

# Complete Agenda

# CABINET

## GWYNEDD COUNCIL

<b>DATE</b>	Tuesday, 12 <sup>th</sup> September
<b>TIME</b>	1.00pm
<b>LOCATION</b>	Siambr Hywel Dda, Council Offices, Caernarfon, Gwynedd, LL55 1SH
<b>CONTACT POINT</b>	Annes Sion 01286 679490 cabinet@gwynedd.llyw.cymru

### GWYNEDD COUNCIL CABINET MEMBERS

<b>Members</b>	
Dyfrig L. Siencyn	Leader
Mair Rowlands	Deputy Leader
Craig ab Iago	Cabinet Member for Housing, Leisure and Culture
Gareth Wyn Griffith	Cabinet Member of Highways and Municipal
Peredur Jenkins	Cabinet Member for Finance
Dafydd Meurig	Cabinet Member for the Environment
Dilwyn Morgan	Cabinet Member for Children and Young People
W. Gareth Roberts	Cabinet Member for Adults, Health and Wellbeing
Gareth Thomas	Cabinet Member for Education
Ioan Thomas	Cabinet Member for Economic Development

## AGENDA

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## GWYNEDD COUNCIL CABINET



### Report to the Cabinet

<b>Meeting Date:</b>	<b>12 September 2017</b>
<b>Cabinet Member:</b>	<b>Councillor Mair Rowlands</b>
<b>Contact Officer:</b>	<b>Catherine Roberts</b>
<b>Contact Number:</b>	
<b>Item Title:</b>	<b>ANTI –SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014: REFORM OF ANTI-SOCIAL BEHAVIOUR POWERS – REQUIREMENTS REGARDING EXISTING DESIGNATED PUBLIC PLACES ORDERS</b>

#### 1 DECISION SOUGHT

To accept the report and to agree to the recommendations below:

- It is recommended, that the current DPPOs are allowed to revert into PSPOs on the 19<sup>th</sup> of October this year.
- It is also recommended, that the orders are then reviewed, taking into consideration, the aspects identified at 3.02 in the report.

#### 2 REASON WHY DECISION IS NEEDED

To inform the Cabinet of changes to legislation, which have an effect on certain orders we currently have in place, and why we recommend they are allowed to convert into new orders called Public Space Protection Orders (PSPOs) and then reviewed over time.

Gwynedd currently has in place 7 Designated Public Place Orders (DPPOs). The first two DPPOs were introduced in 2004, and cover most of the City Centre of Bangor and the Town centre of Caernarfon. A further three were put in place in Blaenau Ffestiniog, Porthmadog and Pwllheli in 2005. Bala in 2008 and Bethesda in 2011.

All DPPOs currently in place will need to be revoked by 19 October or they will automatically become Public Space Protection Orders (PSPOs).

We have taken advice from the Legal department, and having consulted with the Police, recommend that the current DPPOs are left to become PSPOs, but that they are then individually reviewed in order to assess –

- If the orders need to be maintained for a further three years as they are or whether some/all need to be revoked.

- Whether they need to be amended in terms of geographical areas covered, and /or the types of behaviour being controlled or managed by the order.
- Whether new orders in different locations need to be considered.

## **BACKGROUND (What is a DPPO and a PSPO)**

DPPO powers enable local authorities to designate places where restrictions on public drinking apply. However, they can only be used in areas that have experienced alcohol-related disorder or nuisance. The orders allow the following –

- Only Local Authorities can put such orders in place
- Evidence to support and instigate a DPPO was presented to the LA by the Police, in each of the 7 cases.
- The orders enable, alcohol related antisocial behaviour to be challenged by a Police officer in uniform, in as much as the officer can request confiscation of the alcohol
- An individual refusing to submit the alcohol can be arrested
- All signage must make it clear what the order prohibits

PSPO – were introduced in the ASB Act 2014. Unlike a DPPO, the PSPO is not limited to alcohol related nuisance and can cover a wide range of antisocial behaviours. These orders allow the following –

- Only Local Authorities have the power to implement a PSPO in a specified area if they are satisfied on reasonable grounds that the following two grounds are met:
- Activities carried on in a public place within the Authority's area have had ;  
A detrimental effect on the quality of life of those in the locality, or it is likely that activities will be carried on in a public place within that area and that they will have such an effect.
- Also: that the effect or likely effect of the activities is, or is likely to be, of a persistent or continuing nature  
is, or is likely to be, such as to make the activities unreasonable, and Justifies the restrictions imposed by the notice
- The order allows both restrictions and requirements to be set (an order can contain a number of these) and these can be applied universally or targeted against certain groups at certain times.

## **3 CURRENT SITUATION**

3.01 - The current evidence available to the LA, which is mostly provided by the Police, would not in all probability, warrant the implementation of new PSPO's (from scratch) within the large geographical areas that the DPPOs currently cover.

However, if we consider the existing orders in the context of local need, and take into account the view of the Police, which is, that they play an Important part in the control of alcohol related ASB in our communities, then we would allow the DPPOs to convert, and review them post changes. Notices would

need to be posted on the Council website and all signs in the seven areas would need to be amended noting the change.

3.02 - When reviewing the orders, post changes, it would be prudent also for the LA to consider –

- Whether there are already available powers/measures the LA and partner organisations could take to tackle any identified issues.
- Whether there are sufficient resources in place to enforce PSPOs (in light of the fact that Police Community Support Officers do not have ability currently to enforce PSPO's, the LA have a limited number of street enforcement officers, who may not be appropriately trained/required, to tackle people who are inebriated or behaving antisocially, and, Police officers are unlikely to be routinely patrolling these areas, and would more than likely only attend if called to an incident.

## **6 ANY CONSULTATIONS UNDERTAKEN PRIOR TO MAKING THE DECISION**

### **Views of the statutory Officers**

#### **i. The Monitoring Officer**

As there are transitional provisions in the legislation, the recommendation is pragmatic and will ensure continuity of current arrangements. In addition, consideration will have to be given to the new powers within the bill and subsequent review and it is appropriate that this is proposed.

#### **ii. The Head of Finance Department**

From the perspective of financial propriety, I have no objection to the intention of allowing the Designated Public Place Orders to become Public Space Protection Orders (recommendation 4.01), as this is being driven by legislation. However, if a review resulting from implementing recommendation 4.02 were to identify any additional financial requirements, the additional resources will have to be found through the usual methods as this report does not create any commitment for additional expenditure.

