV 32 - Regeneration & Economic Development - PI/457- Number of completed training weeks for apprenticeship, traineeships and work experience		1926.00	1534.00		
<p>Work is progressing well and projects continue to provide various employment, training and work experience opportunities to local people. There is no set target for this performance indicator but progress is satisfactory.</p> <p>Outputs achieved are determined by the number of construction projects that are being developed. There were significantly more projects being delivered in 2021/22. These have now been completed so outputs reported last financial year were higher.</p>					
ENV 33 - Regeneration & Economic Development - PI/462 - Number of business enquires assisted resulting in advice, information or financial support being given to existing companies through Business Services	1057.00	430.00	381.00	375.00	 Green
<p>Demand for services from local businesses requesting support, advice and services continues to be exceptionally high. Enquiries range from requests for grant funding to support expansion and investment projects, property enquiries, recruitment support, training and skills needs, etc. As local businesses continue to recover from the effects of the pandemic and are now dealing with the Energy Crisis, we anticipate demand for business support services to continue to be high throughout the final quarter of 2022/23.</p>					
ENV 34 - Regeneration & Strategic Development - PI/551 - Number of new business start-up enquiries assisted	169.00	207.00	171.00	210.00	 Red
<p>As part of its recently approved Shared Prosperity Funded project, the team are currently working on a new strategy to support business start-ups. Existing activity is being scaled down so that new activity can be introduced when the project is launched in April 2023. This will include business support events Clubs within our valley communities, the promotion of both Council and partner initiatives and the delivery of both face to face and on-line courses in collaboration with Business Wales.</p>					
ENV 35 - Regeneration & Strategic Development - PI/577 - Workways + - Number of people helped back to work , training or volunteering	45.00	83.00	45.00	38.00	 Green
<p>During this quarter Workways+ have exceeded the target of supporting individuals who are economically inactive and unemployed to progress into employment, training, work experience or volunteering. There has been an increase in training and Paid Work Opportunities during this quarter. This figure is the number of people that have achieved and not the actual number of outcomes achieved (some participants have achieved more than one outcome).</p>					
ENV 36 - Regeneration and Strategic Development - PI/557 - The number of jobs created/safeguarded as a result of financial support by the local authority	214.00	318.00	233.00	225.00	 Green



The Economic Development team continue to process a high number of quality funding applications from businesses looking to grow, or invest in their operations. Many of the applications have been delayed due to supply chain or recruitment issues and also longer than anticipated delivery times. The team, however, continue to work with these businesses to help them complete their projects. It is anticipated that projects in the pipeline will complete by the end of the year and in addition to being met at present, targets set will be met by the end of the financial year.

**How will we know we are making a difference (01/04/2022 to 31/12/2022)?**

PI Title	Qtr 3 Actual 20/21	Qtr 3 Actual 21/22	Qtr 3 Actual 22/23	Qtr 3 Target 22/23	Perf. RAG
<b>1.2.5 SRP - Governance and Resource (cross-cutting) - including Planning &amp; Performance, Workforce Management, Financial Resources, Democracy, Community Relations, Asset Management and Commissioning &amp; Procurement.</b>					
ENV 37 - Highways & Drainage - PI/434 - Number of reported properties flooded		36.00	44.00		
Due to high rainfall over the third quarter 27 properties were flooded in November 2022, bringing the total number of properties flooded from April up to the end of December to 44. This was again due to heavy periods of rain and system capacity issues. Meetings and Investigations with Welsh Water are planned.					
ENV 38 - Lighting & Building Services - PI/392 - The number of calendar days to repair all street lamp failures during the year			3.23	4.00	 Green
Total jobs completed 639 to end of 3rd quarter, total days to complete 2066. Ave completion time= 2066/639 = 3.23 Days.  This compares to a Quarter 3 average for 21/22 = 2.13 days, and 20/21 =4.61 days					
ENV 39 - Property - PI/667 - Reduction in the overall size of the corporate estate (Net Internal Area Reduction).					
Data gathering complete for the running costs and occupancies, with reports being prepared for discussion with Directors. It is anticipated that this data will be available for Quarter 4 Report.					
ENV 40 - Property - PI/668 - Reduction in total useable area of office accommodation (Net Internal Area/ Employee).					
Data gathering complete for the running costs and occupancies, with reports being prepared for discussion with Directors. It is anticipated that this data will be available for Quarter 4 Report.					