



CLILC • WLGA

# Public Accountability Measures (PAMs)

## 2017-18

### 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 Unit 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. Details of these measures are included 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.

As part of the consultation a number of 'areas for development' were also identified. These are areas of local authority service delivery in which relevant measures will be developed and consulted on over the coming year. One such area is **cost measures**, which, as set out above, will be included as supporting information.

## 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
<b>Corporate Services</b>								
PAM/001	Number of working days lost to sickness absence per employee	✓		✓				
PAM/002	Percentage of people that agree their local council provides high quality services	✓	✓	✓	✓	✓	✓	
<b>Education</b>								
PAM/003	Percentage of pupils achieving the expected outcome at the end of the Foundation Phase	✓			✓			
PAM/004	Percentage of pupils achieving the expected outcome at the end of Key Stage 2	✓			✓			
PAM/005	Percentage of pupils achieving the expected outcome at the end of Key Stage 3	✓			✓			
PAM/006	Percentage of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths	✓			✓			
PAM/007	Percentage of pupil attendance in primary schools	✓		✓	✓			
PAM/008	Percentage of pupil attendance in secondary schools	✓		✓	✓			

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/009	Percentage of Year 11 leavers not in Education, Training or Employment	✓			✓			
<b>Environmental Services</b>								
PAM/010	Percentage of streets that are clean		✓	✓		✓		
PAM/011	Percentage of fly tipping incidents cleared in 5 days		✓	✓		✓		
<b>Housing</b>								
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 bringing empty properties back into use			✓	✓	✓		
PAM/015	Average number of calendar days taken to deliver a Disabled Facilities Grant			✓	✓	✓		
<b>Leisure and Culture</b>								
PAM/016	Number of library visits per 1,000 population			✓	✓	✓	✓	
PAM/017	Number of visits to leisure centres per 1,000 population			✓	✓		✓	
<b>Planning</b>								
PAM/018	Percentage of all planning applications determined in time	✓	✓			✓		

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/019	Percentage of planning appeals dismissed	✓	✓			✓		
<b>Highways</b>								
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	✓				✓		
<b>Public Protection</b>								
PAM/023	Percentage of food establishments that meet food hygiene standards			✓		✓		
<b>Social Care</b>								
PAM/024	Percentage of adults satisfied with their care and support	✓		✓	✓	✓		
PAM/025	Number 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	✓		✓	✓	✓		
<b>Waste</b>								

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/030	Percentage of waste reused, recycled or composted	✓	✓	✓				✓
PAM/031	Percentage of waste sent to landfill	✓	✓	✓				✓

## Public Accountability Measures 2017-18

Below is a list of the Public Accountability Measures (PAMs) for 2017-18. 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@dataunitwales.gov.uk](mailto:pienquiries@dataunitwales.gov.uk)

ID	Measure		Method
<b>Corporate Services</b>			
<a href="#">PAM/001</a>	Number of working days lost to sickness absence per employee	Number of working days lost to sickness absence	Collected
		Average number of employees	Collected
<a href="#">PAM/002</a>	Percentage of people that agree their local council provides high quality services		Populated
<b>Education</b>			
<a href="#">PAM/003</a>	Percentage of pupils achieving the expected outcome at the end of the Foundation Phase	Number of pupils achieving the expected outcome at the end of the Foundation Phase	Populated
		Number of pupils in their final year of Foundation Phase	Populated
<a href="#">PAM/004</a>	Percentage of pupils achieving the expected outcome at the end of Key Stage 2	Number of pupils achieving the expected outcome at the end of Key Stage 2	Populated

