



CLILC • WLGA

Public Accountability Measures (PAMs)

2018-19

Guidance for local authorities

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Introduction

In 2016, Welsh Government revoked the Local Government (Performance Indicators) (Wales) Order 2012, removing the duty on local authorities to submit National Strategic Indicator (NSI) data.

In response, and having consulted with the Auditor General, the Welsh Local Government Association (WLGA) agreed, through the Coordinating Committee, that a WLGA led Task and Finish group should be established to consider the need for, and structure of, a future framework post 2016-17.

A new performance framework

The Task and Finish group included representatives from WLGA; Wales Audit Office (WAO); Association of Directors of Social Services (ADSS); Association of Directors of Education Wales (ADEW); Data **Cymru** (formerly Data Unit Wales) and local government in Wales.

It was agreed that there was a need for a set of national performance measures that will:

- enable local authorities **to give account** of their performance to the public, including comparing their performance with that of other authorities; and
- enable the public to **hold the authority to account** over issues that matter most to them.

It was also agreed that the new framework should be underpinned by the following principles:

- Any new measures should focus on what matters to the public and what *should* matter to the public i.e. what local government thinks it should be held to account for.
- Any new measures should draw on existing performance frameworks and data wherever possible, to minimise burden on local authorities.
- Efficiency/value for money is a key aspect of understanding performance and cost measures should therefore be included as **supporting information**.

The measures

Following discussions with professional bodies and senior officers, a set of measures that met the above criteria were issued for consultation. Following positive feedback from authorities the revised performance measurement framework was ratified at the WLGA Council on 31 March 2017.

We have recently consulted on changes/additions to the list of measures for 2018-19. These revisions were ratified by the WLGA Council on 23 March 2018. Details of the measures are contained in this document.

This revised framework provides a clear and simple overview of local government performance and how it contributes to the national well-being goals.

At a local level the framework is completed by the use of appropriate local performance measures, aligned to each local authority's own improvement/well-being objectives. These will provide direct accountability to, and a local narrative for, the local communities.

There are areas of public interest where national measures are either not available or would be too complex to develop on a consistent basis. In the absence of a national approach, these should also continue to be addressed through local performance management arrangements.

Future development

The performance measurement framework will be reviewed annually to ensure:

- the ongoing relevance of measures;
- that measures are updated where necessary; and
- that any relevant newly created performance measures are considered for inclusion.

Well-being goals

The table below shows how each of the Public Accountability Measures may help local authorities demonstrate how they are contributing to the seven well-being goals.

Measure		Prosperous Wales	Resilient Wales	Healthier Wales	More equal Wales	Wales of cohesive communities	Wales of vibrant culture & thriving Welsh language	Globally responsible Wales
Corporate Services								
PAM/001	Number of working days lost to sickness absence per employee	✓		✓				
Education								
PAM/006 (Deleted)	Percentage of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths This measure has been deleted.							
PAM/032 (New)	Capped 9 score	✓			✓			
PAM/007	Percentage of pupil attendance in primary schools	✓		✓	✓			
PAM/008	Percentage of pupil attendance in secondary schools	✓		✓	✓			
PAM/009	Percentage of Year 11 leavers not in Education, Training or Employment (NEET)	✓			✓			

Measure		Prosperous Wales	Resilient Wales	Healthier Wales	More equal Wales	Wales of cohesive communities	Wales of vibrant culture & thriving Welsh language	Globally responsible Wales
PAM/033 (New)	Percentage of pupils assessed in Welsh at the end of the Foundation Phase	✓			✓		✓	
PAM/034 (New)	Percentage of year 11 pupils studying Welsh (first language)	✓			✓		✓	
Environmental Services								
PAM/010	Percentage of streets that are clean		✓	✓		✓		
PAM/011 (Deleted)	Percentage of fly-tipping incidents cleared in 5 days This measure has been deleted.							
PAM/035 (New)	Average number of working days taken to clear fly-tipping incidents		✓	✓		✓		
Housing								
PAM/012	Percentage of households successfully prevented from becoming homeless			✓	✓	✓		
PAM/013	Percentage of empty private properties brought back into use				✓	✓		
PAM/014	Number of new homes created as a result of			✓	✓	✓		

Measure		Prosperous Wales	Resilient Wales	Healthier Wales	More equal Wales	Wales of cohesive communities	Wales of vibrant culture & thriving Welsh language	Globally responsible Wales
	bringing empty properties back into use							
PAM/015	Average number of calendar days taken to deliver a Disabled Facilities Grant			✓	✓	✓		
PAM/036 (New)	Number of additional affordable housing units delivered per 10,000 households			✓	✓	✓		
PAM/037 (New)	Landlord Services: Average number of days to complete repairs			✓	✓	✓		
PAM/038 (New)	Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	✓		✓	✓	✓		
PAM/039 (New)	Landlord Services: Percentage of rent lost due to properties being empty	✓			✓	✓		
Leisure and Culture								
PAM/016 (Deleted)	Number of library visits per 1,000 population This measure has been deleted.							
PAM/040 (New)	Percentage of Quality Indicators (with targets)	✓	✓	✓	✓	✓	✓	

Measure		Prosperous Wales	Resilient Wales	Healthier Wales	More equal Wales	Wales of cohesive communities	Wales of vibrant culture & thriving Welsh language	Globally responsible Wales
	achieved by the library service							
PAM/017	Number of visits to leisure centres per 1,000 population			✓	✓		✓	
PAM/041 (New)	Percentage of NERS clients who completed the exercise programme			✓	✓		✓	
PAM/042 (New)	Percentage of NERS clients whose health had improved on completion of the exercise programme			✓	✓		✓	
Planning								
PAM/018	Percentage of all planning applications determined in time	✓	✓			✓		
PAM/019	Percentage of planning appeals dismissed	✓	✓			✓		
Highways								
PAM/020	Percentage of A roads in poor condition	✓				✓		
PAM/021	Percentage of B roads in poor condition	✓				✓		
PAM/022	Percentage of C roads in poor condition	✓				✓		
Public Protection								

Measure		Prosperous Wales	Resilient Wales	Healthier Wales	More equal Wales	Wales of cohesive communities	Wales of vibrant culture & thriving Welsh language	Globally responsible Wales
PAM/023	Percentage of food establishments that meet food hygiene standards			✓		✓		
Social Care								
PAM/024	Percentage of adults satisfied with their care and support	✓		✓	✓	✓		
PAM/025	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+			✓	✓	✓		
PAM/026	Percentage of carers that feel supported			✓	✓	✓		
PAM/027	Percentage of children satisfied with their care and support	✓		✓	✓	✓		
PAM/028	Percentage of child assessments completed in time			✓	✓	✓		
PAM/029	Percentage of children in care who had to move 3 or more times	✓		✓	✓	✓		
Waste Services								
PAM/030	Percentage of waste reused, recycled or composted	✓	✓	✓				✓

Measure		Prosperous Wales	Resilient Wales	Healthier Wales	More equal Wales	Wales of cohesive communities	Wales of vibrant culture & thriving Welsh language	Globally responsible Wales
PAM/031 (Deleted)	Percentage of waste sent to landfill This measure has been deleted.							
PAM/043 (New)	Kilograms of residual waste generated per person	✓	✓	✓				✓

Public Accountability Measures 2018-19

Below is a list of the Public Accountability Measures (PAMs) for 2018-19. This dataset has been developed by the WLGA led Task and Finish group, in consultation with local authorities. Each measure has been assigned an 'ID' for ease of reference.

Each data item has a 'method' that indicates how we will obtain the data. The data will either be:

Collected – we will collect this information directly from local authorities; or

Populated – we will source this data independently.

For further information on the data items use the hyperlinks below.

Any queries regarding this dataset should be directed to pienquiries@data.cymru

ID	Measure		Method
Corporate Services			
PAM/001	Number of working days lost to sickness absence per employee	Number of working days lost to sickness absence	Collected
		Average number of employees	Collected
Education			
PAM/032	Capped 9 score		Populated
PAM/007	Percentage of pupil attendance in primary schools	Number of primary school sessions missed	Populated
		Number of primary school sessions	Populated
PAM/008	Percentage of pupil attendance in secondary schools	Number of secondary school sessions missed	Populated
		Number of secondary school sessions	Populated

ID	Measure	Method	
PAM/009	Percentage of Year 11 leavers not in education, training or employment (NEET)	Number of Year 11 leavers not in education, training or employment (NEET)	Populated
		Number of Year 11 leavers	Populated
PAM/033	Percentage of pupils assessed in Welsh at the end of the Foundation Phase	Number of pupils assessed in Welsh at the end of the Foundation Phase	Populated
		Number of pupils in the final year of Foundation Phase	Populated
PAM/034	Percentage of year 11 pupils studying Welsh (first language)	Number of year 11 pupils studying Welsh (first language)	Populated
		Number of pupils in Year 11	Populated
Environmental Services			
PAM/010	Percentage of streets that are clean	Number of streets that are clean	Collected
		Number of inspections	Collected
PAM/035	Average number of working days taken to clear fly-tipping incidents	Number of working days taken to clear fly-tipping incidents	Collected
		Number of fly-tipping incidents cleared	Collected
Housing			

ID	Measure		Method
PAM/012	Percentage of households successfully prevented from becoming homeless	Number of households successfully prevented from becoming homeless	Populated
		Number of households threatened with homelessness	Populated
PAM/013	Percentage of empty private properties brought back into use	Number of empty private properties brought back into use	Collected
		Number of empty private sector properties	Collected
PAM/014	Number of new homes created as a result of bringing empty properties back into use		Collected
PAM/015	Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)	Number of calendar days taken to deliver a DFG	Collected
		Number of DFGs delivered	Collected
PAM/036	Number of additional affordable housing units delivered per 10,000 households	Number of additional affordable housing units delivered	Populated
		Number of households	Populated
PAM/037	Landlord Services: Average number of days to complete repairs	Number of days to complete all repairs during the year	Collected
		Number of repairs completed during the year	Collected
PAM/038	Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	Number of homes that meet the Welsh Housing Quality Standard (WHQS)	Populated

