

## National Public Accountability Measures 2018/19

Below is a summary of Flintshire's position nationally for the Public Accountability Measures.

Measure	Performance	Quartile	Rank	Welsh Average	PI Trend	Quartile Trend	Comments on Performance
<b>Corporate</b>							
<b>PAM/001 Sickness absence</b>	10.5 Days	3	12/21	10.5	Downward	Downward	The FTE days lost for the Council during quarter four is 2.89 and based on the outcome in previous quarters, has resulted in an overall FTE days lost of 10.49 for 2018/19. This has resulted in a downturn in performance compared to the 2017/18 outturn of 8.89 days lost per FTE. However, it is important to note that the unexplained spike in absence is not confined to Flintshire based on the indicative figures provided by the majority of other Local Authorities in Wales.
<b>Education</b>							
<b>PAM/032 Average Capped 9 score for pupils in Year 11</b>	352.2	2	10/21	349.5	N/A	N/A	In the Capped 9 Points Score, the performance of both boys and girls improved in 2018. The gap between boys and girls narrowed and the authority's performance is above national averages.
<b>PAM/007 Primary attendance</b>	94.8%	2	11/22	94.6%	Downward	Upward	Pupil attendance within the primary sector has remained fairly static. FCC primary schools have attendance figures in a tighter cluster around or in excess of the Welsh average.
<b>PAM/008 Secondary attendance</b>	93.7	3	14/22	93.9%	Downward	No Change	Attendance across secondary schools has seen a dip to below the Welsh average for the first time in 2016/17 and 2017/18; in line with the national trend, illness is the main reason cited for absence. Despite the broadening of the curriculum offer and development of bespoke packages in the secondary sector, there are a number of pupils who are increasingly finding it difficult to engage, with increasing levels of severe anxiety contributing to this. The Authority has established a multi-agency steering group to oversee and direct its provision around mental health.

<b>PAM/009 NEET</b>	1.2%	2	9/22	1.6%	N/A	N/A	The proportion of Yr 11 leavers not in education, training or employment has remained consistently low as a result of effective partnership working between the local authority and its partners and is broadly in line with the Welsh average.
<b>Housing</b>							
<b>PAM/013 Empty private sector houses brought back into use</b>	Changeover of systems led to only partial data being submitted						Data previously held in an old IT system which is currently unavailable on the new IT system. The service has recently moved from Housing to the Community and Business Protection function to align more with the work of other environmental health officers. The service manager is working closely with Council Tax to ensure that we can correctly report on the PAM in line with the national qualifying criteria.
<b>PAM/015 Disabled facilities grants</b>	298.3 days	4	22/22	207.3	Downward	No Change	In 17/18 DFG work had to be suspended due to budgetary constraints and as a result outstanding works have been completed within 18/19. This has impacted on the overall performance for the service. Cases from 17/18 - 23 delivered, 8,263 days, average 359. Cases from 18/19 - 11 delivered, 1,879 days, average 171 days. If we were to exclude the legacy cases our performance would be in the top quartile
<b>PAM/037: Average number of calendar days taken to complete all repairs</b>	8.7	1	1/11	15.1	N/A	N/A	Our operational staff are now working in a paperless environment using PDAs rather than traditional paper tickets, we also schedule our repairs through an integrated appointments system managed through our call centre and re-stock our vans using historic data from previous years to refine stock levels and component types, the combined impact of these measures has led to an overall increase in our efficiency and responsiveness to our tenants.
<b>PAM/039 Percentage of rent debit lost due to lettable units of permanent accommodation</b>	2.0	3	7/11	2.1	N/A	N/A	Current performance is in line with Welsh average. A fundamental review is currently being undertaken to identify improvements to the void management process which will significantly reduce the percentage of rent debit lost and improve performance.

being empty during the year							
Streetscene							
PAM/010 Highway cleanliness	90.9	4	20/21	94.0%	Downward	Downward	Despite the low ranking against our comparators, the cleanliness score is in excess of 90%. The random nature of the inspection of streets make this indicator very subjective to the sites inspected on an annual basis.
PAM/011 Fly tipping cleared within 5 days	Changeover of systems led to no data being submitted						Data previously held in an old IT system which is currently unavailable on the new IT system. This is still being explored.
PAM/020 Principal A roads in poor condition	1.7%	1	1/22	3.9%	Downward	No Change	The current level of capital funding is well below the annual investment required to maintain a ‘steady-state’ and as such, despite positive comparator data we expect a downward trend in condition score. However, the service area continues to manage the highway asset in the most cost-effective way, and making best use of the available resources to ensure the network is in the best condition possible for highway users.
PAM/021 B roads in poor condition	1.4%	1	1/22	4.5%	Downward	No Change	
PAM/022 C roads in poor condition	5.8%	1	6/22	14.0%	Downward	No Change	
Leisure							
PAM/017 Visits to sport and leisure facilities per 1,000 population	8215.6	3	16/22	9258.6	Upward	No Change	Followed up with Cambrian Aquatics and Holywell Leisure Centre. Substantial amount of work for both (manual work) Cambrian Aquatics have provided data, Hoylwell have not. Followed up to ensure that there are process in place to recorded data for next year’s submission.
Public Protection							
PAM/023 Food establishments – hygiene standards	97.9%	1	3/22	95.7%	Upward	No Change	Well managed team who continue to meet their targets and remain in the highest performing bracket in Wales
Planning							
PAM/018 Planning applications determined within time periods	79.3%	4	20/22	88%	Downward	No Change	The service is in year two of service transformation that has seen a complete review of the service in terms of moving to two area teams that bring together the Development Management and Enforcement functions. This has resulted in a major drive to clear

							historical Long standing cases. The next stage of service transformation is to procure a new case management system that will introduce a more streamlined automated case management process and reduce human errors in system completion and tracking of cases that currently lead to performance dips. Better planning of workloads and proactive action to extended periods of leave and staff absences are also being tracked by Team Leaders and again with the new case management system will become an automated process. Data from Q1 of 2019/20 shows that performance against this indicator has been recorded at 93.2% which would place the Council in the top quartile based on last year's figures.
<b>PAM/019</b> <b>Percentage of</b> <b>appeals against</b> <b>planning</b> <b>application</b> <b>decisions</b> <b>dismissed</b>	55%	4	19/22	67.6%	Downward	Downward	Significant amount of overturns at Committee that have gone to appeal, some aligned to speculative development applications being refused before changes to TAN 1. Analysis reports on the impact of overturning officer recommendation and subsequent appeals including the impact on the Authorities performance are to be presented to Planning Strategy Group in September and October.

**Colour Key:**

	Quartile 1
	Quartile 2
	Quartile 3
	Quartile 4