

Schedule of Improvement Target and Improvement Success Measure Performance Data 2012-13

Key:

R	Downturn - performance for 2012/13 has downturned significantly compared with the previous year.
A	Marginal Decline - performance for 2012/13 has marginally declined on that of 2011/12
G	Improved - performance for 2012/13 is better than that achieved for 2011/12
IT	Improvement Target
ISM	Improvement Success Measure

Ref:	IT or ISM	Direction of Positive Performance	Unit of Measure	2010-11 Year End Outturn	2011-12 Year End Outturn	2012-13 Year End Outturn	Trend	2012/13 Target	Wales Median	Ranking
HUMAN RESOURCES										
Improvement Priority 3 National Indicator CHR 002 - The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence	IT	Lower	No. of working days/shifts per FTE	10.36	10.54	11.03	R	9.8	10.6	12th out of 18 authorities
Local Indicator REM3L - FCC - The percentage of employees receiving an annual appraisal with Individual Development Plan	IT	Higher	%	Not reported	Not reported	Community Services = 84% Corporate Services = 38% Environment = 70% Lifelong Learning = 66%	Not Applicable	100	Not applicable	
CUSTOMER SERVICES										
Improvement Priority 4 Local Indicator CUSM1L Efficient Complaints Handling - The percentage of initial complaints responded to within 10 working days	IT	Higher	%	68.54	76.00	75.11	A	80	Not applicable	

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FINANCE										
Local Indicator DWP1L - Time taken to process Housing Benefit (HB) and Council Tax Benefit (CTB) new claims.	IT	Lower	Days	Not applicable	17.30	16.47	G	18	Not applicable	
Local Indicator DWP2L - Time taken to process Housing Benefit (HB) and Council Tax Benefit (CTB) change events.	IT	Lower	Days	Not applicable	6.44	6.78	A	9	Not applicable	
National Indicator CFH 006 - The percentage of undisputed invoices which were paid in 30 days	IT	Higher	%	92.76	87.93	85.80	A	95	To be confirmed	
ASSETS & TRANSPORTATION										
Improvement Priority 1 & 6 & 10 National Indicator EEF 002ai - The percentage change in carbon dioxide emissions in the non domestic public building stock	IT & ISM	Higher	%	2.89 reduction	7.19 reduction	5.57 increase (would have been 2.66% reduction if weather corrected)	R	5	Not applicable	
Improvement Priority 10 Local Indicator IA3.1L1 - Increase average Standard Assessment Procedure rating in council housing stock	IT	Higher	SAP Rating	64.1	66.70	70.96	G	68	Not applicable	
Improvement Priority 5 & 6 National Indicator THS 007 - The percentage of adults aged 60 or over who hold a concessionary bus pass	IT & ISM	Higher	%	73.24	76.25	81.1	G	78	85.1	15th

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PLANNING										
National Indicator PLA 004a - The percentage of major planning applications determined during the year within 13 weeks	IT	Higher	%	32.76	29.31	40.6	G	39	32.5	8th
Improvement Priority 6 National Indicator PLA 004b - The percentage of minor planning applications determined during the year within 8 weeks	IT	Higher	%	57.46	53.15	47.38	R	65	60.5	20th
Improvement Priority 6 National Indicator PLA 005 - The percentage of enforcement cases resolved during the year within 12 weeks of receipt	IT	Higher	%	52.41	73.12	63.33	R	75	68.60%	13th out of 21 authorities
Improvement Priority 8 National Indicator PLA 006b - The percentage of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year <i>Indicator was qualified for all authorities by Welsh Government</i>	ISM	Higher	%	New indicator for 2011/12	28.57	33.18	G	25	39	13th
PUBLIC PROTECTION										
National Indicator PPN 008i - The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year for Trading Standards	IT	Higher	%	68.79	84.83	71.93	R	70	59	7th
Improvement Priority 5 National Indicator PPN 009 - The percentage of food establishments which are 'broadly compliant' with food hygiene standards	ISM	Higher	%	84.2	84.69	83.64	A	80	87.17	15th