ID	Measure	Method
		Number of homes Populated
PAM/039	Landlord Services: Percentage of rent lost due to properties being empty	Amount of rent lost due to properties being empty Collected
		Rent debit for the year Collected
Leisure and Culture		
PAM/040	Percentage of Quality Indicators (with targets) achieved by the library service	Number of Quality Indicators (with targets) achieved by the library service Collected
		Number of Quality Indicators (with targets) Collected
PAM/017	Number of visits to leisure centres per 1,000 population	Number of visits to leisure centres Collected
		Total population Populated
PAM/041	Percentage of NERS clients who completed the exercise programme	Number of NERS clients who completed the exercise programme Populated
		Number of NERS clients who started the exercise programme Populated
PAM/042	Percentage of NERS clients whose health had improved on completion of the exercise programme	Number of NERS clients whose health had improved on completion of the exercise programme Populated
		Number of NERS clients who completed a physical activity questionnaire at 16-weeks Populated
Planning		

ID	Measure		Method
PAM/018	Percentage of all planning applications determined in time	Number of all planning applications determined in time	Populated
		Number of all planning applications determined	Populated
PAM/019	Percentage of planning appeals dismissed	Number of planning appeals dismissed	Populated
		Number of planning appeals decided	Populated
Highway Services			
PAM/020	Percentage of A roads in poor condition	Kilometres of A roads in poor condition	Collected
		Kilometres of A roads surveyed	Collected
PAM/021	Percentage of B roads in poor condition	Kilometres of B roads in poor condition	Collected
		Kilometres of B roads surveyed	Collected
PAM/022	Percentage of C roads in poor condition	Kilometres of C roads in poor condition	Collected
		Kilometres of C roads surveyed	Collected
Public Protection			
PAM/023	Percentage of food establishments that meet food hygiene standards	Number of food establishments that meet food hygiene standards	Collected
		Number of food establishments	Collected
Social Care			

ID	Measure		Method
PAM/024	Percentage of adults satisfied with their care and support		Populated
PAM/025	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	Number of people kept in hospital while waiting for social care	Populated
		Total population aged 75+	Populated
PAM/026	Percentage of carers that feel supported		Populated
PAM/027	Percentage of children satisfied with their care and support		Populated
PAM/028	Percentage of child assessments completed in time	Number of child assessments completed in time	Populated
		Number of child assessments completed	Populated
PAM/029	Percentage of children in care who had to move 3 or more times	Number of children in care who had to move 3 or more times	Populated
		Number of children in care	Populated
Waste Services			
PAM/030	Percentage of waste reused, recycled or composted	Tonnage of waste reused, recycled or composted	Populated
		Tonnage of waste collected	Populated
PAM/043	Kilograms of residual waste generated per person	Kilograms of residual waste generated	Populated
		Total population	Populated

Corporate Services

Theme	Corporate Services: Sickness absence
Measure	Number of working days lost to sickness absence per employee
Technical title	Number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence during the year
ID	PAM/001
Other IDs	Formerly CHR/002
Definition	<p>This measures the number of working days/shifts lost due to both long-term and short-term sickness.</p> <p>Short term sickness is defined as absence in a single period lasting less than 28 consecutive calendar days.</p> <p>Long-term sickness is defined as absence in a single period lasting 28 consecutive calendar days or more. Include those on long-term sick, who are no longer being paid but are still employed by the local authority.</p> <p>The number of working days/shifts lost due to sickness absence, includes:</p> <ul style="list-style-type: none"> days lost through sickness due to disability, long-term sickness, third party accidents and industrial injuries. <p>It excludes:</p> <ul style="list-style-type: none"> medical appointments (i.e. for doctor, dentist, optician, hospital, midwife etc.) as these are classed as special leave <p>'Working days/shifts' means days/shifts scheduled for work. If employees are due to work on bank holidays/extra statutory holidays and they are off sick then their sickness absence is included.</p> <p>A local authority employee is a person employed and paid by the local authority (either fully or partially) who is either on a permanent contract of service or on any period of fixed term contract. This also includes temporary/open ended contracts to cover, for example, sickness absence or maternity leave.</p> <p>The average number of FTE employees is calculated by adding the number of FTEs at 31 March of the previous year to the number of FTEs at 31 March of the current year and dividing the result by 2.</p>

Calculation	Numerator/Denominator
Numerator	Number of working days lost to sickness absence
Technical title	Number of working days/shifts lost to sickness absence during the year
Sourced from	Local authorities
Denominator	Average number of employees
Technical title	Average number of full-time equivalent (FTE) employees
Sourced from	Local authorities
Guidance for local authorities	
<p>This measure is the total number of working days/shifts lost due to both long-term and short-term sickness.</p> <p>When counting the number of working days/shifts lost due to sickness absence, include:</p> <ul style="list-style-type: none"> Days lost through sickness due to disability, long-term sickness, third party accidents and industrial injuries. <p>Exclude:</p> <ul style="list-style-type: none"> Medical appointments (i.e. for doctor, dentist, optician, hospital, midwife etc.) as these are classed as special leave. <p>A local authority employee is a person employed and paid by the local authority (either fully or partially) who is either on a permanent contract of service or on any period of fixed term contract. This also includes temporary/open ended contracts to cover, for example, sickness absence or maternity leave.</p> <p>Exclude:</p> <ul style="list-style-type: none"> A person employed and paid by the local authority (either fully or partially) who is not on a permanent contract but on a fixed term contract to cover seasonal trends; A person engaged by the local authority, not on any kind of contract of service, where there is no obligation on the authority to offer hours and no obligation for the person to accept those hours. Relief workers and supply teachers can come under this category; A person not employed by the local authority and not on any kind of contract of service, but who is engaged to work as and when required by the local authority, but who is employed and paid by an employment agency and is not on the local authority's payroll; A person employed by the local authority on a zero-hour contract. 	

The data is collected separately for 'Teachers' and 'Staff (excluding teachers)'. School based staff should be included as 'Staff (excluding teachers)'. Leadership posts e.g. Head teachers, Deputy Head teachers and Assistant Head teachers etc. should be included as 'Teachers'.

'Working days/shifts' means days/shifts scheduled for work. If employees are due to work on bank holidays/extra statutory holidays and they are off sick then their sickness absence should be included.

In the instance of an employee reporting sick part way through a working day/shift, authorities should record the information to the nearest half day/shift.

For employees who work part-time, the authority should calculate the FTE equivalent for both the numerator and denominator on a consistent basis.

The following is an example of how to calculate FTE for employees.

If a full-time employee works 5 days a week, the following equivalencies apply:

1 full-time employee = 1

An employee who works 2 ½ days = 0.5

An employee who works 3 days = 0.6

If a full-time employee works 40 hours a week, the following equivalencies apply:

1 full-time employee = 1

An employee who works 16 hours = 0.4

An employee who works 30 hours = 0.75

If a full-time member of staff works 52 weeks a year, the following equivalencies apply:

1 full time member of staff = 1

A member of staff who works term time only i.e. 39 weeks = 0.75 (39/52)

A day should be based on the number of contracted hours for an employee.

Education

Theme	Education: Attainment – Key Stage 4
Measure	Capped 9 score
Technical title	Average Capped 9 score for pupils in year 11
ID	PAM/032
Other IDs	-
Definition	<p>The Capped 9 score for each learner is calculated using:</p> <ul style="list-style-type: none"> • The best (highest grade) result in GCSE English language or Welsh first language (literature qualifications are not included here) • The best result in GCSE Mathematics – Numeracy • The best result in GCSE Mathematics • The best two results in Science, either GCSE or equivalent. • The best four results in other subjects. GCSE or equivalent, including any Science or literature qualifications that have not been included in any of the categories above. <p>The average points score is then calculated as the average of all the scores achieved by each learner in year 11 in a local authority maintained secondary, middle or special school and PRUs and other EOTAS settings.</p>
Sourced from	Welsh Examinations Database, Welsh Government

Theme	Education: Attendance – primary schools
Measure	Percentage of pupil attendance in primary schools
Technical title	Percentage of pupil attendance in primary schools
ID	PAM/007
Other IDs	Formerly EDU/016a
Definition	<p>Attendance is classed as being present or on approved educational activities.</p> <p>The primary school attendance information relates largely to pupils of compulsory school age i.e. those aged 5 to 10 at the beginning of the academic year.</p> <p>Pupils in pupil referral units (PRUs), special schools and independent schools are excluded.</p> <p>The percentage of attendance is calculated by subtracting the percentage of sessions missed due to both authorised and unauthorised absences from 100%.</p> <p>There are two sessions a day – morning and afternoon.</p>
Calculation	$1 - (\text{Numerator}/\text{Denominator} \times 100)$
Numerator	Number of primary school sessions missed
Technical title	Number of sessions missed by all primary school pupils
Sourced from	Pupils' Attendance Record, Welsh Government
Denominator	Number of primary school sessions
Technical title	Number of sessions possible for all primary school pupils
Sourced from	Pupils' Attendance Record, Welsh Government

Theme	Education: Attendance – secondary schools
Measure	Percentage of pupil attendance in secondary schools
Technical title	Percentage of pupil attendance in secondary schools
ID	PAM/008
Other IDs	Formerly EDU/016b
Definition	<p>Attendance is classed as being present or on approved educational activities.</p> <p>The secondary school absenteeism information relates to secondary school pupils of compulsory school age i.e. those aged 11 to 15.</p> <p>Pupils in pupil referral units (PRUs), special schools and independent schools are excluded.</p> <p>The percentage of pupil attendance in secondary schools is measured from the start of the school year and ends on the date of the late May Bank holiday.</p> <p>The percentage of attendance is calculated by subtracting the percentage of sessions missed due to both authorised and unauthorised absences from 100%.</p> <p>There are two sessions a day – morning and afternoon.</p>
Calculation	$1 - (\text{Numerator} / \text{Denominator} \times 100)$
Numerator	Number of secondary school sessions missed
Technical title	Number of sessions missed by all secondary school pupils
Sourced from	Pupils' Attendance Record, Welsh Government
Denominator	Number of secondary school sessions possible
Technical title	Number of sessions possible for all secondary school pupils
Sourced from	Pupils' Attendance Record, Welsh Government