### **Views of the Local Member**

Not a local matter

### Report to a meeting of Gwynedd Council Cabinet

<b>Date:</b>	12 September 2017
<b>Title of Item:</b>	Cabinet Member for Finance
<b>Purpose:</b>	To accept and note the information in the report
<b>Cabinet Member:</b>	Councillor Peredur Jenkins
<b>Contact Officer:</b>	Dilwyn Williams, Chief Executive

#### 1. INTRODUCTION

- 1.1 The purpose of this report is to update my fellow members on what has been happening in the fields within my remit as Cabinet Member for Finance. This includes outlining the latest developments of promises within the Council's Plan; where we have reached with measuring performance; and the latest in terms of the savings and cuts schemes.
- 1.2 I will remind you that all matters have already been the subject of discussions and have been scrutinised at a meeting of the Finance Department management team, which also included a representation from the Scrutiny Committee.
- 1.3 On the whole, I am comfortable with the performance of the projects and performance measures for which I am responsible, or that relevant steps have been taken to improve performance.

## 2. **THE DECISION SOUGHT**

2.1 To accept and note the information in the report.

## 3. **THE REASON FOR THE NEED FOR A DECISION**

3.1. In order to ensure effective performance management.

## 4. **STRATEGIC PLAN PROJECTS**

### ***Effective and Efficient Council***

#### 4.1. **FfG5 – S Information Technology Strategy (IT)**

4.2.1 Since I last reported, there has been further progress in the work of the Strategy.

4.2.2 **Digital Channel and Facilitating Contact with the Council:** The developments of the digital channel are continuing to be given priority. The channel will be relaunched during the autumn with the introduction of texting services and an App for residents on mobile phones.

4.2.3 **Elected Members:** New computer equipment was introduced to the new Council in May. Some problems were experienced when introducing the new provision to the elected members and as a result I have asked the Service for an analysis of these problems together with the steps intended to be taken in response.

4.2.4 **Innovation:** Work is ongoing which will enable officers from any public organisation using the public sector network in Wales to login to their corporate network from another organisation. There are plans to use this provision to facilitate working in a multi-agency way between the Council and the Health Service with further discussions held nationally for doctors' surgeries in the County.

4.2.5 We are continuing to look at introducing provision to safeguard people via GPS tracking methods. A pilot was held on the National Eisteddfod field with families and children with the setting of boundaries where children could wander off from their parents, but enabling the parents to track the children's movements and to receive a message if the child goes over the safe boundaries. The intention is to use this technology to protect vulnerable adults in the future, and the results of the pilot will allow us to tailor the technology further.

4.2.6 By now we are starting to see schemes within the Strategy being realised and, consequently, facilitating the work of Departments and improving the service provided to the public.

#### 4.3 **C7 Electronic document and records management system (EDRMS)**

4.3.1 In recent months, the system has been introduced to the Environment Department with preparatory work underway in the Adults, Health and Well-being Department and the Children and Supporting Families Department for introduction in September and December.

4.3.2 As I have reported previously, there was some concern that the system was reproducing files instead of clearing and weeding out existing files and folders and setting up a corporate structure. In order to respond to these concerns and

to try to ensure that the system achieves its full potential, a session has been held with the Corporate Management Team and action steps implemented.

## 5 PERFORMANCE

5.1 **Appendix 1** provides a full report on the performance measures related to my portfolio.

5.2 There are 11 Services in the Finance Department. I have challenged the measures of the **Payroll, Finance and Accountancy, Investment and Treasury Management, Income, Taxes** and **Benefits Services** and I am satisfied with the performance.

5.2.1 The **Risk and Insurance Service** supports the Council's departments as they assess the threats and opportunities which they could face when providing their services and prioritise their activities based on the assessment. They also protect the taxpayers' interests by ensuring appropriate insurance arrangements and dealing with claims.

5.2.2 It is noted that the performance of the measure **Protecting the taxpayer's financial interests: Percentage of public accountability claims refused (settled for £0) by the Unit (CD4.01)** has reduced to 66.6% compared with 81.8% and 82.4% for the last two quarters of 2016/17. We successfully defended six claims out of nine made during the period. There were no common aspects between the three cases which have been settled and steps have been taken to respond to this.

5.2.3 The purpose of the **Internal Audit Service** is to give the citizens and the Council confidence in the Council's management environment and governance arrangements by reporting independently and objectively to the Head of Finance and the Audit and Governance Committee.

5.2.4 It is seen that the **Percentage of Audits in the Audit Plan which have either been closed or have a published final report (CD2.03)** has reduced to 3.33% for the first quarter in 2017/18 compared with 17.5% for the same period in 2016/17 and 11.11% in 2015/16. It is noted that staff recruitment problems have contributed to the situation which meant that the unit was two full-time auditors short during the period. I understand that the situation has improved by now and I will be keeping a close eye on the measure in the future.

5.2.5 The **Information Technology Service** supports and enables all the Council's services to serve the residents of Gwynedd in an effective, flexible and secure way. It is seen that the **Percentage of network availability (TG01)** has remained fairly stable, the performance during the period in question being at 99.97% compared with 99.94% in 16/17 and 99.80% in 15/16.

5.2.6 At the last challenging performance meeting we discussed the problems experienced with the Council's computer system for a period in June. It is understood that such problems are not recorded in the measure as it currently stands. Consequently, there are doubts whether we are measuring the right thing and I have asked the Service to consider establishing a new measure regarding people's ability to use the Council's computer systems.

5.2.7 The service is still investigating the reasons for the problems experienced in June. I have asked them to report back to me when they have completed their



investigations and my intention is to report back to you on the findings and the options for creating more resilient systems to try to ensure that such a situation does not arise again in the future.

- 5.2.8 Administrating the Local Government Pension Scheme on behalf of over 40 employers in order to account and pay pensions promptly and accurately is the remit of the **Pensions Service**. Though the performance of the measure **Average number of working days taken to send a letter notifying the value of retirement benefits - estimate (CD9.03)** during the first quarter was the same as the same period in 2016/17 at 7.40 and is a reduction on the figure of 10.00 in 2015/16, it shows an increase from the performance of 4.40 and 4.00 seen in the last two quarters of 2016/17.
- 5.2.9 The reason for this is the fact that resources have been redirected to work on deferred cases as the right information is not always sent to us on time by employers which leads to more work at the end of the year. I have asked the Service to look again at how it can be ensured that the organisations which are members of the scheme notify us of any changes.
- 5.2.10 As a Council, we have a role to ensure that we pay our creditors correctly and on time and it is the **Creditors' Payments Service** that is responsible for this. The performance of the measure **Percentage of invoices paid within 30 days (across the Council) (CD6.01)** has remained static for the first quarter of the year at 89% (as it was for the same period in 16/17 and 15/16) though it is a reduction from the 94% for the same period in 14/15.
- 5.2.11 As you will be aware from my previous reports, steps have been put in place to try to improve the situation but, to date, they don't seem to be having an impact. Therefore, I have suggested that a 'Ffordd Gwynedd' review should be undertaken of our payment arrangements to try to identify an ideal system to deal with invoices. The intention is to start the review in the autumn after the Service Manager has attended the training sessions for managers on the Ffordd Gwynedd principles.