ID	Measure	Method
		Number of pupils in their final year of Key Stage 2 Populated
<a href="#">PAM/005</a>	Percentage of pupils achieving the expected outcome at the end of Key Stage 3	Number of pupils achieving the expected outcome at the end of Key Stage 3 Populated
		Number of pupils in their final year of Key Stage 3 Populated
<a href="#">PAM/006</a>	Percentage of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths	Number of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths Populated
		Number of pupils in Year 11 Populated
<a href="#">PAM/007</a>	Percentage of pupil attendance in primary schools	Number of primary school sessions missed Populated
		Number of primary school sessions Populated
<a href="#">PAM/008</a>	Percentage of pupil attendance in secondary schools	Number of secondary school sessions missed Populated
		Number of secondary school sessions Populated
<a href="#">PAM/009</a>	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
<b>Environmental Services</b>		
<a href="#">PAM/010</a>	Percentage of streets that are clean	Number of streets that are clean Collected

ID	Measure	Method	
		Number of inspections	Collected
<a href="#">PAM/011</a>	Percentage of fly tipping incidents cleared in 5 days	Number of fly tipping incidents cleared in 5 days	Collected
		Number of fly tipping incidents recorded	Collected
<b>Housing</b>			
<a href="#">PAM/012</a>	Percentage of households successfully prevented from becoming homeless	Number of households successfully prevented from becoming homeless	Populated
		Number of households threatened with homelessness	Populated
<a href="#">PAM/013</a>	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
<a href="#">PAM/014</a>	Number of new homes created as a result of bringing empty properties back into use		Collected
<a href="#">PAM/015</a>	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
<b>Leisure and Culture</b>			
<a href="#">PAM/016</a>	Number of library visits per 1,000 population	Number of library visits	Collected
		Total population	Populated
<a href="#">PAM/017</a>	Number of visits to leisure centres per 1,000 population	Number of visits to leisure centres	Collected
		Total population	Populated

ID	Measure	Method	
<b>Planning</b>			
<a href="#">PAM/018</a>	Percentage of all planning applications determined in time	Number of all planning applications determined in time	Populated
		Number of all planning applications determined	Populated
<a href="#">PAM/019</a>	Percentage of planning appeals dismissed	Number of planning appeals dismissed	Populated
		Number of planning appeals decided	Populated
<b>Highway Services</b>			
<a href="#">PAM/020</a>	Percentage of A roads in poor condition	Kilometres of A roads in poor condition	Collected
		Kilometres of A roads surveyed	Collected
<a href="#">PAM/021</a>	Percentage of B roads in poor condition	Kilometres of B roads in poor condition	Collected
		Kilometres of B roads surveyed	Collected
<a href="#">PAM/022</a>	Percentage of C roads in poor condition	Kilometres of C roads in poor condition	Collected
		Kilometres of C roads surveyed	Collected
<b>Public Protection</b>			
<a href="#">PAM/023</a>	Percentage of food establishments that meet food hygiene standards	Number of food establishments that meet food hygiene standards	Collected
		Number of food establishments	Collected
<b>Social Care</b>			
<a href="#">PAM/024</a>	Percentage of adults satisfied with their care and support	Populated	

ID	Measure		Method
<a href="#">PAM/025</a>	Number 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
<a href="#">PAM/026</a>	Percentage of carers that feel supported		Populated
<a href="#">PAM/027</a>	Percentage of children satisfied with their care and support		Populated
<a href="#">PAM/028</a>	Percentage of child assessments completed in time	Number of child assessments completed in time	Populated
		Number of child assessments completed	Populated
<a href="#">PAM/029</a>	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
<b>Waste Services</b>			
<a href="#">PAM/030</a>	Percentage of waste reused, recycled or composted	Tonnage of waste reused, recycled or composted	Populated
		Tonnage of waste collected	Populated
<a href="#">PAM/031</a>	Percentage of waste sent to landfill	Tonnage of waste sent to landfill	Populated
		Tonnage of waste collected	Populated

**Corporate Services**

<b>Theme</b>	Corporate Services: Sickness absence
<b>Measure</b>	Number of working days lost to sickness absence per employee
<b>Technical title</b>	Number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence
<b>ID</b>	PAM/001
<b>Other IDs</b>	Formerly CHR/002
<b>Definition</b>	<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"> <li>days lost through sickness due to disability, long-term sickness, third party accidents and industrial injuries.</li> </ul> <p>It excludes:</p> <ul style="list-style-type: none"> <li>medical appointments (i.e. for doctor, dentist, optician, hospital, midwife etc.) as these are classed as special leave</li> </ul> <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>
<b>Calculation</b>	Numerator/Denominator