Theme	Education: Year 11 leavers not in education, training or employment (NEET)
Measure	Percentage of Year 11 leavers not in education, training or employment (NEET)
Technical title	Percentage of Year 11 leavers known not to be in education, training or employment (NEET)
ID	PAM/009
Other IDs	-
Definition	<p>Year 11 leavers are those pupils who have reached the statutory school leaving age.</p> <p>This cohort includes pupils who:</p> <ul style="list-style-type: none"> • continue in full-time or part-time education; • are in work based learning; • are employed; • are known not to be in education, training or employment (NEET); • have left the area; and • did not respond to the survey. <p>Pupils from special schools are included in the survey; those attending FE colleges and independent schools are not.</p> <p>Leavers known not to be in education, training or employment (NEET) includes those unavailable for work and those registered with careers companies as unemployed.</p> <p>The destination information is recorded as a result of the pupil's known activity on 31st October of the reporting year.</p>
Calculation	Numerator/Denominator x 100
Numerator	Number of Year 11 leavers not in education, training or employment (NEET)
Technical title	Number of Year 11 leavers known not to be in education, training or employment (NEET)
Sourced from	Annual survey of school leavers, Careers Wales

Denominator	Number of Year 11 leavers
Technical title	Number of Year 11 leavers
Sourced from	Annual survey of school leavers, Careers Wales

Theme	Education: Welsh medium education – Foundation Phase
Measure	Percentage of pupils assessed in Welsh at the end of the Foundation Phase
Technical title	Percentage of pupils who received a language, literacy and communication skills teacher’s assessment in Welsh at the end of the Foundation Phase
ID	PAM/033
Other IDs	-
Definition	<p>All pupils in their final year of Foundation Phase must be assessed through teacher assessments. One of the mandatory areas of learning is Language, literacy and communication skills (in English (LCE) or Welsh (LCW)).</p> <p>This measure focuses on those pupils that received a Language, literacy and communication skills teacher’s assessment in Welsh.</p> <p>Most pupils will be seven years old and in year 2 at the end of Foundation Phase.</p>
Calculation	Numerator/Denominator x 100
Numerator	Number of pupils assessed in Welsh at the end of the Foundation Phase
Technical title	Number of pupils who received a language, literacy and communication skills teacher’s assessment in Welsh at the end of the Foundation Phase
Sourced from	National teacher assessment data collection, Welsh Government
Denominator	Number of pupils in the final year of Foundation Phase
Technical title	Number of pupils in the final year of Foundation Phase on roll on the specified date
Sourced from	Pupil Level Annual School Census (PLASC), Welsh Government

Theme	Education: Welsh medium education – Key Stage 4
Measure	Percentage of year 11 pupils studying Welsh (first language)
Technical title	Percentage of year 11 pupils entered to sit a GCSE in Welsh (first language)
ID	PAM/034
Other IDs	-
Definition	<p>Any examinations taken before the pupil is in Year 11 will be held back and included in the school year in which the pupil enters Year 11.</p> <p>This includes all pupils who were registered as being on roll in Year 11 in a local authority maintained or funded school on the day of the annual school census in January. This includes pupil referral units (PRUs) and pupils educated other than at school (EOTAS) who did not attend a PRU.</p>
Calculation	Numerator/Denominator x 100
Numerator	Number of year 11 pupils studying Welsh (first language)
Technical title	Number of year 11 pupils entered to sit a GCSE in Welsh (first language)
Sourced from	Welsh Examinations Database, Welsh Government
Denominator	Number of pupils in Year 11
Technical title	Number of pupils in Year 11
Sourced from	Pupil Level Annual School Census (PLASC), Welsh Government

Environmental Services

Theme	Environmental Services: Clean streets
Measure	Percentage of streets that are clean
Technical title	Percentage of highways inspected of a high or acceptable standard of cleanliness
ID	PAM/010
Other IDs	Formerly STS/005b
Definition	<p>'High or acceptable standard of cleanliness' is defined as achieving Grades A, B+ or B of the Code of Practice on Litter and Refuse (2007), namely:</p> <ul style="list-style-type: none"> • Grade A No litter or refuse • Grade B+ No more than 3 small pieces of litter • Grade B Predominately free of litter and refuse apart from some small items.
Calculation	Numerator/Denominator x 100
Numerator	Number of streets that are clean
Technical title	Number of inspections of highways undertaken that had a high or acceptable level of cleanliness
Sourced from	Local authorities
Denominator	Number of inspections
Technical title	Number of inspections of highways
Sourced from	Local authorities
Guidance for local authorities	
<p>To calculate the measure, the following surveys need to be undertaken:</p> <ul style="list-style-type: none"> • 6 bi-monthly surveys based on inspections of 2% of adopted highways of an authority, undertaken by the Local Authority or an organisation contracted to undertake the work on their behalf. • Annual independent survey/s based on a minimum 6% overall sample of adopted highways of an authority undertaken by Keep Wales Tidy. 	

Include all roads for which the local authority is the highway authority, i.e. all roads excluding:

- motorways;
- trunk roads; and
- private and/or unadopted roads

Exclude land under the control of a local authority-maintained school or its board of governors, or land under the control of a housing association.

Dog faeces is to be treated as refuse.

Surveys should cover transects/streets for the following types of land use:

- retail, office and commercial;
- housing land;
- industrial areas; and
- roads.

Further guidance can be found in Annex A of the Code of Practice on Litter and Refuse 2007.

For the bi-monthly surveys at least 2% of streets should be inspected every two months. This random sample may cover the same streets in different months (i.e. the samples can overlap), or may even involve two inspections at different points on the same street within the same month, where this is thought to be appropriate for longer or busier streets. But the number of inspections should be equivalent to 2% of the total number of streets in the authority.

The sample programme must be representative of the whole authority in terms of the location of the streets and the balance of streets. Inspections should be carried out at random times - this excludes monitoring carried out after cleansing solely for the purpose of monitoring a street-cleansing contract. However, random monitoring of an output-based contract would be acceptable.

For the independent surveys:

- Local authorities are expected to provide Keep Wales Tidy with a current list of all adopted highways for the above types of land use by 1 April each year. This list should indicate which land use type the highways falls into.
- Keep Wales Tidy will undertake unannounced surveys of 6% of the highways.

A report will be provided by Keep Wales Tidy to the relevant local authority of the surveys within one month of completion.

Theme	Environmental Services: Fly-tipping
Measure	Average number of working days taken to clear fly-tipping incidents
Technical title	Average number of working days taken to clear fly-tipping incidents reported to the authority during the year
ID	PAM/035
Other IDs	-
Definition	<p>A fly-tipping incident can be defined as a collection of fly-tipping waste i.e. waste that is too large to be removed by a normal hand-sweeping barrow. In simple terms, a single full bin bag or more would constitute a fly-tipping incident. Similarly, several carrier bags full of rubbish dumped together would also constitute a single fly-tipping incident.</p> <p>The number of working days taken to clear a fly-tipping incident is counted from the first recorded date that the fly-tipping incident is brought to the attention of/reported to the local authority, by whatever means (including by its own staff), to the date that the authority, its contractors or the perpetrator clears the waste.</p> <p>'Clear' means that the fly-tipping waste is removed by the local authority, its contractors or the perpetrator.</p>
Calculation	Numerator/Denominator
Numerator	Number of working days taken to clear fly-tipping incidents
Technical title	Number of working days taken to clear fly-tipping incidents reported to the authority during the year
Sourced from	Local authorities
Denominator	Number of fly-tipping incidents cleared
Technical title	Number of fly-tipping incidents cleared by the authority during the year
Sourced from	Local authorities
Guidance for local authorities	
The number of working days taken to clear a fly-tipping incident is counted from the first recorded date that the fly-tipping incident is brought to the attention of/reported to the local	

authority, by whatever means (including by its own staff) to the date that the authority, its contractors or the perpetrator clears the waste.

Include all fly-tipping incidents cleared during the year regardless of when they were reported.

The Waste Acceptance Criteria may delay the removal of certain fly-tipped waste, but these instances must be included in this measure.

Fly-tipping on the following land types should be included:

- highway;
- footpath/bridleway;
- back alleyway;
- council land; and
- watercourse/bank.

Exclude the following land types:

- railway;
- agricultural;
- private – residential;
- non-adopted highways, back alleys and rear lanes;
- commercial/industrial; and
- other.

Housing

Theme	Housing: Homelessness prevention
Measure	Percentage of households successfully prevented from becoming homeless
Technical title	Percentage of households threatened with homelessness successfully prevented from becoming homeless
ID	PAM/012
Other IDs	-
Definition	<p>A household threatened with homelessness is a household where the authority is satisfied that the household is threatened with homelessness within 56 days and has been notified that the duty under Section 66 of the Housing (Wales) Act applies to them.</p> <p>Homelessness prevention is where a local authority takes positive action to provide housing assistance to a household who is threatened with homelessness.</p> <p>For preventative action to be recorded as successful, the authority must be satisfied that the intervention is likely to result in homelessness being prevented for at least 6 months and the accommodation is suitable.</p>
Calculation	Numerator/Denominator x 100
Numerator	Number of households successfully prevented from becoming homeless
Technical title	Number of households threatened with homelessness successfully prevented from becoming homeless
Sourced from	Homelessness data collection, Welsh Government
Denominator	Number of households threatened with homelessness
Technical title	Number of households threatened with homelessness
Sourced from	Homelessness data collection, Welsh Government

Theme	Housing: Empty properties
Measure	Percentage of empty private properties brought back into use
Technical title	Percentage of empty private sector properties brought back into use during the year through direct action by the local authority
ID	PAM/013
Other IDs	-
Definition	<p>An empty property is a property liable for Council Tax, which has been unoccupied for a period of 6 months or more.</p> <p>This excludes:</p> <ul style="list-style-type: none"> • A second or holiday home. • A property owned by any of the following: <ul style="list-style-type: none"> ◦ registered social landlords (RSLs); ◦ Police and Armed forces; ◦ National Health Service; ◦ universities and colleges; ◦ local authorities and government; ◦ Crown estate; or ◦ churches and other religious bodies. • A property that is in use but for non-residential purposes. • Properties that have been un-banded by the Valuation Office Agency (VOA). <p>The following are categories of direct action that local authorities can take to bring a property back into use:</p> <ul style="list-style-type: none"> • grants, loans or other financial assistance either provided or facilitated by the local authority; • working with Registered Social Landlords (RSLs) or other intermediary with relevant expertise in order to seek a suitable tenant for the property; • enforcement action including statutory notices; • tax concession letters (on request from owner); • direct third-party purchases enabled by the local authority; or • dialogue with the owner where the owner has engaged with and responded to the local authority.
Calculation	Numerator/Denominator x 100