## 6 **FINANCIAL POSITION / SAVINGS**

- 6.1 In 2016/17, 81% of the savings total had been realised with three schemes slipping for specific reasons. By now, one of those has been realised and it is anticipated that another will have been realised by September. In terms of the remaining one (C27-Re-acquire the PSBA network), it has been reported for some time that the solution is the subject of a national conversation. This is continuing and the recent outlooks suggest a likelihood that the savings will be delivered in full but that slippage will occur until 2018/19. With regard to 2017/18 schemes, no delivery problems have been foreseen.
- 6.2 For 2018/19, the Cabinet has approved the re-profiling of cut scheme number 13 (Stop paying the fee to pay Council Tax in post offices) in order to give the Department time to find a solution. The challenge to realise it is as it had been anticipated, but further research to find a solution is continuing.

## 7 **NEXT STEPS AND TIMETABLE**

- 7.1 None to note.

## 8 **ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION**

8.1 **Views of the Statutory Officers:**

i. **Monitoring Officer:**

No comments from a propriety perspective.

ii. **Head of Finance Department:**

I confirm the accuracy of the report's contents, and I shall be supporting the Cabinet Member to achieve the relevant objectives.

8.2 **Views of the Local Member:**

8.2.1 Not a local matter.

8.3 **Results of Any Consultation:**

8.3.1 None to note.

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**Appendices**

**Appendix 1 - Performance Measures**

## Appendix 1

### PERFORMANCE MONITORING – FINANCE DEPARTMENT 2017/18

#### Payroll Service – Performance Measures

Senior Manager: Dewi A Morgan

Manager: Martin Morris

#### Purpose of the Service:

To pay staff correctly and promptly, and to keep appropriate accounts in order to pay outside bodies such as HMRC.

Ref.	Measure	Q. 1 17/18	Q. 4 16/17	Q. 3 16/17	Q. 2 16/17	Q. 1 16/17	Q. 1 15/16
CD8.07	Number of cases which lead to further adaptations in salary.	132	133	143	147	158	125
CD8.08	Number of employees who contact the service regarding any deficiencies in the payroll process.	65	59	65	77	84	80
CD8.09	Ensure accurate payments within the time limit for external bodies (such as HMRC).	100%	100%	100%	100%	100%	100%

## **Risk and Insurance Service – Quarterly Performance Measures**

Senior Manager: Dewi A Morgan

Manager: Bethan Griffith

### Purpose of the Service:

To support Council Departments as they assess the threats and opportunities which may arise as they provide their services, and prioritise their actions accordingly.

To protect taxpayers' interests by ensuring appropriate insurance cover, and deal with claims.

<b>Ref.</b>	<b>Measure</b>	<b>Q.1 17/18</b>	<b>Q.4 16/17</b>	<b>Q.3 16/17</b>	<b>Q.2 16/17</b>	<b>Q.1 16/17</b>	<b>Q.1 15/16</b>	<b>Q.1 14/15</b>
CD4.01	Protecting the taxpayers' financial benefit: percentage of public accountability claims refused (settled for £0) by the Unit	66.6%	81.8%	82.4%	90.9%	77.8%	72.5%	73.3%
CD4.02	Protecting the taxpayers' financial benefit: percentage of public accountability claims refused (settled for £0) by the Insurer	76.9%	76.19%	83.3%	92.3%	63.6%	81.4%	76.7%

## Internal Audit Service - Quarterly Performance Measures

Senior Manager : Dewi A Morgan

Manager : Luned F Jones

### Purpose of the Service:

To give the Council and the people of Gwynedd the confidence in the management environment and the governance of the Council by reporting independently and subjectively to the Head of Finance and the Audit and Governance Committee.

Ref.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
CD2.03	Percentage of Audits in the Auditing Plan which have either been closed or have a published final Report.	3.33%	95.83%	60.81%	32.53%	17.5%	11.11%	8.25%
CD2.09a	Percentage of internal audits that received a category "B" opinion or better (Cumulative total)	100%	85.71%	90.7%	88.5%	86.7%	71.43%	77.78%
CD2.09b	Percentage of internal audits that received a category "B" opinion or better (Quarterly Total)	100%	69.23%	94.1%	90.9%	86.7%	71.43%	
CD2.14	Share of the agreed actions which have been implemented in line with the timetable (corporate measure). 205 actions to mitigate risks were agreed in 2016/17.	Not measured until the 2 <sup>nd</sup> Quarter						

## Information Technology Service – Performance Measures

Senior Manager: Huw Ynyr

Managers: Bryn Goodman Jones (Support Service), Gwyn Jones (Infrastructure), Aled Wyn Williams and Elfyn Evans (Development and Maintenance) and 'Vacant' (Account Management)

### Purpose of the Service:

(Support Desk) To support and enable every service within the Council to provide the most efficient, flexible and safe provision to the people of Gwynedd;  
(Infrastructure) Develop and support the Council's infrastructure in order to provide a safe and robust platform on which to host the Council's information technology service;

(Development) Cooperate with our customers to develop and evolve innovative solutions in response to business needs;

(Maintenance) Maintain a range of systems, and technological solutions which will keep them operational, effective and current;

(Account Management) Ensure that Council departments are using the correct technology in order to introduce constant improvements to Council services.

Ref.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
TG01	Percentage of network availability	99.97%	99.94%	99.97%	99.93%	99.94%	99.80%	99.97%
TG02	Percentage of Public Website availability	98.92%	99.98%	100%	99.64%	99.99%	99.97%	99.58%
TG05	Average Help Desk user satisfaction score	Unhappy - 15 (0.25%) Happy - 176 (3.07%) No response - 5541 (96.66%)	Not accounted – a problem persists with the system. The company lost the Welsh provision.	Not accounted	Not accounted	Not accounted	4.80	4.80
NEW	Development questionnaire – “Were you happy with the general offers, solutions and service you	I. Happy, no	I. Happy, no					

	received from the Development Unit?" 1 – Yes, I have no suggestions for improvement. 2 – Yes, but I believe improvements could be made. 3 – No.	improvement 75% 2. Happy, room for improvement - 25% 3. Not happy 0%	improvement 78% 2. Happy, room for improvement - 22% 3. Not happy 0%					
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### **Investment and Treasury Management Service- Performance Measures**

Senior Manager: Dafydd L Edwards

Manager : Caroline L Roberts

#### Purpose of the Service:

Maximise the benefit of investing the Pension Fund, and keep appropriate accounts;

Manage the Council's cash flow safely, and with acceptable interest;

Manage long-term investments.