<b>Numerator</b>	Number of working days lost to sickness absence
<b>Technical title</b>	Number of working days/shifts lost to sickness absence during the year
<b>Sourced from</b>	Local authorities
<b>Denominator</b>	
<b>Denominator</b>	Average number of employees
<b>Technical title</b>	Average number of full-time equivalent (FTE) employees
<b>Sourced from</b>	Local authorities
<b>Guidance for local authorities</b>	
<p>This indicator 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"> <li>Days lost through sickness due to disability, long-term sickness, third party accidents and industrial injuries.</li> </ul> <p>Exclude:</p> <ul style="list-style-type: none"> <li>Medical appointments (i.e. for doctor, dentist, optician, hospital, midwife etc.) as these are classed as special leave.</li> </ul> <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"> <li>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;</li> <li>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;</li> <li>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 authorities payroll;</li> <li>A person employed by the local authority on a zero hour contract.</li> </ul> <p>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'.</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 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

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

Corporate Services: Satisfaction	
<b>Theme</b>	Corporate Services: Satisfaction
<b>Measure</b>	Percentage of people that agree their local council provides high quality services
<b>Technical title</b>	Percentage of people that agree their local council provides high quality services
<b>ID</b>	PAM/002
<b>Other IDs</b>	-
<b>Definition</b>	<p>Percentage of people that agree their local council provides high quality services is a sum of the percentages of people that <b>strongly agree</b> and those that <b>tend to agree</b> that their council provides high quality services.</p> <p>Estimates from the National Survey are subject to a margin of uncertainty.</p>
<b>Sourced from</b>	<p>National Survey for Wales, Welsh Government</p> <p><b>Note:</b> The inclusion of this measure is subject to the data being published by Welsh Government.</p>

**Education**

<b>Theme</b>	Education: Attainment – Foundation Phase
<b>Measure</b>	Percentage of pupils achieving the expected outcome at the end of the Foundation Phase
<b>Technical title</b>	Percentage of pupils assessed at the end of the Foundation Phase, in schools maintained by the local authority, achieving Outcome 5, as determined by Teacher Assessment
<b>ID</b>	PAM/003
<b>Other IDs</b>	-
<b>Definition</b>	<p>All pupils in their final year of Foundation Phase must be assessed through teacher assessments. Head teachers are responsible for reporting results for all learners on their school roll as at the second Tuesday in May – the 'specified date'.</p> <p>Most pupils will be seven years old at the end of Foundation phase. The general expectation is that the majority of seven year olds will achieve Outcome 5 in each mandatory area of learning.</p> <p>In the Foundation Phase, the mandatory areas of learning are:</p> <ul style="list-style-type: none"> <li>• Personal and social development, well-being and cultural diversity (PSD);</li> <li>• Language, literacy and communication skills (in English (LCE) or Welsh (LCW));</li> <li>• Mathematical development (MDT).</li> </ul> <p>This measures pupils achieving Outcome 5 or above in each of the mandatory areas of learning in combination at the end of the Foundation Phase This is known as the Foundation Phase Indicator.</p>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Number of pupils achieving the expected outcome at the end of the Foundation Phase
<b>Technical title</b>	Number of pupils assessed at the end of Foundation Phase, in schools maintained by the local authority, achieving Outcome 5, as determined by Teacher Assessment
<b>Sourced from</b>	National teacher assessment data collection, Welsh Government
<b>Denominator</b>	Number of pupils in the final year of Foundation Phase

<b>Technical title</b>	Number of pupils in the final year of Foundation Phase on roll on the specified date
<b>Sourced from</b>	National teacher assessment data collection, Welsh Government