Numerator	Number of empty private properties brought back into use
Technical title	Number of empty private sector properties brought back into use during the year through direct action by the local authority
Sourced from	Local authorities
Denominator	
Denominator	Number of empty private sector properties
Technical title	Number of private sector properties that had been vacant for more than 6 months at 1 April
Sourced from	Local authorities
Guidance for local authorities	
<p>An empty property is a property liable for Council Tax, which has been unoccupied for a period of 6 months or more.</p> <p>The data for this measure can be obtained from the revenue section of the local authority, who should have information relating to whether Council Tax is being paid on the property. Include all properties which are liable to Council Tax, in the following exemption classes, regardless of whether a discount is applied or not and that have been empty for more than 6 months:</p> <ul style="list-style-type: none"> A. Unoccupied and unfurnished property undergoing repairs /renovation. C. Unoccupied and unfurnished property. F. Unoccupied property which is awaiting probate. G. Unoccupied property which is unoccupied because occupation is prohibited by law. L. Unoccupied property where a mortgagee is in possession. Q. Unoccupied property where the person who would normally pay the Council Tax is a bankrupt or insolvent trustee. <p>Properties which have been classed under exemption C and then re-banded as '0' or 'zero' should also be included.</p> <p>This excludes:</p> <ul style="list-style-type: none"> • A second or holiday home. • A property owned by any of the following: <ul style="list-style-type: none"> ◦ registered social landlords (RSLs); ◦ Police and Armed forces; ◦ National Health Service; ◦ universities and colleges; ◦ local authorities and government; ◦ Crown estate; or ◦ churches and other religious bodies. • A property that is in use but for non-residential purposes. • Properties that have been un-banded by the Valuation Office Agency (VOA). 	

The number of properties that have been empty for at least 6 months should be counted at the 1 April. This figure should not be adjusted to include any properties that reach the 6-month mark during the year.

The following are categories of direct action that local authorities can take to bring a property back into use:

- grants, loans or other financial assistance either provided or facilitated by the local authority;
- working with registered social landlords (RSLs) or other intermediary with relevant expertise in order to seek a suitable tenant for the property;
- enforcement action including statutory notices;
- tax concession letters (on request from owner);
- direct third-party purchases enabled by the local authority; or
- dialogue with the owner where the owner has engaged with and responded to the local authority.

A detailed record of the above direct action should be kept by local authorities for audit purposes.

A property should only be counted once, regardless of whether it has been subject to more than one action/intervention that led to it being brought back into use. A property should also only be counted once, regardless of whether it has been subject to both direct and indirect interventions.

The action by the local authority must have taken place during the current or previous financial year and prior to the property being brought back into use for it to be counted.

Properties which were un-banded on the 1 April tax list, but were brought back into use and re-banded during the reporting period should be counted as additional dwellings created.

Where properties are sub-divided into additional units in an effort to bring them back into use, only the original number of empty properties should be included. For example, a house that has been converted into three flats and brought back into use would count as one property having been brought back into use.

Theme	Housing: Empty properties
Measure	Number of new homes created as a result of bringing empty properties back into use
Technical title	Number of additional dwellings created as a result of bringing empty properties back into use
ID	PAM/014
Other IDs	-
Definition	This is the number of additional dwellings created when a property is sub-divided into additional dwellings in an effort to bring it back into use. For example, a house that has been converted into three flats and brought back into use would count as two additional dwellings being created.
Sourced from	Local authorities
Guidance for local authorities	
<p>An empty property is a property liable for Council Tax, which has been unoccupied for a period of 6 months or more.</p> <p>The data for this measure can be obtained from the revenue section of the local authority, who should have information relating to whether Council Tax is being paid on the property. Include all properties which are liable to Council Tax, in the following exemption classes, regardless of whether a discount is applied or not and that have been empty for more than 6 months:</p> <ul style="list-style-type: none"> A. Unoccupied and unfurnished property undergoing repairs /renovation. C. Unoccupied and unfurnished property. F. Unoccupied property which is awaiting probate. G. Unoccupied property which is unoccupied because occupation is prohibited by law. L. Unoccupied property where a mortgagee is in possession. Q. Unoccupied property where the person who would normally pay the Council Tax is a bankrupt or insolvent trustee. <p>Properties which have been classed under exemption C and then re-banded as '0' or 'zero' should also be included.</p> <p>This excludes:</p> <ul style="list-style-type: none"> • A second or holiday home. • A property owned by any of the following: <ul style="list-style-type: none"> ◦ registered social landlords (RSLs); 	

- o Police and Armed forces;
- o National Health Service;
- o universities and colleges;
- o local authorities and government;
- o Crown estate; or
- o churches and other religious bodies.
- A property that is in use but for non-residential purposes.
- Properties that have been un-banded by the Valuation Office Agency (VOA).

The number of properties that have been empty for at least 6 months should be counted at the 1 April. This figure should not be adjusted to include any properties that reach the 6-month limit during the year.

The action by the local authority must have taken place during the current or previous financial year and prior to the property being brought back into use for it to be counted.

Properties which were un-banded on the 1 April tax list, but were brought back into use and re-banded during the reporting period should be counted as additional dwellings created.

Theme	Housing: Adaptations
Measure	Average number of calendar days taken to deliver a Disabled Facilities Grant
Technical title	Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)
ID	PAM/015
Other IDs	Formerly PSR/002
Definition	<p>DFGs are issued by the local authority to help towards the cost of providing adaptations and facilities to give disabled people better freedom of movement into and around their home and to access essential facilities within it.</p> <p>This includes any DFGs issued to help towards the cost of providing adaptations and facilities in respect of the yard, garden, outhouses and appurtenances belonging to the dwelling or usually enjoyed with it.</p>
Calculation	Numerator/Denominator
Numerator	Number of calendar days taken to deliver a DFG
Technical title	Number of calendar days taken to deliver all DFGs during the financial year
Sourced from	Local authorities
Denominator	Number of DFGs delivered
Technical title	Number of DFGs delivered during the financial year
Sourced from	Local authorities
Guidance for local authorities	
<p>This measure shows all mandatory DFGs delivered during the financial year and should cover the payment of these DFGs in all sectors – not just owner-occupiers.</p> <p>The number of calendar days taken to deliver a DFG should be counted from the date of the client's first recorded contact with the local authority, relating specifically to an adaptation, for which DFG is subsequently offered, to the 'certified date'. Alternatively, in the case of an</p>	

existing client, the starting point should be the date on which the need for an adaptation for which DFG is subsequently offered is first raised, either by the client or the authority.

Where multiple works are identified as being required as part of a DFG, the count should start at the date on which the need for an adaptation is required, to the date that all works are completed – i.e. the ‘certified date’.

Local authorities must include the number of calendar days taken to complete all the stages of the DFG process from the first recorded contact with the client relating to the DFG. Where applicable, this should include the following:

- Occupational Therapist assessment;
- sending grant application to client;
- completed application being received by grants section; and
- formal approval notice being sent to client.

This list is not exhaustive.

DFGs that have not been certified at year end should be excluded from both the numerator and the denominator for the current year of this measure. This includes DFGs that cannot be certified due to a permanent change in the client’s circumstances (for instance, clients who leave the area or die). Equally, DFGs for clients who fail to put in applications within stated timescales and subsequently have their case closed, should be excluded.

If any case is reopened at some future date, it should be classified as a new DFG.

Theme	Housing: Affordable housing
Measure	Number of additional affordable housing units delivered per 10,000 households
Technical title	Number of additional affordable housing units delivered during the year per 10,000 households
ID	PAM/036
Other IDs	-
Definition	<p>Affordable housing refers to housing where there are secure mechanisms in place to ensure that it is accessible to those who cannot afford open market housing, both on first and subsequent occupation.</p> <p>Additional affordable housing units are defined as those affordable housing units provided through new build, purchase, acquisition, leasing or conversion of existing dwellings. This excludes existing affordable units that have been renovated or refurbished, as they are not classed as being additional. However, where an existing unit has been converted into two separate units, then this represents one additional affordable unit delivered.</p> <p>A more detailed definition of affordable housing can be found in Welsh Government's Statistical First Release 'Affordable Housing Provision in Wales'.</p> <p>This measure does not take account of any loss of affordable housing stock through demolitions or sales during the year.</p> <p>The number of additional affordable housing units includes those delivered by the local authorities themselves as well those delivered by registered social landlords (RSLs) and other private or voluntary sector developers operating in the local authority area.</p> <p>A housing unit is a self-contained dwelling which provides a minimum of one habitable room, with exclusive use of a kitchen, bathroom/shower, sink and toilet.</p> <p>A housing unit is defined as delivered when it is available for occupation.</p>
Calculation	Numerator/Denominator x 10,000

Numerator	Number of additional affordable housing units delivered
Technical title	Number of additional affordable housing units delivered during the year
Sourced from	Affordable housing provision data collection, Welsh Government
Denominator	Number of households
Technical title	Number of households
Sourced from	Household Estimates for Wales, Welsh Government

Theme	Housing: Landlord Services responsiveness
Measure	Average number of days to complete repairs
Technical title	Average number of calendar days taken to complete all repairs
ID	PAM/037
Other IDs	-
Definition	The number of calendar days taken to complete a repair should be measured from the first recorded date that the repair was brought to the landlord's attention by the tenant to the date that the contractor confirms that the repair is complete.
Calculation	Numerator / Denominator
Numerator	
Numerator	Number of days to complete all repairs during the year
Technical title	Number of calendar days taken to complete all repairs completed during the year
Sourced from	Local authorities
Denominator	
Denominator	Number of repairs completed during the year
Technical title	Number of repairs completed during the year
Sourced from	Local authorities
Guidance for local authorities	
<p>The number of calendar days taken to complete a repair should be measured from the first recorded date that the repair was brought to the landlord's attention by the tenant to the date that the contractor confirms that the repair is complete.</p> <p>Include the number of calendar days taken to complete all 'emergency', 'urgent' and 'non-urgent' repairs.</p> <p>An emergency repair may be recorded as complete when the immediate risk has been abated. If further work is needed to fully remedy the defect it should be treated as a separate notification, under the appropriate category, but back-dated to the date on which the tenant made the original repair request.</p>	

The following **should not** be used as reasons for revising the number of calendar days taken to complete repairs:

- time taken by pre-inspections;
- lack of funds to carry out repairs;
- any time elapsing before the repair request was passed to a maintenance section by other landlord staff;
- any time elapsing before the repair request was passed to a contractor by the landlord;
- any time elapsing before the repair was input to a computer system;
- any delays in carrying out the repairs by a contractor, e.g. waiting for parts; or
- delays caused by appointments systems.