<b>Ref.</b>	<b>Measure</b>	<b>Q.1 17/18</b>	<b>Q.4 16/17</b>	<b>Q.3 16/17</b>	<b>Q.2 16/17</b>	<b>Q.1 16/17</b>	<b>Q.1 15/16</b>	<b>Q.1 14/15</b>
CD13.05	Pension Fund - Portfolio managers' investment performance compared with the specific benchmark set for it.		5.00	4.10	5.90	5.40	-1.80	1.70
CD13.06	The Council's funding's security in relation to bank deposits - quarterly analysis by Arlingclose of the credit score. (1 being highest, namely a credit status of AAA, 2 is AA+, 3 is AA, 4 is AA-, 5 is A+, 6 is A and 7 is A-).	3.30	3.27	3.50	3.00	3.43	2.95	5.12
CD13.07	Interest income on bank deposits to be measured against the 7 day non-compounded LIBID rate	0.43	0.53	0.52	0.58	0.66	0.63	0.62

### **Pensions Service – Performance Measures**

Senior Manager:: Dafydd L Edwards

Manager : Nick Hopkins

#### **Purpose of the Service:**

To administer the Local Government Pension Fund on behalf of over 40 employers, including Gwynedd Council, Anglesey County Council, and Conwy County Borough Council, in order to account and pay pensions promptly and accurately.

<b>Ref.</b>	<b>Measure</b>	<b>Q.1 17/18</b>	<b>Q.4 16/17</b>	<b>Q.3 16/17</b>	<b>Q.2 16/17</b>	<b>Q.1 16/17</b>	<b>Q.1 15/16</b>	<b>Q.1 14/15</b>
CD9.03	Average number of work days taken to send a letter notifying the value of retirement benefits - estimate.	7.40	4.40	4.00	9.70	7.40	10.00	11.50
CD9.04	Average number of work days taken to send a letter notifying the value of retirement benefits - true value..	3.00	2.80	4.30	2.20	3.30	7.90	5.80
CD9.05	Average number of work days taken to complete dependants' accounts and payments following the death of a member of the scheme..	9.30	8.16	5.78	5.80	12.25	6.82	4.90

### **Finance and Accounting Service – Performance Measures**

Senior Manager: Ffion Madog Evans

Manager: Mari Llwyd Roberts

#### **Purpose of the Service::**

Provide a finance and accounting service, and assist and support services to be efficient and effective.

<b>Ref.</b>	<b>Measure</b>	<b>17/18</b>	<b>16/17</b>	<b>15/16</b>	<b>14/15</b>	<b>13/14</b>	<b>12/13</b>
CD5.01	Succeeding to stay within the budget		-0.28%	-0.13%	-0.18%	-0.14%	-0.03%
CD5.2a	Satisfaction of Departments and Services with the financial and accounting service and support received		4.9	4.9	4.32	4.3	
CD5.2b	Satisfaction of the Corporate Management Team with the finance and accounting service provided to the Council on a corporate level		4.5	4.5	4	4.1	



Ref.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
CD5.3	Financial monitoring including producing quarterly reports for the Budget Managers, the Leadership Group, the Portfolio Leaders, the Cabinet and the Audit Committee, as well as monitoring the performance of the Council's savings and cuts schemes.	Reported on a Quarterly Review.	Yes	Yes	Yes	Yes	Yes	Yes
CD5.04	Formulate and distribute the Council's Budget annually and in line with the specific and designated timetable to achieve the necessary essential steps	Initial work completed.	Yes	Yes	Yes	Yes	Yes	Yes
CD5.5	Completion of accounts (Accounts of Gwynedd, 3 Joint Committees and the 4 Harbours) and the relevant requirements to produce a Draft Statement of the Accounts and to ensure approval of the final Statement of the Accounts.	Accounts completed by 30 June.	Yes	Yes	Yes	Yes	Yes	Yes

### Income Service – Performance Measures

Senior Manager: Dewi A Morgan

Manager: Stephen Williams

#### Purpose of the Service:

Process various incomes and collect Council debts promptly and effectively in order to maximise income, whilst considering the needs of the departments and being sensitively aware of debtors' financial circumstances.

Ref.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
CD7.02	Total value of various debts over six months old (with the exception of deferred payments and debt referred to other services for further action).	937,535	968,877	1,055,863	901,156	925,294	900,122	,201,668
CD7.05	Rate of various debt collection within the quarter - Value	81.97	89.56%	84.60%	90.17%	85.05%	86.37%	82.40%
CD7.06	Percentage of debts where a payment agreement was made with the debtor	14.67%	10.04%	13.88%	13.80%	12.88%	10.53%	9.18%

## Creditors' Payments Service – Performance Measures

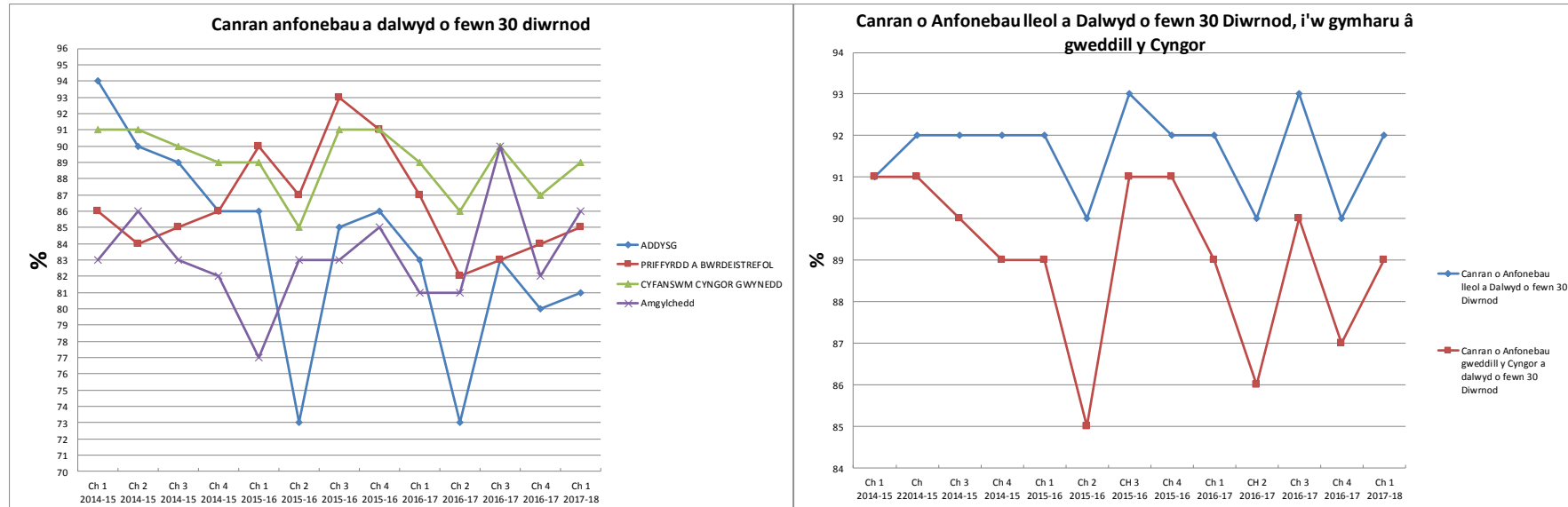
Senior Manager : Ffion Madog Evans

Manager: Christopher Parry

### Purpose of the Service:

To pay the Council's creditors correctly and on time.