<b>Theme</b>	Education: Attainment – Key Stage 2
<b>Measure</b>	Percentage of pupils achieving the expected outcome at the end of Key Stage 2
<b>Technical title</b>	Percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment
<b>ID</b>	PAM/004
<b>Other IDs</b>	Formerly EDU/003
<b>Definition</b>	<p>All pupils in their final year of Key Stage 2 must be assessed through teacher assessments. Head teachers are responsible for reporting results for all learners on their school roll as at the second Tuesday in May – the 'specified date'.</p> <p>Most pupils will be 11 years old at the end of Key Stage 2. The general expectation is that the majority of 11 year olds will achieve Level 4 in each core subject.</p> <p>At Key Stage 2 the core subjects are:</p> <ul style="list-style-type: none"> <li>• English;</li> <li>• Welsh first language;</li> <li>• Mathematics;</li> <li>• Science.</li> </ul> <p>This measure focuses on those pupils achieving Level 4 or above in in English or Welsh (first language), Mathematics and Science in combination at the end of Key Stage 2. This is known as the Core Subject Indicator.</p>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Number of pupils achieving the expected outcome at the end of Key Stage 2
<b>Technical title</b>	Number of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment
<b>Sourced from</b>	National teacher assessment data collection, Welsh Government  <b>Note:</b> The inclusion of this measure is subject to the data continuing to be collected nationally.

<b>Denominator</b>	Number of pupils in the final year of Key Stage 2
<b>Technical title</b>	Number of pupils in the final year of Key Stage 2 on roll on the specified date
<b>Sourced from</b>	National teacher assessment data collection, Welsh Government

<b>Theme</b>	Education: Attainment – Key Stage 3
<b>Measure</b>	Percentage of pupils achieving the expected outcome at the end of Key Stage 3
<b>Technical title</b>	Percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment
<b>ID</b>	PAM/005
<b>Other IDs</b>	Formerly EDU/004
<b>Definition</b>	<p>All pupils in their final year of Key Stage 3 must be assessed through teacher assessments. Head teachers are responsible for reporting results for all learners on their school roll as at the second Tuesday in May – the 'specified date'.</p> <p>Most pupils will be 14 years old at the end of Key Stage 3. The general expectation is that the majority of 14 year olds will achieve Level 5 in each core subject.</p> <p>At Key Stage 3 the core subjects are:</p> <ul style="list-style-type: none"> <li>• English;</li> <li>• Welsh first language;</li> <li>• Mathematics;</li> <li>• Science.</li> </ul> <p>This measure focuses on those pupils achieving Level 5 or above in in English or Welsh (first language), mathematics and science in combination at the end of Key Stage 3. This is known as the Core Subject Indicator.</p>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Number of pupils achieving the expected outcome at the end of Key Stage 3
<b>Technical title</b>	Number of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment
<b>Sourced from</b>	<p>National teacher assessment data collection, Welsh Government</p> <p><b>Note:</b> The inclusion of this measure is subject to the data continuing to be collected nationally.</p>

<b>Denominator</b>	Number of pupils in the final year of Key Stage 3
<b>Technical title</b>	Number of pupils in the final year of Key Stage 3 on roll on the specified date
<b>Sourced from</b>	National teacher assessment data collection, Welsh Government

<b>Theme</b>	Education: Attainment – Key Stage 4
<b>Measure</b>	Percentage of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths
<b>Technical title</b>	Percentage of Year 11 pupils achieving the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and Mathematics in schools maintained by the local authority
<b>ID</b>	PAM/006
<b>Other IDs</b>	Formerly EDU/017
<b>Definition</b>	<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> <p>Achieving the Level 2 threshold is equivalent to achieving 5 GCSEs at grade A*-C. The Level 2 inclusive threshold includes a GCSE grade A*-C in English or Welsh first language and Mathematics.</p> <p>Any examinations achieved 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>Only qualifications awarded up to the 31 August are included. New awards after that date, as well as any re-sits or re-marks after that date, are not included.</p>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Number of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths
<b>Technical title</b>	Number of Year 11 pupils achieving the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics in schools maintained by the local authority
<b>Sourced from</b>	<p>Welsh Examinations Database, Welsh Government</p> <p><b>Note:</b> We are aware that Welsh Government are currently reviewing the way in which they measure Key Stage 4 attainment. Any changes will be reflected in this framework.</p>
<b>Denominator</b>	Number of pupils in Year 11