All repairs completed during the period, irrespective of whether they were reported during the period in question or before, should be included in this measure.

Include repairs to communal facilities. Repairs to communal facilities should only be counted once and not against each individual unit that they may affect.

Exclude:

- repairs to garages; and
- repairs to empty properties.

Theme	Housing: Landlord Services - housing quality
Measure	Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)
Technical title	Percentage of local authority self-contained housing stock units that are compliant with the Welsh Housing Quality Standard (WHQS), subject to acceptable fails, at 31 March
ID	PAM/038
Other IDs	-
Definition	<p>The Welsh Housing Quality Standard (WHQS) is the Welsh Government standard of housing quality.</p> <p>Social landlords are asked to provide information on the number of self-contained housing units within their stock which comply with the standard as a whole as at 31 March, including the number of dwellings that comply subject to acceptable fails.</p> <p>Landlords are instructed to record an 'acceptable fail' in situations where full compliance with the standard on individual components has not been possible for social landlords due to the cost effectiveness of the work (for example, making structural changes to the home to increase internal space), timing of the work, where residents exercise choice (for example, where they don't want a bath and a shower in their bathroom) or where there are physical constraints to the work.</p> <p>For further information about the Welsh Housing Quality Standard (WHQS), please see Welsh Government's Statistical First Release.</p>
Calculation	Numerator/Denominator x 100
Numerator	Number of homes that meet the Welsh Housing Quality Standard (WHQS)
Technical title	Number of local authority self-contained housing stock units that are compliant with the Welsh Housing Quality Standard (WHQS) subject to acceptable fails at 31 March
Sourced from	Social housing quality data collection, Welsh Government
Denominator	Number of homes

Technical title	Number of local authority self-contained housing stock units at 31 March
Sourced from	Social housing quality data collection, Welsh Government

Theme	Housing: Landlord Services effectiveness
Measure	Percentage of rent lost due to properties being empty
Technical title	Percentage of rent debit lost due to lettable units of permanent accommodation being empty during the year
ID	PAM/039
Other IDs	-
Definition	<p>Permanent accommodation is accommodation that has been let by the landlord on a permanent basis i.e. on the basis of either a secure tenancy or an introductory tenancy.</p> <p>A property is defined as empty when there is no tenant in occupation. This includes:</p> <ul style="list-style-type: none"> • lettable units that are awaiting or undergoing major repair or conversion; • lettable units where there is a delay at the start of the tenancy; and • new units from the date on which the contractor hands them over. <p>Exclude:</p> <ul style="list-style-type: none"> • lettable units awaiting demolition or disposal, which the management board/committee have agreed to take out of income. <p>The rent debit for the financial year includes:</p> <ul style="list-style-type: none"> • any payments which are an obligation of the tenancy, such as service charges and water rates if collected by the landlord; • the value of rent free periods; • rent reductions granted to tenants; and • the amount of rent lost due to dwellings being empty.
Calculation	Numerator/Denominator
Numerator	Amount of rent lost due to properties being empty
Technical title	Amount of rent debit lost due to lettable units of permanent accommodation being empty during the year
Sourced from	Local authorities
Denominator	Rent debit for the year
Technical title	Rent debit for the year for permanent accommodation

Sourced from	Local authorities
Guidance for local authorities	
<p>Permanent accommodation is accommodation that has been let by the landlord on a permanent basis i.e. on the basis of either a secure tenancy or an introductory tenancy. Tenancies that are demoted during the year should be classed as permanent for the purpose of this measure.</p> <p>A property is defined as empty when there is no tenant in occupation. This includes:</p> <ul style="list-style-type: none"> • lettable units that are awaiting or undergoing major repair or conversion; • lettable units where there is a delay at the start of the tenancy; and • new units from the date on which the contractor hands them over. <p>Exclude:</p> <ul style="list-style-type: none"> • lettable units awaiting demolition or disposal, which the-management board/committee have agreed to take out of income. <p>Please note, the rent lost should be calculated on the basis of the new rent charged as if the dwelling has been let immediately after the previous tenancy has ended.</p> <p>Exclude rent paid for garages.</p> <p>The rent debit for the financial year includes:</p> <ul style="list-style-type: none"> • any payments which are an obligation of the tenancy, such as service charges and water rates if collected by the landlord; • the value of rent free periods; • rent reductions granted to tenants; and • the amount of rent lost due to dwellings being empty. <p>The rent debit value does not include rent arrears brought forward from previous years.</p>	

Leisure and Culture

Theme	Leisure and Culture: Libraries
Measure	Percentage of Quality Indicators (with targets) achieved by the library service
Technical title	Percentage of Welsh Public Library Standards Quality Indicators (with targets) achieved by the library service
ID	PAM/040
Other IDs	-
Definition	<p>The Welsh Public Library Standards (WPLS) is the framework that allows Welsh Government and local authorities to monitor whether library services are complying with their statutory duties. In addition, it plays a valuable role in supporting the development of public library services and aims to provide a more consistent level of service throughout Wales.</p> <p>The current framework, Connected and Ambitious Libraries: The sixth quality framework of Welsh Public Library Standards 2017-20, comprises 16 Quality Indicators, which are used to monitor the quality of the services and facilities provided.</p> <p>Ten of these Quality Indicators have one or more specific targets for local authorities. This performance measure reflects the extent to which a local authority has achieved these targeted Quality Indicators.</p> <p>Each targeted Quality Indicator is worth 1 point. Where a Quality Indicator has more than one sub-target, each is worth an equal proportion of the 1 point. For example, if a Quality Indicator has four sub-targets, each is worth 0.25.</p> <p>Please note, an assessment of each local authority's performance against the complete Welsh Public Libraries Standards is published annually by Welsh Government.</p>
Calculation	Numerator/Denominator x 100
Numerator	Number of Quality Indicators (with targets) achieved by the library service
Technical title	Number of Welsh Public Library Standards Quality Indicators (with targets) achieved by the library service

Sourced from	Local authorities
Denominator	
Denominator	Number of Quality Indicators (with targets)
Technical title	Number of Welsh Public Library Standards Quality Indicators (with targets)
Sourced from	Local authorities
Guidance for local authorities	
<p>This measure will be calculated using the data published in each local authority's Welsh Public Library Standards annual report. We will source this directly from the published reports subject to each local authority's agreement.</p> <p>There are ten Quality Indicators that have one or more specific targets to be met by local authorities in the current framework 'Connected and Ambitious Libraries: The sixth quality framework of Welsh Libraries 2017-20':</p> <ul style="list-style-type: none"> - WPLSQI 3: Support for Individual Development (4 sub-targets) - WPLSQI 4: Support for Health and Wellbeing (5 sub-targets) - WPLSQI 6: User Attendance at Library Events (1 target) - WPLSQI 7: Location of Service Points (1 target) - WPLSQI 9: Up-To-Date and Appropriate Reading Material (1 target) - WPLSQI 10: Welsh Language Resources (1 target) - WPLSQI 11: Online Access (2 sub-targets) - WPLSQI 12: Supply of Requests (2 sub-targets) - WPLSQI 13: Staffing Levels and Qualifications (4 sub-targets) - WPLSQI 16: Opening Hours (1 target) <p>Achieving all the targets associated with a Quality Indicator is worth 1 point. Where a Quality Indicator has more than one sub-target, each is worth an equal proportion of the 1 point. For example, if a Quality Indicator has four sub-targets, each is worth 0.25.</p> <p>For further information please see the Welsh Public Library Standards quality indicators and their targets.</p>	

Welsh Public Library Standards Quality Indicators (with targets)

The following ten Quality Indicators and their associated targets contribute to this performance measure:

WPLSQI 3 – Support for individual development (1 Point)	
Element	Points
a) ICT support	0.25
b) Literacy, numeracy, information & digital skills	0.25
c) Local and national e-government resources	0.25
d) Reader development (adults & children)	0.25
WPLSQI 4 – Support for health and well-being (1 Point)	
Element	Points
a) (i) Book Prescription Wales scheme	0.2
a) (ii) Better with Books scheme	0.2
a) (iii) Designated health & well-being collection	0.2
a) (iv) Information about healthier lifestyles	0.2
a) (v) Signposting to health & well-being services	0.2
WPLSQI 6 – User attendances at library events (1 Point)	
Element	Points
b) Events/activities for those who have special requirements in all static service points open 10 hours per week or more	1
WPLSQI 7 – Location of service points (1 Point)	
Element	Points
Location of service points	1
WPLSQI 9 – Up-to-date and appropriate reading material (1 Point)	
Element	Points
a) Minimum of 243 items acquired per 1,000 population or a minimum spend of £2,180 per 1,000 population	1
WPLSQI 10 – Welsh language resources (1 Point)	
Element	Points
a) Minimum of 4% of the material budget or a minimum of £750 per 1,000 Welsh speaking population	1
WPLSQI 11 – Online access (1 Point)	
Element	Points
a) (i) Minimum of 1 device giving internet access in every static library	0.5
a) (ii) Wi-Fi access in every static library	0.5
WPLSQI 12 – Supply of requests (1 Point)	
Element	Points
a) Minimum of 64% of requests being available within 7 calendar days	0.5
b) Minimum of 79% of requests being available within 15 calendar days	0.5
WPLSQI 13 – Staffing levels and qualifications (1 Point)	
Element	Points

i) Staffing levels of 3.6 per 10,000 population	0.25
ii) Staff holding recognised qualifications per 10,000 population should not fall below 0.65	0.25
iii) Operational Manager should hold a recognised qualification	0.25
iv) Minimum of 1% of aggregate staff working hours should be spent in training	0.25
WPLSQI 16 – Opening hours (1 Point)	
Element	Points
i) Aggregate staffed opening hours across all service points of no less than 120 hours per annum per 1,000 population	1

A full description of each of the indicators and targets is available in 'Connected and Ambitious Libraries: The sixth quality framework of Welsh Libraries 2017-20'.