Ref.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
CD6.01	Percentage of invoices paid within 30 days (across the Council)	89%	87%	90%	86%	89%	89%	94%
CD6.02	Percentage of invoices paid locally within 30 days (across the Council)	92%	90%	93%	90%	92%	92%	
CD6.03	Adaptation to previous payments by the Council	1	2	2	0	5		



### **Tax Service – Quarterly Performance Measures**

Senior Manager : Dewi A Morgan

Manager: Bleddyn Jones

#### **Purpose of the Service**

To collect taxes promptly and effectively, whilst being flexible and sympathetic to individuals' circumstances.

<b>Ref.</b>	<b>Measure</b>	<b>Q.1 17/18</b>	<b>Q.4 16/17</b>	<b>Q.3 16/17</b>	<b>Q.2 16/17</b>	<b>Q.1 16/17</b>	<b>Q.1 15/16</b>	<b>Q.1 14/15</b>
CD11.01	Council Tax Collection Rate	30.4%	97.35%	85.3%	58.06%	30.6%	30.53%	30.55%
CD11.02	Non-Domestic Tax Collection Rate	27.60%	97.91%	87.31%	62.8%	29.52%	28.76%	28.64%
CD11.04	Number of council taxpayers who contacted the recovery team and who were referred to the CAB organisation for further debt advice	38	87	92	68	22		

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### **Benefits Service – Performance Measures**

Senior Manager: Dewi A Morgan

Manager : Dafydd Goodman Jones

#### **Purpose of the Service:**

To process applications for Housing Benefit and the Council Tax Reduction Scheme promptly and accurately, so as to assist the people of Gwynedd in paying their rent or Council Tax payments.

<b>Ref.</b>	<b>Measure</b>	<b>Q.1 17/18</b>	<b>Q.4 16/17</b>	<b>Q.3 16/17</b>	<b>Q.2 16/17</b>	<b>Q.1 16/17</b>	<b>Q.1 15/16</b>	<b>Q.1 14/15</b>	<b>Q.1 13/14</b>
CD12.03	Average time taken to process a new benefit application (days)	19.65	17.08	18.31	17.34	17.15	16.07	22.24	22.40
CD12.04	Average time taken to process a notice of change in circumstances (benefit) (days)	6.53	4.04	6.89	5.78	5.95	6.55	8.95	6.20

CD12.05	The percentage of cases in a random sample where the calculation must be modified following an internal check	6.82%	7.92%	6.12%					
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### Report to the Cabinet

<b>Date of Meeting:</b>	12 September 2017
<b>Cabinet Member:</b>	Councillor Dilwyn Morgan Cabinet Member for Children and Supporting Families
<b>Contact Officer:</b>	Morwena Edwards, Corporate Director
<b>Contact Telephone Number:</b>	01286 679468
<b>Title of Item:</b>	Children and Supporting Families Performance Report

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#### 1. INTRODUCTION

- 1.1. The purpose of this report is to update you on the performance for the areas I am responsible for as the Cabinet Member for Children and Supporting Families. This will include outlining the latest with the pledges in the Strategic Plan; where the performance measures have reached; and the latest in terms of the savings and efficiency.
- 1.2 I will remind you that all matters have already been the subject of discussions and have been scrutinised at meetings of the relevant management team, which also included a representation from the scrutiny committee.
- 1.3 On the whole, I am satisfied with the performance of most projects and measures for which I am responsible. As I have reported previously, a number of the performance measures in the children field represent a general increase in work pressure as a result of a high number of looked-after children.

## **2. THE DECISION SOUGHT**

- 2.1. To accept and note the information in the report.

## **3. REASONS FOR RECOMMENDING THE DECISION**

- 3.1. In order to ensure effective performance management and that we respond pro-actively to the need to achieve efficiency savings as expected.

## **4. STRATEGIC PLAN PROJECTS**

### **4.1. P8 - Early Intervention / Preventative Programme for groups of vulnerable children and young people in Gwynedd**

- 4.2 The purpose of this project is to set a direction and to establish priorities for the preventative agenda in Gwynedd, working on a multi-agency basis to ensure that we focus our efforts on doing the right things in the right places. The project will ensure early intervention and will emphasise that the appropriate support should be made available at the right time for children and families. The intention here is to ensure that a clear programme of preventative services is available for children, young people and their families in Gwynedd, and that it has cross-sector ownership, including the third sector.
- 4.3 The work of re-commissioning and prioritising the resources of the Families First programme for 2017/18 is underway. An independent consultant has been commissioned who has commenced the work of evaluating the existing Families First programme in Gwynedd. The programme, in its current form, has been operational for four years and in planning for a future programme, we need better understanding of the successes of the provision over the period.
- 4.4 The evaluation will appraise the financial benefits of the existing programme and will consider the successes achieved for families in Gwynedd. It will also identify models of good practice and identify opportunities for a future programme. This evaluation will lead to planning for the future in accordance with Welsh Government priorities and local requirements in Gwynedd which have already been identified in the needs assessment, namely; speech and language delay; parenting and support with behaviour; access to low-level mental health services and support for teenagers.
- 4.5 We are in the transitional period of the existing Programme with the new Plan commencing on 1 April 2018. An evaluation report will be submitted in September 2017 and this will set the direction for planning the supporting families strategy in its entirety as well as structuring children and supporting families services in the future.
- 4.6 I look forward to update you on these schemes in my next report.

## 5. MEASURING PERFORMANCE

- 5.1 The performance against the measures generally reflects the increasing workload as a result of the increase in the number cases of looked-after children and children on the child protection register.
- 5.2 The trend continues in terms of the increase in the number of looked-after children. There are currently **224** looked-after children in Gwynedd. According to 'Stats Wales', the number of looked-after children in Gwynedd is the second-highest within the rural councils that we compare with. (March 2016 figures). Another field of 'risk' was identified within the department namely the increase in the number of children on the child protection register. There are **97** children on the child protection register currently which is an increase of 17 since quarter 4 (2016/17).
- 5.3 There was a detailed discussion at the departmental Performance Meeting about the reasons regarding this figure and it was highlighted that the number of babies coming into care was increasing. In addition, one thing which is causing some concern is the number of mothers who have been open to formal social services in Gwynedd, or who have been looked-after children in Gwynedd, with their babies also coming into care. It was also reported that there are cases where Young People who are looked-after children become young parents and that we see a situation where their children come into care also.
- 5.4 This repetitious pattern is a cause of considerable concern for me and shows a failure to break the cycle. The department reported, in response to this challenge that it intends to visit the 'Reflect' project which is currently being piloted in Gwent. The aim of this project is to reduce the number of children coming into care by working with young parents who have already had a child going into care with the intention to change the result for the next child and break the cycle. The early outcomes of this project are positive and I understand that there is a regional intention to invest in the programme.
- 5.5 In general, department officers praise the work of the Edge of Care Team which offers intense intervention to those at risk of going into care. We see from the performance measure **(TTG01)** that **65%** of cases have shown **an increase in line with the purpose of the intervention** and **94%** report seeing **a reduction in the obvious factors prior to the team's intervention (TTG02)**. Clearly, this is encouraging, but, when considering that only a small percentage of the workload can currently receive intervention from the team, I look forward to having further discussions with the department as it draws up its supporting families strategy to see how we can offer intervention to the families who need it.
- 5.6 The indicators involving looked-after children are showing some increase compared to the performance of earlier years. The **percentage of looked-after children during the year who have a Personal Education Plan within 20 days is 80%** (8 out of 10 children) **SCC/024**. But the Health of Looked-after Children indicator is generally under-performing. During the quarter, 20 looked-after children were awaiting a Health assessment. **(SCC/039 The percentage of health assessments for Looked-after Children undertaken during the year 56.2%)**. I will continue to monitor the progress against this measure over the coming months.
- 5.7 Independent Reviewing Officers (IRO) within the department are responsible for supervising the case of a child and ensuring that the interests of the child are secured throughout their time in care. The legislation notes that the main function