<b>Technical title</b>	Number of pupils in Year 11 on roll at the time of the annual schools census
<b>Sourced from</b>	Pupil Level Annual School Census (PLASC), Welsh Government

<b>Theme</b>	Education: Attendance – primary schools
<b>Measure</b>	Percentage of pupil attendance in primary schools
<b>Technical title</b>	Percentage of pupil attendance in primary schools
<b>ID</b>	PAM/007
<b>Other IDs</b>	Formerly EDU/016a
<b>Definition</b>	<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>
<b>Calculation</b>	$1 - (\text{Numerator/Denominator} \times 100)$
<b>Numerator</b>	Number of primary school sessions missed
<b>Technical title</b>	Number of sessions missed by all primary school pupils
<b>Sourced from</b>	Pupils' Attendance Record, Welsh Government
<b>Denominator</b>	Number of primary school sessions
<b>Technical title</b>	Number of sessions possible for all primary school pupils
<b>Sourced from</b>	Pupils' Attendance Record, Welsh Government

<b>Theme</b>	Education: Attendance – secondary schools
<b>Measure</b>	Percentage of pupil attendance in secondary schools
<b>Technical title</b>	Percentage of pupil attendance in secondary schools
<b>ID</b>	PAM/008
<b>Other IDs</b>	Formerly EDU/016b
<b>Definition</b>	<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>
<b>Calculation</b>	$1 - (\text{Numerator}/\text{Denominator} \times 100)$
<b>Numerator</b>	Number of secondary school sessions missed
<b>Technical title</b>	Number of sessions missed by all secondary school pupils
<b>Sourced from</b>	Pupils' Attendance Record, Welsh Government
<b>Denominator</b>	Number of secondary school sessions possible
<b>Technical title</b>	Number of sessions possible for all secondary school pupils
<b>Sourced from</b>	Pupils' Attendance Record, Welsh Government

<b>Theme</b>	Education: Year 11 leavers not in education, training or employment (NEET)
<b>Measure</b>	Percentage of Year 11 leavers not in education, training or employment (NEET)
<b>Technical title</b>	Percentage of Year 11 leavers known not be in education, training or employment (NEET)
<b>ID</b>	PAM/009
<b>Other IDs</b>	-
<b>Definition</b>	<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"> <li>• continue in full-time or part-time education;</li> <li>• are in work based learning;</li> <li>• are employed;</li> <li>• are known not be in education, training or employment (NEET);</li> <li>• have left the area; and</li> <li>• did not respond to the survey.</li> </ul> <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>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Number of Year 11 leavers not in education, training or employment (NEET)
<b>Technical title</b>	Number of Year 11 leavers known not be in education, training or employment (NEET)
<b>Sourced from</b>	Annual survey of school leavers, Careers Wales
<b>Denominator</b>	Number of Year 11 leavers
<b>Technical title</b>	Number of Year 11 leavers

Sourced from	Annual survey of school leavers, Careers Wales
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**Environmental Services**

<b>Theme</b>	Environmental Services: Clean streets
<b>Measure</b>	Percentage of streets that are clean
<b>Technical title</b>	Percentage of highways inspected of a high or acceptable standard of cleanliness
<b>ID</b>	PAM/010
<b>Other IDs</b>	Formerly STS/005b
<b>Definition</b>	<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"> <li>• Grade A No litter or refuse</li> <li>• Grade B+ No more than 3 small pieces of litter</li> <li>• Grade B Predominately free of litter and refuse apart from some small items.</li> </ul>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Number of streets that are clean
<b>Technical title</b>	Number of inspections of highways undertaken that had a high or acceptable level of cleanliness
<b>Sourced from</b>	Local authorities
<b>Denominator</b>	Number of inspections
<b>Technical title</b>	Number of inspections of highways
<b>Sourced from</b>	Local authorities
<b>Guidance for local authorities</b>	
<p>To calculate the indicator, the following surveys need to be undertaken:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Annual independent survey/s based on a minimum 6% overall sample of adopted highways of an authority undertaken by Keep Wales Tidy.</li> </ul> <p>Include all roads for which the local authority is the highway authority, i.e. all roads excluding:</p> <ul style="list-style-type: none"> <li>• motorways;</li> <li>• trunk roads; and</li> <li>• private and/or unadopted roads</li> </ul>	

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.