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Theme	Leisure and Culture: Sport and recreation
Measure	Number of visits to leisure centres per 1,000 population
Technical title	Number of visits to local authority sport and leisure facilities during the year where the visitor will be participating in physical activity per 1,000 population
ID	PAM/017
Other IDs	Formerly LCS/002b
Definition	<p>Sport and leisure facilities are defined as:</p> <ul style="list-style-type: none"> • All indoor sport and leisure centres inclusive of outdoor provision such as all-terrain pitches and outdoor courts managed by the Centre. • External sport and leisure facilities dedicated to a particular sport where access or usage is controlled and/or users have to pre-book. <p>This definition includes sports and leisure facilities on local authority maintained school sites whose primary purpose is for physical activity and are available for community use under a formal management arrangement.</p> <p>All visits to sport and leisure facilities where the visitor will be participating in physical activity are included.</p> <p>Visitors who do not participate in physical activity are excluded. This includes:</p> <ul style="list-style-type: none"> • attendees at non-sporting events e.g. antiques fairs, conferences and meetings held in leisure centres; • spectators; and • visitors to bars or catering facilities in leisure centres.
Calculation	Numerator/Denominator x 1,000
Numerator	Number of visits to sport and leisure facilities
Technical title	Number of visits to local authority sport and leisure facilities during the year where the visitor will be participating in physical activity
Sourced from	Local authorities

Denominator	Total population
Technical title	Total population
Sourced from	Mid-year Population Estimates, Office for National Statistics (ONS)
Guidance for local authorities	
<p>Include all visits to sport and leisure facilities where the visitor will be participating in physical activity. This excludes:</p> <ul style="list-style-type: none"> • attendees at non-sporting events e.g. antiques fairs, conferences and meetings held in leisure centres; • spectators; and • visitors to bars or catering facilities in leisure centres. <p>Include all sports and leisure facilities that are directly managed by, leased by, contracted by or where other formal arrangements are in place with the local authority. This includes centres outsourced in the form of a lease or subcontracted to an external trust or community councils.</p> <p>This includes community usage of a school's sports and leisure facilities outside of school hours where the visitor will be participating in physical activity. Facilities for exclusive school use and use of any facilities by pupils as part of the curriculum should be excluded.</p> <p>Exclude any visits to facilities run by external trusts or community councils where the authority is NOT formally contracting for the provision of services. In other words, community council OWNED and run facilities are NOT considered part of local authority provision, and usage of them should be excluded.</p> <p>Also exclude other public buildings at which physical activity might occur such as community centres whose primary purpose is not for physical activity.</p> <p>External sport and leisure facilities include:</p> <ul style="list-style-type: none"> • pitches specifically marked and maintained for outdoor team sports such as soccer, rugby, cricket and hockey; • athletics tracks and stadia; • golf courses and facilities (including pitch and putt courses, driving ranges and putting greens, but not 'crazy golf'); • ski slopes; • basketball, netball and tennis courts; • bowling greens; and • water sport centres. <p>There is no size restriction on the facilities to include providing that they are available to the community predominantly for physical activity.</p> <p>Exclude usage of any facility which is <i>not accurately measured</i>, and/or where <i>not all visitors may be engaging in physical activity</i>, such as:</p>	

- outdoor provision which is not specifically set aside for sport such as parks and open spaces used for casual sports;
- walking or jogging routes, cycle paths, fitness trails and similar;
- children's play areas, skateboard parks and adventure playgrounds;
- casual use of dedicated outdoor facilities (i.e. without booking);
- facilities where a charge is made for car parking only, and there is no requirement to register/book; and
- access to facilities by season ticket or permit, **where** the number of actual visits is not recorded.

For multi-user bookings and team sports/training, please use the [multiplication factors](#) to calculate the number of users. A multiplication factor is the number of users that you include each time a booking/ticket for that activity is recorded. The recommended multiplication factors are based on the APSE Performance Networks Standard National Multiplication Factors (SNMF).

For multiple or block bookings, simply multiply the number of bookings by the relevant multiplication factor. For instance, if a rugby team books a pitch for 10 senior matches, the number of users is $(10 \times 33 =) 330$.

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Theme	Leisure and culture – Physical activity
Measure	Percentage of NERS clients who completed the exercise programme
Technical title	Percentage of National Exercise Referral Scheme (NERS) clients who continued to participate in the exercise programme at 16- weeks
ID	PAM/041
Other IDs	-
Definition	<p>The National Exercise Referral Scheme (NERS) is an evidence-based health intervention scheme which incorporates physical activity and behavioural change techniques to support referred clients to make lifestyle changes to improve their health and wellbeing. NERS targets people with a medical condition and supports them to become more active.</p> <p>NERS is a 16-week tailored programme of exercise supervised by a qualified exercise professional.</p> <p>Only clients that have attended their initial consultation and first exercise session are included.</p> <p>Clients who attend their initial consultation but did not attend their first exercise session are excluded.</p> <p>The number of NERS clients who completed the exercise programme includes those who started the programme in the previous year.</p> <p>The number of NERS clients who started the exercise programme includes those whose 16-week completion deadline falls into the following year.</p>
Calculation	Numerator/Denominator x 100
Numerator	Number of NERS clients who completed the exercise programme
Technical title	Number of National Exercise Referral Scheme (NERS) clients who continued to participate in the exercise programme at 16-weeks
Sourced from	Welsh Local Government Association (WLGA)

Denominator	Number of NERS clients who started the exercise programme
Technical title	Number of National Exercise Referral Scheme (NERS) clients who attended their first exercise session
Sourced from	Welsh Local Government Association (WLGA)

Theme	Leisure and culture – Physical activity
Measure	Percentage of NERS clients whose health had improved on completion of the exercise programme
Technical title	Percentage of National Exercise Referral Scheme (NERS) clients who reported an increase in leisure minutes at 16-weeks
ID	PAM/042
Other IDs	-
Definition	<p>The National Exercise Referral Scheme (NERS) is an evidence-based health intervention scheme which incorporates physical activity and behavioural change techniques to support referred clients to make lifestyle changes to improve their health and wellbeing. NERS targets people with a medical condition and supports them to become more active.</p> <p>NERS is a 16-week tailored programme of exercise supervised by a qualified exercise professional.</p> <p>Leisure minutes are the length of time spent being active when not at work. An increase in leisure minutes indicates an improvement in health outcomes.</p> <p>Leisure minutes are calculated using the Scottish Physical Activity Questionnaire (SPAQ). Only clients who complete the SPAQ at 16 weeks are included.</p> <p>Clients who complete the 16-week programme but do not complete the SPAQ are excluded.</p>
Calculation	Numerator/Denominator x 100
Numerator	Number of NERS clients whose health had improved on completion of the exercise programme
Technical title	Number of National Exercise Referral Scheme (NERS) clients who reported an increase in leisure minutes at 16-weeks
Sourced from	Welsh Local Government Association (WLGA)

Denominator	Number of NERS clients who completed a physical activity questionnaire at 16-weeks
Technical title	Number of National Exercise Referral Scheme (NERS) clients who completed a physical activity questionnaire at 16-weeks
Sourced from	Welsh Local Government Association (WLGA)

The Standard National Multiplication Factors

(As per APSE's Performance Networks Management Manual for Sports & Leisure)

Multi-user bookings

Badminton Courts	3
Squash Courts	2
Indoor Tennis Courts	2.5
Outdoor Tennis Courts	3
Table Tennis Tables	2.5
Short Mat Bowls (Rinks)	4
Indoor Bowls (Rink)	5.5
Outdoor Bowls (Rink)	5.5
Outdoor bowls (Green)	30
Ten Pin Bowling (Lane)	4
Snooker/ Billiards	2.5
Pool	2.5

Team Sports/ Training

11-a-side Football (Senior Matches)	25
11-a-side Football (Junior Matches)	25
Football Training	20
Rugby (Senior Matches)	33
Rugby (Junior Matches)	30
Rugby Training	18
Indoor Hockey (Matches)	16
Outdoor Hockey (Senior Matches)	25
Outdoor Hockey (Junior Matches)	25
Hockey Training	20
Cricket (Matches)	24
Cricket (Nets)	13
Ice Hockey (Games)	25
Indoor 5-a-side Football (Games)	11
Outdoor 5-a-side Football (Games)	11
Indoor/Outdoor 6-a-side (Games)	13
Indoor/Outdoor 7-a-side (Games)	15
Indoor Netball (Games)	13
Outdoor Netball (Games)	13
Basketball (Games)	13
Volleyball (Games)	13

Planning

Theme	Planning: Timeliness
Measure	Percentage of all planning applications determined in time
Technical title	Percentage of all planning applications determined within required time periods
ID	PAM/018
Other IDs	Indicator 07 (Planning Performance Framework)
Definition	<p>Planning applications are applications made to the local planning authority seeking planning permission.</p> <p>Determined applications are those on which a decision was made to either approve or refuse the application.</p> <p>All applications should be determined within 8 weeks of receipt of a valid application, unless subject to an Environmental Impact Assessment (EIA). Applications subject to an EIA should be determined within 16 weeks of receipt of a valid application.</p> <p>In certain circumstances local planning authorities (LPAs) may enter into a Planning Performance Agreement (PPA) or formally agree an extension for determining planning applications, which allows them extra time to determine an application. In such cases the agreed targets need to be met for the application to have been determined 'in time'.</p>
Calculation	Numerator/Denominator x 100
Numerator	Number of all planning applications determined in time
Technical title	Number of all planning applications determined within required time periods
Sourced from	Planning Performance Framework, Welsh Government
Denominator	Number of all planning applications determined
Technical title	Number of planning applications determined during the year
Sourced from	Planning Performance Framework, Welsh Government

Theme	Planning: Appeals success rate
Measure	Percentage of planning appeals dismissed
Technical title	Percentage of appeals against planning application decisions dismissed
ID	PAM/019
Other IDs	Indicator 10 (Planning Performance Framework)
Definition	This includes appeals against decisions made on all types of planning applications. "Dismissed" means that the Welsh Ministers or appointed Inspector upheld the Local Planning Authority's (LPA's) decision.
Calculation	Numerator/Denominator x 100
Numerator	Number of planning appeals dismissed
Technical title	Number of appeals against planning application decisions dismissed
Sourced from	Planning Performance Framework, Welsh Government
Denominator	Number of planning appeals decided
Technical title	Number of planning appeals decided during the year
Sourced from	Planning Performance Framework, Welsh Government

Highway Services

Theme	Highway services: Condition of A roads
Measure	Percentage of A roads in poor condition
Technical title	Percentage of principal A roads that are in overall poor condition
ID	PAM/020
Other IDs	Formerly THS/012a
Definition	Roads in overall poor condition are those that will require planned maintenance soon i.e. within a year or so on a 'worst first' basis. Principal 'A' road are major roads, usually dual carriageways. It is the local authority's responsibility to maintain these roads.
Calculation	Numerator/Denominator x 100
Numerator	Kilometres of A roads in poor condition
Technical title	Kilometres of principal A roads in overall poor condition
Sourced from	Local authorities
Denominator	Kilometres of A roads surveyed
Technical title	Kilometres of principal A roads surveyed
Sourced from	Local authorities
Guidance for local authorities	
<p>This represents the percentage of the road network length that is equal to or above the RED threshold i.e. that is in poor overall condition and will require planned maintenance soon i.e. within a year or so on a 'worst first' basis.</p> <p>Local authorities are advised to aim to have surveys carried out at approximately the same time each year, to minimise variations due to seasonal effects and the impact of the works programme.</p> <p>Local authorities should insist that survey contractors fully comply with the requirements of the Scanner quality assurance and auditing procedures that form part of the Scanner specification.</p>	

Only data collected using survey equipment possessing a valid Scanner Acceptance Certificate, which explicitly states that the survey vehicle has been approved for use in the production of Best Value Performance Indicators, may be used in the calculation of this measure.