of the IRO is to ensure that the child's plan is full and that there are action steps noted in the plan which are consistent with the legal responsibilities of the local authority towards the child. The IROs did not note any concern during the Departmental Meeting and the **(PMG11, PMG12, PMG13 and PMG14)** indicators show progress compared with previous years. But, with the increasing number of children coming into care and the legal responsibility on us as a Corporate Parent, I have requested a progress report from the IROs on their activity over the last six months which will also outline how we address our role as a Corporate Parent. I will be reporting on any findings in my next report.

- 5.8 An outline of PLO cases was reported upon during the departmental meeting. During Quarter 1 of 2016/17, 16 children have been discussed at an initial PLO meeting. PLO contracts are seen as the 'Final Option' to improve the situation before making an application to Court for a Care Order. Of the 16 cases, the department has submitted applications to the Court for a Temporary Order (ICO) in 10 cases. The other six cases remain on the child protection register.
- 5.9 The indicators involved with Child Protection Plans **(AP1, AP2, AP3)** show some slippage. The **percentage of Child Protection Plans, where there is no further incidents or continuation of current significant harm, without adequate change recorded since the last conference is 58% (AP2)** which is much lower than the average for **2016-17 (73%)** and **2015-16 (83%)**. One explanation for this is that a number of families have several children on the register. I will continue to monitor regularly and respond as necessary to these issues.
- 5.10 As I have already noted, we are currently in a transitional period with looking to re commission services that are funded through the Families First Grant. This allows us to set a new direction and consider new, ambitious and innovative priorities to support children and their families. To this end, we are in Gwynedd starting a new and exciting chapter in the development of services for Children and families. Children's Services to the future will extend their focus to develop a coordinated strategy with the principle aim of supporting families. The aim of the strategy will to combine the skills, resources and commitment of professional workforce across departments and sectors in a coordinated manner, which results in better outcomes for children and their families. The Head of Service will present the Strategy in September and I look forward to updating on these exciting developments.

## **6. SAVINGS/FINANCIAL POSITION**

### **6.1 2017/18 Schemes**

The schemes for this year are an extension of the previous year's schemes, and to a great extent, are involved with looked-after children placements. Though the Department is confident that the work programme in place realises savings, it will need to be borne in mind that circumstances outside their control can change the situation very quickly and the schemes are within budgets which can fluctuate greatly. The financial projections for the year currently suggest a risk that the Department will overspend, but it is too early to reach a genuine conclusion. History suggests that the demand on the service reduces a little over the summer months.

### **6.3 Schemes for 2018/19 and beyond**



In January 2014, a report was submitted to the Cabinet entitled "Improving Benefits by Transforming Children Services". This report anticipated that as much as £3m could be saved by reducing the number of looked-after children and reviewing the residential provision. It needs to be borne in mind that the figure noted was an estimate of the possibilities, and part of the savings has been included within other schemes in the filed which have already been realised. The Department is very aware of the challenge ahead. As has been reported to the Challenging Performance Team Meetings, its intention is to hold an early review of the financial outcomes of the scheme to date in order to try to seek better assurances that the savings anticipated for the future are achievable. The outcome of the review will be reported upon shortly, and if needed, for the Cabinet to approve any changes to the profile and/or the amount of savings anticipated.

## **7. NEXT STEPS AND TIMETABLE**

**7.1. None to note.**

## **8. ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION**

### **8.1. Views of the Statutory Officers:**

#### **i. Monitoring Officer:**

No comments from a propriety perspective.

#### **ii. Head of Finance Department:**

I am satisfied that the contents of the report are a fair reflection of the financial situation, with Section 6 confirming the issues already noted during the recent performance challenge meeting. The Department faces substantial challenges in seeking to achieve their savings plans due to the increase in the number of children who still come into care for the reasons noted. It should be remembered, in light of this, that the report of the Cabinet Member for Finance to the Cabinet on 18 July 2017 ("Revenue Budget 2017/18 – Identifying Early Risks") noted a possible overspend of £290k by the Children and Supporting Families Department in 2017/18 arising mainly in the area of child placement.

### **8.2. Views of the Local Member:**

Not a Local matter

### **8.3. Results of Any Consultation:**

None to note

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## **Appendices:**

Appendix 1 – Performance Measures

## APPENDIX 1 – Children and Supporting Families Measures

Ref.	Achievement Measure	2013-14	2014-15	2015-16	2016-17	Latest information
<b>Children and Supporting Families Department</b>						
TTG01	The percentage of cases that have shown an increase in line with the purpose of the intervention	-	-	-	65%	65%
TTG02	The percentage of cases where a reduction is shown in the obvious factors prior to the team's intervention	-	-	-	79%	94%
SCC/024	The percentage of looked after children during the year who have a Personal Education Plan within 20 school days of entering care or joining a new school during the year	86.5%	82.1%	37.9%	64%	80%
SCC/025	The percentage of statutory visits to looked after children that were supposed to be held during the year that were held in accordance with the regulations.	83.7%	89%	86.9%	90%	89%
SCC/041 (a)	The percentage of eligible, relevant and previously relevant children that have pathway plans as required	91.2%	100%	100%	100%	100%
SCC/039	The percentage of health assessments for Looked After Children undertaken during the year	-	56%	60%	68%	56%
SCC/041(b)	The percentage of eligible, relevant and previously relevant children that have been allocated a personal advisor	100%	100%	100%	100%	100%
SCC021	The percentage of reviews of looked after children held within the statutory timetable during the year.	-	93.8%	90.8%	91%	93%
Lles PMG 2	Clear pathway plan has been agreed for looked after children	100%	100%	100%	100%	100%
PMG 11	The percentage of looked after children, discussed at a review, where the Independent Review Officer was of the opinion that they did not continue to be at risk of significant harm at their current location	-	-	89%	91%	97%
PMG 12	The percentage of looked after children, discussed at a review, where the Independent Review Officer was of the opinion that the current location had ensured stability for the child	-	-	90%	95%	97%
PMG 13	The percentage of looked after children, which was discussed in a review where the Independent Review Officer was of the opinion that the health and well-being of the child has received appropriate attention in the Care Plan	-	-	90%	94%	96%
PMG 14	The percentage of looked after children, discussed at a review, where the Independent Review Officer was of the opinion that the child's Care Plan was ambitious for the child (as though he/she were our own child)	-	-	91%	94%	96%
AP1	The percentage of Child Protection Plans, where the main safeguarding steps (actions that respond to reducing or eliminating significant harm) have been completed since the last conference	-	-	83%	73%	84%