<b>Theme</b>	Environmental Services: Fly-tipping
<b>Measure</b>	Percentage of fly-tipping incidents cleared in 5 days
<b>Technical title</b>	Percentage of reported fly-tipping incidents cleared within 5 working days of the incident being reported
<b>ID</b>	PAM/011
<b>Other IDs</b>	Formerly STS/006
<b>Definition</b>	<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>'Cleared' means that the fly-tipping waste is removed directly by the local authority or its contractors.</p>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Number of fly-tipping incidents cleared in 5 days
<b>Technical title</b>	Number of reported fly-tipping incidents cleared within 5 working days of the incident being reported
<b>Sourced from</b>	Local authorities
<b>Denominator</b>	Number of fly-tipping incidents reported
<b>Technical title</b>	Number of fly-tipping incidents reported to the authority during the year
<b>Sourced from</b>	Local authorities
<b>Guidance for local authorities</b>	
<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, or its contractors, clears the waste.</p> <p>The Waste Acceptance Criteria may delay the removal of certain fly-tipping waste, but these instances must be included in this indicator.</p> <p>Fly-tipping on the following land types (as recorded on flycapture) should be included:</p> <ul style="list-style-type: none"> <li>highway;</li> </ul>	

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

Exclude the following flycapture land types:

- railway;
- agricultural;
- private – residential;
- commercial/industrial; and
- other.

## Housing

<b>Theme</b>	Housing: Homelessness prevention
<b>Measure</b>	Percentage of households successfully prevented from becoming homeless
<b>Technical title</b>	Percentage of households threatened with homelessness successfully prevented from becoming homeless
<b>ID</b>	PAM/012
<b>Other IDs</b>	-
<b>Definition</b>	<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>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Number of households successfully prevented from becoming homeless
<b>Technical title</b>	Number of households threatened with homelessness successfully prevented from becoming homeless
<b>Sourced from</b>	Homelessness data collection, Welsh Government
<b>Denominator</b>	Number of households threatened with homelessness
<b>Technical title</b>	Number of households threatened with homelessness
<b>Sourced from</b>	Homelessness data collection, Welsh Government

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

Sourced from	Local authorities
<b>Denominator</b>	
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
<b>Guidance for local authorities</b>	
<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 indicator 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"> <li>A. Unoccupied and unfurnished property undergoing repairs /renovation.</li> <li>C. Unoccupied and unfurnished property.</li> <li>F. Unoccupied property which is awaiting probate.</li> <li>G. Unoccupied property which is unoccupied because occupation is prohibited by law.</li> <li>L. Unoccupied property where a mortgagee is in possession.</li> <li>Q. Unoccupied property where the person who would normally pay the Council Tax is a bankrupt or insolvent trustee.</li> </ul> <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"> <li>• A second or holiday home.</li> <li>• A property owned by any of the following: <ul style="list-style-type: none"> <li>◦ registered social landlords (RSLs);</li> <li>◦ Police and Armed forces;</li> <li>◦ National Health Service;</li> <li>◦ universities and colleges;</li> <li>◦ local authorities and government;</li> <li>◦ Crown estate; or</li> <li>◦ churches and other religious bodies.</li> </ul> </li> <li>• A property that is in use but for non-residential purposes.</li> <li>• Properties that have been un-banded by the Valuation Office Agency (VOA).</li> </ul> <p>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.</p> <p>The following are categories of direct action that local authorities can take to bring a property back into use:</p>	

- 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.