Detailed guidance on how to produce the information required to report this measure can be found in the relevant UKPMS technical note.

The figures are to be derived from Scanner surveys (formerly known as SCANNER surveys) carried out in the financial year.

The following provisions apply for the programming and reporting of Scanner surveys of principal (A) roads:

- Target - 100% of the surveyable network to be surveyed in one direction or 50% in both directions. Principal roads not surveyed in the previous year must be surveyed in the current year.
- The surveys must be Scanner accredited surveys and a UKPMS accredited pavement management system used to produce the report.
- The measure must be derived from surveys covering a minimum of 90% of the 'possible survey lane length' (as defined in Technical Note 43) over the last two financial years.
- All road surface types are included.

Theme	Highway Services: Condition of B roads
Measure	Percentage of B roads in poor condition
Technical title	Percentage of principal B roads that are in overall poor condition
ID	PAM/021
Other IDs	Formerly THS/012b
Definition	Roads in overall poor condition are those that will require planned maintenance soon i.e. within a year or so on a 'worst first' basis. It is the local authority's responsibility to maintain B roads.
Calculation	Numerator/Denominator x 100
Numerator	Kilometres of B roads in poor condition
Technical title	Kilometres of B roads in overall poor condition
Sourced from	Local authorities
Denominator	Kilometres of B roads surveyed
Technical title	Kilometres of B roads surveyed
Sourced from	Local authorities
Guidance for local authorities	
<p>This represents the percentage of the road network length that is equal to or above the RED threshold i.e. that is in poor overall condition and will require planned maintenance soon i.e. within a year or so on a 'worst first' basis.</p> <p>Local authorities are advised to aim to have surveys carried out at approximately the same time each year, to minimise variations due to seasonal effects and the impact of the works programme.</p> <p>Local authorities should insist that survey contractors fully comply with the requirements of the Scanner quality assurance and auditing procedures that form part of the Scanner specification.</p> <p>Only data collected using survey equipment possessing a valid Scanner Acceptance Certificate, which explicitly states that the survey vehicle has been approved for use in the</p>	

production of Best Value Performance Indicators, may be used in the calculation of this measure.

Detailed guidance on how to produce the information required to report this measure can be found in the relevant UKPMS technical note.

The figures are to be derived from Scanner surveys (formerly known as SCANNER surveys) carried out in the financial year.

The following provisions apply for the programming and reporting of Scanner surveys of non-principal/classified (B) roads:

- Target - 100% of the surveyable (B) network to be surveyed in one direction or 50% in both directions. Non-Principal/classified (B) roads not surveyed in the previous year must be surveyed in the current year.
- The surveys must be Scanner accredited surveys and a UKPMS accredited pavement management system used to produce the report.
- The measure must be derived from surveys covering a minimum of 90% of the 'possible survey lane length' over the last two financial years for B classified roads. 'Possible survey lane length' is as defined in Technical Note 43.
- All road surface types are included.

Theme	Highway Services: Condition of C roads
Measure	Percentage of C roads in poor condition
Technical title	Percentage of C roads that are in overall poor condition
ID	PAM/022
Other IDs	Formerly THS/012c
Definition	Roads in overall poor condition are those that will require planned maintenance soon i.e. within a year or so on a 'worst first' basis. 'C' roads are minor roads. It is the local authority's responsibility to maintain these roads.
Calculation	Numerator/Denominator x 100
Numerator	Kilometres of C roads in poor condition
Technical title	Kilometres of C roads in overall poor condition
Sourced from	Local authorities
Denominator	Kilometres of C roads surveyed
Technical title	Kilometres of C roads surveyed
Sourced from	Local authorities
Guidance for local authorities	
<p>This represents the percentage of the road network length that is equal to or above the RED threshold i.e. that is in poor overall condition and will require planned maintenance soon i.e. within a year or so on a 'worst first' basis.</p> <p>Local authorities are advised to aim to have surveys carried out at approximately the same time each year, to minimise variations due to seasonal effects and the impact of the works programme.</p> <p>Local authorities should insist that survey contractors fully comply with the requirements of the Scanner quality assurance and auditing procedures that form part of the Scanner specification.</p>	

Only data collected using survey equipment possessing a valid Scanner Acceptance Certificate, which explicitly states that the survey vehicle has been approved for use in the production of Best Value Performance Indicators, may be used in the calculation of this measure.

Detailed guidance on how to produce the information required to report this measure can be found in the relevant UKPMS technical note.

The figures are to be derived from Scanner surveys (formerly known as SCANNER surveys) carried out in the financial year.

The following provisions apply for the programming and reporting of Scanner surveys of non-principal/classified (C) roads:

- Target – 50% of the surveyable (C) network to be surveyed in one direction or 25% in both directions. Non-principal/classified (C) roads not surveyed in the previous year must be surveyed in the present year.
- The surveys must be Scanner accredited surveys and a UKPMS accredited pavement management system used to produce the report.
- The measure must be derived from surveys covering a minimum of 80% of the 'possible survey lane length' over the last four financial years for C classified roads. 'Possible survey lane length' is as defined in Technical Note 43.
- All road surface types are included.

Public Protection

Theme	Public Protection: Food hygiene
Measure	Percentage of food establishments that meet food hygiene standards
Technical title	Percentage of food establishments which are 'broadly compliant' with food hygiene standards
ID	PAM/023
Other IDs	Formerly PPN/009
Definition	<p>A 'broadly compliant' food establishment is one which meets food hygiene standards.</p> <p>This measure includes all food establishments for which the authority is responsible, not just those which received an intervention in the year.</p>
Calculation	Numerator/Denominator x 100
Numerator	Number of food establishments that meet food hygiene standards
Technical title	Number of food establishments which are 'broadly compliant' with food hygiene standards
Sourced from	Local authorities
Denominator	Number of food establishments
Technical title	Number of food establishments trading at 31 March
Sourced from	Local authorities
Guidance for local authorities	
<p>The assessments of food establishments' level of compliance with food law are based on the risk rating system set out in Annex 5 of the Food Law Code of Practice (Wales 2008).</p> <p>For a food business to be "broadly compliant" in terms of food hygiene it must attain a score of no more than 10 points for each of the following three factors:</p> <p>(a) Level of current compliance with statutory obligations on:</p> <p>(i) hygiene requirements (<i>including food handling practices and procedures and temperature controls</i>), and</p>	

- (ii) structural requirements (*including cleanliness, layout, condition of structure, lighting, ventilation, facilities etc.*).

(b) Confidence in management/control systems.

In terms of food hygiene and structure a rating score of 10 is defined as - "...some non-compliance with statutory obligations and industry codes of recommended practice. Standards are being maintained or improved."

For confidence in management/control procedures a score of 10 is defined as - "satisfactory record of compliance. Access to and use of technical advice either in-house, from trade associations and/or from Guides to Good Practice. Understanding of significant hazards and control measures in place. Making satisfactory progress towards documented system/procedures commensurate with type of business."

Factors that will influence the inspector's judgement in terms of confidence in management include:

- the "track record" of the company, its willingness to act on previous advice and enforcement and the complaint history;
- the attitude of the previous management towards hygiene and food safety; and
- hygiene and food safety technical knowledge available to the company (internal or external), including hazard analysis/HACCP and the control of critical points;
- satisfactory HACCP based procedures.

For both the numerator and denominator, the total number of food establishments refers to the total number of food establishments for which the authority is responsible, not just those which received an intervention in the year.

To ensure consistency with the Food Standards Agency, the following **should be excluded** from both the numerator and denominator:

- premises which have been assessed as "outside the programme" because they have no or insufficient inspectable risk;
- premises that are unrated as of 31st March;
- premises closed during the financial year; and
- Premises registered outside the area, which are visited for trading purposes

Social Care

Social Care	
Theme	Social Care: Adults - satisfaction
Measure	Percentage of adults satisfied with their care and support
Technical title	Percentage of adults who are satisfied with the care and support that they received
ID	PAM/024
Other IDs	Measure 13: Adults (Social Services Performance Measures)
Definition	This measure will be based on the aggregate of the qualitative information collected by local authorities as part of the Social services performance measurement framework.
Sourced from	Social Services Performance Measures, Welsh Government Note: The inclusion of this measure is subject to the data being published by Welsh Government.

Theme	Social Care: Adults - delayed transfers of care (DToC)
Measure	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+
Technical title	Rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over
ID	PAM/025
Other IDs	Measure 19 (Social Services Performance Measures) Formerly SCA/021
Definition	A delayed transfer of care (DToC) is experienced by an inpatient in hospital that is ready to move on to the next stage of care but is prevented from doing so. This measure is looking at those delays that are a result of having to wait for social care.
Calculation	Numerator/Denominator x 1,000
Numerator	Number of people kept in hospital while waiting for social care
Technical title	Number of delayed transfers of care for social care reasons
Sourced from	Social Services Performance Measures, Welsh Government Note: The inclusion of this measure is subject to the data being published by Welsh Government.
Denominator	Total population aged 75+
Technical title	Total population aged 75 or older
Sourced from	Social Services Performance Measures, Welsh Government Note: The inclusion of this measure is subject to the data being published by Welsh Government.