AP2	The percentage of Child Protection Plans, where there have been no further incidents or continuation of ongoing significant harm, without record of adequate change since the last conference	-	-	83%	73%	58%
AP3	The percentage of Child Protection Plans that have been effective in reducing (the risk of) detrimental impact for the child	-	-	91%	75%	78%
PMC33/SCC004	The percentage of looked after children at 31 March who have had three or more placements during the year	4.9%	6.2%	7.7%	6%	1%
Diogelu 1	The rate of children who were discussed in supervision, where significant harm had been considered	100%	100%	100%	100%	100%
Diogelu 2	The percentage of risk assessments submitted to a Case Conference which were considered as exhibiting quality in decision making	-	98%	97%	94%	92%
CSP - local	The percentage of families who have reported 'progress' after receiving a service from the TAF (Team Around the Family)	-	-	25.3%	95%	86%
SCC021	The percentage of reviews of looked after children held within the statutory timetable during the year.	-	93.8%	90.8%	91%	93%
PMC32	The percentage of looked after children on 31 March, who have experienced moving school once or more during their period or periods of receiving care and if that move was not because of transition arrangements in the 12 months up to 31 March.	22.8%	16.10%	18.1%	17.7%	2%

## Report to a meeting of Gwynedd Council Cabinet

<b>Date:</b>	12 September 2017
<b>Title of Item:</b>	Performance Report of the Cabinet Member for Highways and Municipal
<b>Purpose:</b>	To accept and note the information in the report
<b>Cabinet Member:</b>	Councillor Gareth Griffith
<b>Contact Officer:</b>	Dilwyn Williams, Chief Executive

### 1. INTRODUCTION

- 1.1. The purpose of this report is to update my fellow members on what has been happening in the fields within my remit as Cabinet Member for Highways and Municipal. This includes outlining the latest developments of promises within the Council's Plan for 2017/18; where we have reached with the performance measures; and the latest in terms of the savings and cuts schemes.
- 1.2. The only promises which are relevant to the Strategic Plan are the savings schemes and an update on these is provided in part 4 of the report.
- 1.3. I will remind you that all matters have already been the subject of discussions and have been scrutinised at meetings of the Management Teams, which also included a representation from the relevant Scrutiny Committees.
- 1.4. On the whole, I am satisfied with the performance of the measures for which I am responsible.

## 2. THE DECISION SOUGHT

2.1 To accept and note the information in the report.

## 3. THE REASON FOR THE NEED FOR A DECISION

3.1. In order to ensure effective performance management.

## 3. PERFORMANCE

### Highways and Municipal Department

3.1. Maintaining a high quality local environment as well as the appearance of streets and public places is important to the residents of Gwynedd. The work of the **Street Services Unit** is to keep our streets clean and tidy and there are several measures which look at how well they do this. The performance of the **Measure of the Cleanliness and Appearance of Streets (STS/005a Measure)** to date this year is 79.5 which shows an improvement on the performance of the end of 2016/17 of 75.5, and exceeds every annual performance since 2013/14.

3.2. The **Waste and Recycling Service** is responsible for dealing with waste in a sustainable way. I am satisfied with the performance of most measures for this service but I would draw your attention to the following points.

3.3. It is noted that the **Percentage of urban waste collected by the Local Authority and prepared for reuse, recycling or composting (WMT/009 Measure)** levels have reduced from 62.34% at the end of 2016/17 to 59.98% in the period from April to June. Approximately 1% of this reduction can be attributed to the fact that less garden waste is being sent to be treated as a result of the arrangements to pay for the services which were introduced in January (it had been anticipated that the impact could be as much as a 3% reduction initially).

3.4. A further 1% of the reduction is a result of the fact that the waste has been held back before being sent to be treated while a new contract to deal with the waste was being confirmed. By now, the contract is in place and it is anticipated that the situation will improve.

3.5. It is seen that the **Percentage of urban waste sent to landfill (WMT/004 Measure)** is 35.19% in the period from April to June, which is an increase compared to 30.62% for the year 2016/17. When looking back at historical patterns, this figure is often higher in the first quarter, therefore, at present, I am not concerned that the increase will continue. For future reports, I have asked for comparative data for the same period of the year.

3.6. The **Percentage of commercial recycling/composting levels (PB51 Measure)** also shows a reduction in the recycling/composting rates by businesses. With national requirements making it mandatory for traders to sort their waste, a Task Group has been established which looks at processes in order to make it more financially

attractive for them. I will be monitoring this work in order to see if it has any impact on the percentages.

- 3.7. As noted in the previous performance reports of my predecessor, what's important for the people of Gwynedd is that their waste is collected on the right day. Though we have not included a measure on this in the set of measures, again, I can report that 1.086 million waste collections were carried out in the period from April to June with 2,372 complains received that we had not collected (or 0.22%).
- 3.8. An analysis has been carried out to find out the reasons why in order to improve the service. At first glance, around half the cases had arisen due to an error by the service and the other half was due to failure to put the container out or putting the wrong container out. This measure will be included as part of the Department's measures in future.
- 3.9. It is important that businesses and residents in Gwynedd can move with ease and safely within the County and the aim of the Highways Department is to achieve this and seek to maintain the standard of our roads. The measures in relation to the standard of the roads are measured annually and the next assessment will be carried out in November.
- 3.10. It is noted that the performance of the measure **Number of calendar days taken on average during the year to repair all faults in street lamps (THS/009 Measure)** is continuing to improve with the cases taking 2.34 days on average during the period in question compared with an average of 2.52 days in 2016/17 and 2.76 in 2015/16.
- 3.11. However, it has become obvious that the measure includes cases which are within the Council's control only and does not include those which are the responsibility of Scottish Power. As it is the time it takes to repair a lamp that is important to the residents of Gwynedd not who is responsible for doing so, I have asked for a measure which records this in future in order to give a true reflection of the situation.