<b>Theme</b>	Housing: Empty properties
<b>Measure</b>	Number of new homes created as a result of bringing empty properties back into use
<b>Technical title</b>	Number of additional dwellings created as a result of bringing empty properties back into use
<b>ID</b>	PAM/014
<b>Other IDs</b>	-
<b>Definition</b>	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.
<b>Sourced from</b>	Local authorities

#### Guidance for local authorities

An empty property is a property liable for Council Tax, which has been unoccupied for a period of 6 months or more.

The data for this indicator 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:

- 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.

Properties which have been classed under exemption C and then re-banded as '0' or 'zero' should also be included.

This excludes:

- A second or holiday home.
- A property owned by any of the following:
  - registered social landlords (RSLs);
  - Police and Armed forces;
  - National Health Service;
  - universities and colleges;
  - local authorities and government;
  - 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.

<b>Theme</b>	Housing: Adaptations
<b>Measure</b>	Average number of calendar days taken to deliver a Disabled Facilities Grant
<b>Technical title</b>	Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)
<b>ID</b>	PAM/015
<b>Other IDs</b>	Formerly PSR/002
<b>Definition</b>	<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>
<b>Calculation</b>	Numerator/Denominator
<b>Numerator</b>	Number of calendar days taken to deliver a DFG
<b>Technical title</b>	Number of calendar days taken to deliver all DFGs during the financial year
<b>Sourced from</b>	Local authorities
<b>Denominator</b>	Number of DFGs delivered
<b>Technical title</b>	Number of DFGs delivered during the financial year
<b>Sourced from</b>	Local authorities
<b>Guidance for local authorities</b>	
<p>This indicator measures 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 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.</p>	

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.

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## Leisure and Culture

<b>Theme</b>	Leisure and Culture: Libraries
<b>Measure</b>	Number of library visits per 1,000 population
<b>Technical title</b>	Number of visits to public libraries during the year per 1,000 population
<b>ID</b>	PAM/016
<b>Other IDs</b>	Formerly LCL/001b
<b>Definition</b>	<p>Visits to public libraries include:</p> <ul style="list-style-type: none"> <li>• physical visits to libraries, including mobile libraries;</li> <li>• virtual visits; and</li> <li>• physical visits to other service points.</li> </ul> <p>Other service points are spaces which allow access by the general public, and as a minimum, provide a staffed information point, stock loan facilities and a public access terminal linked to the internet (but not organisations for a limited number of people or closed communities).</p> <p>This excludes visits to libraries run by external trusts or community councils where the authority is NOT formally contracting for the provision of services.</p>
<b>Calculation</b>	Numerator/Denominator x 1,000
<b>Numerator</b>	Number of library visits
<b>Technical title</b>	Number of visits to public libraries during the year
<b>Sourced from</b>	Local authorities
<b>Denominator</b>	Total population
<b>Technical title</b>	Total population
<b>Sourced from</b>	Mid-year Population Estimates, Office for National Statistics (ONS)
<b>Guidance for local authorities</b>	
<p>The number of physical visits to libraries, mobile libraries and other service points is to be collected by the service by an electronic people counter, some other electronic means that can be locally defined or by a manual count.</p> <p>A 'Virtual Visit' is defined as per the CIPFA definition as: <i>'a session of activity / series of one or more PAGE IMPRESSIONS, served to one USER, to the library website (or</i></p>	

*relevant library-service-related directories of the authority website as defined by the authority). A unique visitor is determined by the IP address or cookie. The session is deemed to end when there is a lengthy gap of usage between successive PAGE IMPRESSIONS for that USER. An example of a 'lengthy gap' would be a gap of at least 30 minutes. Count one visit per visitor session.'*

**Exclude** any visits to external trust or community council run libraries where the authority is NOT formally contracting for the provision of services. In other words community council OWNED and run libraries are NOT considered part of local authority provision, and usage of them should be excluded.

Physical visits to libraries and other service points should be collected over a sample week(s) and then aggregated to an annual total of **50 weeks**.