Theme	Social Care: Carers - satisfaction
Measure	Percentage of carers that feel supported
Technical title	Percentage of carers reporting they feel supported to continue in their caring role
ID	PAM/026
Other IDs	Measure 15 (Social Services Performance Measures)
Definition	<p>A carer is defined as a person who provides or intends to provide care for an adult or disabled child.</p> <p>This measure will be based on the aggregate of the qualitative information collected by local authorities as part of the Social Services Performance Measurement Framework.</p>
Sourced from	<p>Social Services Performance Measures, Welsh Government</p> <p>Note: The inclusion of this measure is subject to the data being published by Welsh Government.</p>

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Theme	Social Care: Children - satisfaction
Measure	Percentage of children satisfied with their care and support
Technical title	Percentage of children who are satisfied with the care and support that they received
ID	PAM/027
Other IDs	Measure 13: Children (Social Services Performance Measures)
Definition	This measure will be based on the aggregate of the qualitative information collected by local authorities as part of the Social Services Performance Measurement Framework.
Sourced from	Social Services Performance Measures, Welsh Government Note: The inclusion of this measure is subject to the data being published by Welsh Government.

Theme	Social Care: Children – assessments
Measure	Percentage of child assessments completed in time
Technical title	Percentage of assessments completed for children within statutory timescales
ID	PAM/028
Other IDs	Measure 24 (Social Services Performance Measures)
Definition	<p>A local authority must offer an assessment to any child where it appears to that authority that the child may have needs for care and support in addition to, or instead of, the care and support provided by the child's family.</p> <p>This applies to children that are usually resident in the area and to other children in the area, regardless of the level of need for care and support and the level of financial resources of the child, or any person with parental responsibility for the child.</p> <p>The timescale for completion of the assessment is a maximum of 42 working days from the point of referral.</p>
Calculation	Numerator/Denominator x 100
Numerator	Number of child assessments completed in time
Technical title	Number of assessments for children completed during the year that were completed within 42 working days from the point of referral
Sourced from	<p>Social Services Performance Measures, Welsh Government</p> <p>Note: The inclusion of this measure is subject to the data being published by Welsh Government.</p>
Denominator	Number of child assessments completed
Technical title	Number of assessments for children completed during the year
Sourced from	Social Services Performance Measures, Welsh Government

	Note: The inclusion of this measure is subject to the data being published by Welsh Government.
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Theme	Social Care: Children - stability
Measure	Percentage of children in care who had to move 3 or more times
Technical title	Percentage of looked after children on 31 March who have had three or more placements during the year
ID	PAM/029
Other IDs	Measure 33 (Social Services Performance Measures)
	Formerly SCC/004
Definition	<p>In its broadest sense, a placement can be defined as where a child is living.</p> <p>A child who is looked after by a local authority is provided with accommodation (for a continuous period of more than 24 hours) by the authority in the exercise of its social services functions i.e. they are either in the care of the local authority or provided with accommodation by the local authority. This does not include an episode of respite care for a continuous period of more than 24 hours.</p>
Calculation	Numerator/Denominator x 100
Numerator	Number of children in care who had to move 3 or more times
Technical title	Number of children looked after at 31 March who had three or more separate placements during the year
Sourced from	<p>Social Services Performance Measures, Welsh Government</p> <p>Note: The inclusion of this measure is subject to the data being published by Welsh Government.</p>
Denominator	Number of children in care
Technical title	Number of children who were looked after at 31 March
Sourced from	<p>Social Services Performance Measures, Welsh Government</p> <p>Note: The inclusion of this measure is subject to the data being published by Welsh Government.</p>

Waste Services

Theme	Waste Services: Reuse, recycling and composting
Measure	Percentage of waste reused, recycled or composted
Technical title	Percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way
ID	PAM/030
Other IDs	Formerly WMT/009b
Definition	<p>Local authority municipal waste is waste collected by or on behalf of local authorities.</p> <p>Prepared for reuse means products discarded as waste are prepared so that they can be reused without any other pre-processing.</p> <p>Recycled waste means waste materials are reprocessed into new products, materials or substances whether for the original or other purposes.</p> <p>Composted waste is waste that has been treated to produce a stable product that is fit for use as a soil conditioner or growing medium.</p>
Calculation	Numerator/Denominator x 100
Numerator	Tonnage of waste reused, recycled or composted
Technical title	Tonnage of local authority municipal waste prepared for reuse, recycled and/or collected as source segregated biowastes and composted or treated biologically in another way by the local authority
Sourced from	WasteDataFlow, Natural Resources Wales
Denominator	Tonnage of waste collected
Technical title	Tonnage of local authority municipal waste collected by the local authority
Sourced from	WasteDataFlow, Natural Resources Wales

Theme	Waste Services: Residual waste
Measure	Kilograms of residual waste generated per person
Technical title	Kilograms of local authority municipal waste that is not reused, recycled or composted during the year per person
ID	PAM/043
Other IDs	-
Definition	<p>Residual waste is waste that is not able to be reused, recycled or composted.</p> <p>Local authority municipal waste is waste collected or received at Household Waste Recycling Centres (HWRCs)/ bring sites by or on behalf of local authorities.</p> <p>Prepared for reuse means products discarded as waste are prepared so that they can be reused without any other pre-processing.</p> <p>Recycled waste means waste materials are reprocessed into new products, materials or substances (including energy) whether for the original or other purposes.</p> <p>Composted waste is waste that has been treated to produce a stable product that is fit for use as a soil conditioner or growing medium.</p>
Calculation	Numerator/Denominator
Numerator	Kilograms of residual waste generated
Technical title	Kilograms of local authority municipal waste that is not reused, recycled or composted during the year
Sourced from	WasteDataFlow, Natural Resources Wales
Denominator	Total population
Technical title	Total population
Sourced from	Mid-Year Population Estimates, Office for National Statistics (ONS)

Supporting document

Listed below are the changes to the 2018-19 PAMs that have been agreed post-consultation.

ID	Measure	Explanation
Corporate Services		
PAM/002	Percentage of people that agree their local council provides high quality services	Measure has been deleted as source data is no longer available.
-	Percentage of people that agree their local council is good at letting people know how it is performing	Measure has not been included as source data is no longer available.
-	Percentage of people that agree their local council does all it can to improve the local area	Measure has not been included as source data is no longer available.
Education		
PAM/003	Percentage of pupils achieving the expected outcome at the end of the Foundation Phase	Measure has been deleted as source data is no longer available.
PAM/004	Percentage of pupils achieving the expected outcome at the end of Key Stage 2	Measure has been deleted as source data is no longer available.
PAM/005	Percentage of pupils achieving the expected outcome at the end of Key Stage 3	Measure has been deleted as source data is no longer available.

ID	Measure	Explanation
PAM/006	Percentage of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths	Measure has been deleted .
PAM/032	Average Capped 9 score for pupils in year 11	This measure is being introduced from 2018-19.
PAM/033	Percentage of pupils assessed in Welsh at the end of the Foundation Phase	This measure is being introduced from 2018-19. Post consultation we have clarified that “Most pupils will be seven years old and in year 2 at the end of Foundation Phase’.
PAM/034	Percentage of year 11 pupils studying Welsh (first language)	This measure is being introduced from 2018-19.
Environmental Services		
PAM/011	Percentage of fly-tipping incidents cleared in 5 days	Measure has been deleted .
PAM/035	Average number of working days taken to clear fly-tipping incidents	This measure is being introduced from 2018-19 and replaces PAM/011. Post consultation we have clarified that: <ul style="list-style-type: none"> • fly-tipping removed by the perpetrator should be included; and • fly-tipping on non-adopted highways, back alleys and rear lanes should be excluded.
Housing		

ID	Measure	Explanation
PAM/036	Number of additional affordable housing units delivered per 10,000 households	<p>This measure is being introduced from 2018-19.</p> <p>Post consultation we have clarified that:</p> <ul style="list-style-type: none"> • we are measuring additional affordable housing units; • the denominator should be households rather than population, and; • the definition of affordable housing means it must be accessible 'both on first and subsequent occupation'. <p>We have also added a link to Welsh Government's first release.</p>
PAM/037	Landlord Services: Average number of days to complete repairs	This measure is being introduced from 2018-19.
PAM/038	Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	<p>This measure is being introduced from 2018-19.</p> <p>Post consultation we have clarified that:</p> <ul style="list-style-type: none"> • we are measuring performance against the Welsh Housing Quality Standard (WHQS); • we are measuring with 'self-contained' housing units; • we are measuring the performance of social landlords, and; • 'timing of the work' should be included as a reason for landlords to record an acceptable fail. <p>We have also added a link to Welsh Government's first release.</p>
PAM/039	Landlord Services: Percentage of rent lost due to properties being empty	This measure is being introduced from 2018-19.

ID	Measure	Explanation
Leisure and Culture		
PAM/016	Number of library visits per 1,000 population	Measure has been deleted .
PAM/040	Percentage of Quality Indicators (with targets) achieved by the library service	<p>This measure is being introduced from 2018-19.</p> <p>Post consultation we have clarified that:</p> <ul style="list-style-type: none"> • the measure focuses on performance against the Welsh Public Library Standards' Quality Indicators (with targets); • there are ten Quality Indicators (with targets). A list of the Quality Indicators and their sub-targets have been provided as an Annex, and; • the source of the measure is 'Local authorities' - we will source the data directly from the published reports subject to each local authority's agreement.
PAM/041	Percentage of NERS clients who complete the exercise programme	This measure is being introduced from 2018-19.
PAM/042	Percentage of NERS clients whose health had improved on completion of the exercise programme	This measure is being introduced from 2018-19.
Waste Services		
PAM/031	Percentage of waste sent to landfill	Measure has been deleted .
PAM/043	Kilograms of residual waste generated per person	This measure is being introduced from 2018-19.

ID	Measure	Explanation
		<p>Post consultation we have clarified that:</p> <ul style="list-style-type: none"> • the measure refers to 'residual waste'; • local authority municipal waste includes waste received at Household Waste Recycling Centres (HWRCs)/ bring sites; • energy from waste and bottom ash should be included in the definition of recycled; and • the measure is focusing on local authority municipal waste.