#### Gwynedd Consultancy Department

- 3.12. One main measure has been identified for this Department, namely profit against the target. It is noted that the situation is comparatively positive for the period from April to June with the latest projection forecasting a deficit of £62,153 at the end of the year. This compares favourably with the situation in the same period in previous years where there was a deficit of £110,081 in 2016/17 and a deficit of £165,056 in 2015/16. It is noted that a profit of £67,650 was made in 2015/16 and £95,619 in 2016/17.
- 3.13. As has been noted in previous reports by my predecessor, the emphasis of the majority of the Units within this Department is on generating income but aspects of the work of the **Building Control Unit** and the **Water and Environment Unit** have a direct impact on the residents of Gwynedd.

- 3.14. The **Building Control Unit** is responsible for ensuring that construction work meets the construction standards and ensuring that buildings are safe, healthy and energy-efficient together with providing facilities for the disabled.
- 3.15. The information for **Customer satisfaction survey, the average figure given by clients for the building control service (score out of 10) (BC-1 Measure)** shows that the average score for the period from April to June is 9.4 out of 10 which is consistent with the average performance of 2016/17 of 9.3. I have asked the Manager to note any issues highlighted by customers together with the steps that have been put in place to respond when reporting in the future. I have also suggested that the information should be presented in graph form over time in order to show trends.

#### 4. **FINANCIAL POSITION / SAVINGS**

##### Highways and Municipal Department

##### **2013/14 – 2015/16 Schemes**

- 4.1. Two historical schemes worth a total of £80,000 are yet to be realised:
- 4.1.1. The Department is able to proceed with the **Public Toilets (PB17)** (£40,000) scheme following approval for an alternative scheme by the Cabinet on 27 June 2017.
- 4.1.2. With the **Rationalising Recycling Banks (PB19)** (£40,000) scheme, it has become obvious that proceeding as originally proposed will be challenging and, consequently, the Department is looking at this again with the intention of reporting back to the Cabinet shortly.

##### **2017/18 - 2018/19 Schemes**

- 4.2. As you will be aware, all the efficiency savings and cuts scheduled to be achieved in 2016/17 have been realised.
- 4.3. Though very acceptable progress has been made towards realising the majority of the schemes for 2017/18 and 2018/19, some concern remains with two of them:
- 4.3.1. With the **Reduce Frequency of Urban Grass Cutting and Collection Procedure (PB28)** (£50,000) scheme, there is concern that there will be implications of continuing to cut the budget more than that anticipated originally when the decision to cut was made. Consequently, I intend to ask the Scrutiny Committee to look at alternative options to realise the saving.
- 4.3.2. Specialists are looking at options to implement the **Recycling Centres (PB5)** (£96,000) scheme currently, and I anticipate being in a position to report back to you within the coming weeks.
- 4.4. I am aware that the slippages noted above are likely to lead to an overspend within the Department but there are steps in place to look at the implications of this and how any deficit could be bridged.

##### Gwynedd Consultancy Department

- 4.5. During 2017/18 there are three schemes, which are extensions from previous years' schemes, which have been programmed and have already been realised.

5 **NEXT STEPS AND TIMETABLE**

5.1 None to note.

6 **ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION**

6.1 **Views of the Statutory Officers:**

i. **Monitoring Officer:**

No comments from a propriety perspective.

ii. **Head of Finance Department:**

I am satisfied that the contents of the report are a fair reflection of the financial situation. Officers from the Finance Department will support the Highways and Municipal Department as it addresses the matters that are noted in Part 4 of the report in relation to realising some of the savings plans.

6.2 **Views of the Local Member:**

6.2.1 Not a local matter.

6.3 **Results of Any Consultation:**

6.3.1 None to note.

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







**Appendices**

**Appendix 1 - Performance Measures**



## Performance Measures

## Highways and Municipal Department

Service	Heading	2013-14 Annual Performance	2014-15 Annual Performance	2015-16 Annual Performance	2016-17 Annual Performance	April - June 2017-18	Trend
Highways	<b>THS/011a</b> Percentage of main roads (class A) which are in a poor condition	4.40	3.50	3.1	3.5	Yearly report	
Highways	<b>THS/011b</b> Percentage of roads (class B) which are in a poor condition	4.70	3.70	3.4	3.9	Yearly report	
Highways	<b>THS/011c</b> Percentage of roads (class C) which are in a poor condition	14.70	14.2	15.8	15.2	Yearly report	
Highways	<b>THS/009</b> Number of calendar days taken on average during the year to repair all faults in street lamps	2.70	3.50	2.76	2.52	2.45	
Highways	<b>PB8</b> Percentage of incidents of dangerous damage to roads and pavements which were repaired or made safe within 24 hours of the time that they were reported	97.20	97.00	97.8	98	98	
Highways	<b>PB9</b> Percentage of safety inspections completed within the specified time	98.30	98.00	99	99	99	
Street Services	<b>STS/005a</b> Measure of the Cleanliness and Appearance of Streets	73.5	70.65	76.26	75.7	79.5	
Street Services	<b>STS/005b</b> Percentage of highways and relevant land inspected which have high or acceptable hygiene standards	93.5	94.3	96.7	96.55	96.20	
Street Services	<b>STS/006</b> Percentage of cases of fly tipping on relevant land which is cleared within five working days of the time that they are reported	97.3	96.5	96.50	97.90	97.00	
Street Services	<b>PB15</b> Percentage of graffiti/posters which hide traffic signs and cause dangers, cleaned/ cleared within 24 hours of the time that they are reported	100	100	100.00	100	100	
Street Services	<b>PB16</b> Percentage of racist/delinquent graffiti/posters on Council property, cleaned/cleared within 5 working days of the time that they are reported	100	100	100.00	100	100	
Waste and Recycling	<b>WMT/004</b> Percentage of urban waste sent to landfill	45.94	43.33	34.34	30.62	35.19	
Waste and Recycling	<b>WMT/009</b> Percentage of urban waste collected by the Local Authority and prepared for reuse, recycling or composting	54.3	55.25	58.7	62.34	59.98	
Waste and Recycling	<b>PB51</b> Percentage of commercial recycling/composting levels	30.79	35.45	41.44	40.5	38.53	
Waste and Recycling	<b>PB60</b> Maximum tonnage of landfilled biodegradable waste (landfill allowance)	19,650.00	18,603.00	15,329.00	16,989.00	4,352.00	

Consultancy Department

Service	Heading	2016-17 Annual Performance	April - June 2017-18
Consultancy Department	<b>BC-1</b> Customer satisfaction survey, the average figure given by clients for their building control service (Figure given out of a maximum satisfaction score of 10)	9.3	9.4
Consultancy Department	<b>BC-2</b> Percentage of full plans application approved / conditionally approved (first decision)	92.2	95.6
Consultancy Department	<b>BC-3</b> Average number of days taken to check full plans application (first decision)	19.0	13.0
Consultancy Department	<b>BC-4</b> Response time to attend dangerous structures, from notification (hours)	1.8	2

3 Year Comparison