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National Indicator PSR 007c - Of the Houses in Multiple Occupation known to the local authority, the percentage that are subject to enforcement activity at 31st March	IT	Lower	%	0.00	0.00	2.13	A	0	No data	Not applicable
National Indicator PSR 008 - The percentage of high risk private sector dwellings improved to an acceptable level	IT	Higher	%	71.28	96.72	77.78	A	75	Not applicable due to ongoing development work	
HOUSING										
Improvement Priority 6 National Indicator HHA 013 - The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	ISM	Higher	%	95.33	85.52	83.41	A	90	86.2	14th
Local Indicator HLS 006aL - The total amount of rent collected during the financial year from current and former tenants as a percentage of the total rent collectable for the financial year, in: Permanent accommodation	IT	Higher	%	95.63	95.51	98.55	G	97.5	Not applicable	
Improvement Priority 8 Local Indicator HLS 010cL - The average number of calendar days taken to complete non-urgent repairs	IT	Lower	Calendar Days	64.8	61.15	43.58	G	35	Not applicable	
Improvement Priority 8 Local Indicator HLS 013bL - The total amount of rent lost due to lettable units of permanent accommodation being empty as a percentage of the total rent debit for the financial year	IT	Lower	%	Not applicable	2.32	2.01	G	2	Not applicable	

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Improvement Priority 8 Local Indicator HLS 014L - The average number of calendar days taken to let lettable units of permanent accommodation during the financial year	IT	Lower	Calendar Days	101.47	69.01	47.44	G	42	Not applicable	
PRIVATE SECTOR RENEWAL										
Local Indicator PSR 006L - The average number of calendar days taken to deliver low cost adaptation works (under £500) in private dwellings where the disabled facilities grant is not used	IT	Lower	Calendar Days	Not applicable	40.79	33.00	G	43	Not applicable	
Improvement Priority 7 National Indicator PSR 009a - The average number of calendar days taken to deliver a Disabled Facilities Grant for Children and Young People	IT	Lower	Calendar Days	297.6	307.05	Old Guidance 482 Revised Guidance 374	R	350	377	20th 12th
Improvement Priority 7 National Indicator PSR 009b - The average number of calendar days taken to deliver a Disabled Facilities Grant for adults	IT	Lower	Calendar Days	445.56	410.23	Old Guidance 385 Revised Guidance 283	G	400	274	21st 13th
SOCIAL CARE FOR ADULTS										
Improvement Priority 5 National Indicator SCA 018c - The percentage of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a service	IT	Higher	%	75.2	78.90	72	A	60	72	Joint 11th
National Indicator SCA 019 - The percentage of adult protection referrals completed where the risk has been managed	IT	Higher	%	83.47	88.72	9896.00%	G	86	92.85	4th

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Improvement Priority 7 Local Indicator IA1.1L4 Number of adults receiving a personal budget for services via either a direct payment or citizen directed support	IT	Higher	No. of adults	135	177.00	215.00	G	170		Not applicable
SOCIAL SERVICES FOR CHILDREN										
Improvement Priority 5 National Indicator SCC 004 - The percentage of children looked after on 31 March who have had three or more placements during the year	ISM	Lower	%	5.59	6.8	8.16	A	5	8.8	9th
Improvement Priority 5 National Indicator SCC 021 - The percentage of looked after children reviews carried out within statutory timescales during the year	IT	Higher	%	82.81	85.88	91.34	G	92	95.5	18th
Improvement Priority 5 National Indicator SCC 025 - The percentage of statutory visits to looked after children due in the year that took place in accordance with the regulations	IT & ISM	Higher	%	87.01	79.98	94.22	G	93	87.00	4th
Improvement Priority 5 National Indicator SCC 030a - The percentage of young carers known to Social Services who were assessed	IT	Higher	%	72.73	100.00	82.86	A	75	100	19th
Improvement Priority 5 National Indicator SCC 030b - The percentage of young carers known to Social Services who were provided with a service	IT	Higher	%	84.85	100.00	82.86	A	85	90.3	17th

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National Indicator SCC 034 - The percentage of child protection reviews carried out within statutory timescales during the year	IT	Higher	%	94.4	98.28	97.7	A	97	97.8	12th
Improvement Priority 5 National Indicator SCC 045 - The percentage of reviews of looked after children, children on the Child Protection Register and children in need carried out in line with the statutory timetable	ISM	Higher	%	80.55	88.92	89.01	G	N/A Management Information	89.8	13th out of 21 authorities
National Indicator SCY 001a - The percentage change in the average number of hours of suitable education, training or employment children and young people receive while within the youth justice system by: Children and young people of statutory school age	IT	Higher	%	-1.04	16.50	3.6	R	8	3.6	Joint 9th out of 18 authorities

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EDUCATION										
Local Indicator Improvement Priority 9 EDU 002aiL - The number of all pupils (inc. those in local authority care), in any local authority maintained school, aged 15 as at the preceding 31st August who leave education, training or work based learning without an approved external qualification.	IT	Lower	No. of pupils	12	7.00	3.00	G	10	Not applicable	
Local Indicator Improvement Priority 9 EDU 002aiiL - The number of all pupils in local authority care in any local authority maintained school, aged 15 as at the preceding 31st August who leave education, training or work based learning without an approved external qualification.	IT	Lower	No. of pupils	0.00	1.00	0.00	G	0	Not applicable	
Improvement Priority 9 National Indicator EDU 002i - The percentage of: All pupils (inc. those in local authority care), in any local authority maintained school, aged 15 as at the preceding 31 August that leave compulsory education, training or work based learning without an approved external qualification	IT	Lower	%	0.69	0.39	0.17	G	0.6	0.2	Joint 3rd
Improvement Priority 9 National Indicator EDU 002ii - The percentage of: Pupils in local authority care in any local authority maintained school, aged 15 as at the preceding 31 August that leave compulsory education, training or work based learning without an approved external qualification.	IT	Lower	%	21.43	0.00	0.00	Maintained Performance	10	0.00	Joint 1st

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Improvement Priority 9 National Indicator EDU 009a - The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the academic year	IT	Lower	School days	32.00	2.00	1.00	G	3	1.00	10th/19
Improvement Priority 9 National Indicator EDU 011 - The average point score for pupils aged 15 at the preceding 31 Aug, in schools maintained by the local authority	IT	Higher	Point score	385.07	413.53	509.03	G	459	479.4	4th
Improvement Priority 9 National Indicator EDU 015b - The percentage of final statements of special education need issued within 26 weeks excluding exceptions	IT	Higher	%	100.00	100.00	100.00	Maintained Performance	100	100	Joint 1st
Improvement Priority 9 National Indicator SCC 002 - The percentage of children looked after at 31st March 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	IT	Lower	%	17.36	9.52	10.62	A	6	14.6	7th
National Indicator SCC 035 - The percentage of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment	IT	Higher	%	0.00	62.50	50.00	A	25	48.08	10th

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National Indicator SCC 036 - The percentage of looked after children eligible for assessment at the end of Key Stage 3 achieving the Core Subject Indicator, as determined by Teacher Assessment	IT	Higher	%	25	18.75	50.00	G	40	29.81	4th
National Indicator SCC 037 - The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting	IT	Higher	Point score	77.67	103.46	147	G	186	223	21st
LIBRARIES										
Improvement Priority 9 National Indicator LCL 001b - The number of visits to Public libraries during the year, per 1,000 population	ISM	Higher	Visits	6252	5495.64	5389.03	R	5750	5430	12th
WASTE MANAGEMENT										
Improvement Priority 10 National Indicator WMT 004b - The percentage of municipal wastes sent to landfill	ISM	Lower	%	New indicator for 2012/13		41.53	Not Applicable	49.8	42.49	9th
Improvement Priority 10 National Indicator WMT 010i - The percentage of local authority collected municipal waste prepared for reuse	ISM	Higher	%	New indicator for 2012/13		12.91	Not Applicable	2	0.52	1st

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Improvement Priority 10 National Indicator WMT 010ii - The percentage of local authority collected municipal waste recycled	ISM	Higher	%	New indicator for 2012/13		19.41	Not Applicable	30	32.89	22nd
Improvement Priority 10 National Indicator WMT010iii - The percentage of local authority collected municipal waste collected as source segregated bio wastes and composted or treated biologically in another way	ISM	Higher	%	New indicator for 2012/13		22.6	Not Applicable	20	17.55	5th