The sample week(s) should not be during school holidays or include bank holidays.

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<b>Theme</b>	Leisure and Culture: Sport and recreation
<b>Measure</b>	Number of visits to leisure centres per 1,000 population
<b>Technical title</b>	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
<b>ID</b>	PAM/017
<b>Other IDs</b>	Formerly LCS/002b
<b>Definition</b>	<p>Sport and leisure facilities are defined as:</p> <ul style="list-style-type: none"> <li>• All indoor sport and leisure <b>centres</b> inclusive of outdoor provision such as all terrain pitches and outdoor courts managed by the Centre.</li> <li>• External sport and leisure <b>facilities</b> dedicated to a particular sport, and where access or usage is controlled and/or users have to pre-book.</li> </ul> <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"> <li>• attendees at non-sporting events e.g. antiques fairs, conferences and meetings held in leisure centres;</li> <li>• spectators; and</li> <li>• visitors to bars or catering facilities in leisure centres.</li> </ul>
<b>Calculation</b>	Numerator/Denominator x 1,000
<b>Numerator</b>	Number of visits to sport and leisure facilities
<b>Technical title</b>	Number of visits to local authority sport and leisure facilities during the year where the visitor will be participating in physical activity
<b>Sourced from</b>	Local authorities
<b>Denominator</b>	Total population
<b>Technical title</b>	Total population

Sourced from	Mid-year Population Estimates, Office for National Statistics (ONS)
<b>Guidance for local authorities</b>	
<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"> <li>• attendees at non-sporting events e.g. antiques fairs, conferences and meetings held in leisure centres;</li> <li>• spectators; and</li> <li>• visitors to bars or catering facilities in leisure centres.</li> </ul> <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"> <li>• pitches specifically marked and maintained for outdoor team sports such as soccer, rugby, cricket and hockey;</li> <li>• athletics tracks and stadia;</li> <li>• golf courses and facilities (including pitch and putt courses, driving ranges and putting greens, but not 'crazy golf');</li> <li>• ski slopes;</li> <li>• basketball, netball and tennis courts;</li> <li>• bowling greens; and</li> <li>• water sport centres.</li> </ul> <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> <ul style="list-style-type: none"> <li>• outdoor provision which is not specifically set aside for sport such as parks and open spaces used for casual sports;</li> <li>• walking or jogging routes, cycle paths, fitness trails and similar;</li> <li>• children's play areas, skateboard parks and adventure playgrounds;</li> <li>• casual use of dedicated outdoor facilities (i.e. without booking);</li> <li>• facilities where a charge is made for car parking only, and there is no requirement to register/book; and</li> </ul>	

- 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  $(10 \times 33 =) 330$ .

## 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

<b>Theme</b>	Planning: Timeliness
<b>Measure</b>	Percentage of all planning applications determined in time
<b>Technical title</b>	Percentage of all planning applications determined within required time periods
<b>ID</b>	PAM/018
<b>Other IDs</b>	Indicator 07 (Planning Performance Framework)
<b>Definition</b>	<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>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Number of all planning applications determined in time
<b>Technical title</b>	Number of all planning applications determined within required time periods
<b>Sourced from</b>	Planning Performance Framework, Welsh Government
<b>Denominator</b>	Number of all planning applications determined
<b>Technical title</b>	Number of planning applications determined during the year
<b>Sourced from</b>	Planning Performance Framework, Welsh Government

<b>Theme</b>	Planning: Appeals success rate
<b>Measure</b>	Percentage of planning appeals dismissed
<b>Technical title</b>	Percentage of appeals against planning application decisions dismissed
<b>ID</b>	PAM/019
<b>Other IDs</b>	Indicator 10 (Planning Performance Framework)
<b>Definition</b>	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.
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	
Numerator	Number of planning appeals dismissed
Technical title	Number of appeals against planning application decisions dismissed
Sourced from	Planning Performance Framework, Welsh Government
<b>Denominator</b>	
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

<b>Theme</b>	Highway services: Condition of A roads
<b>Measure</b>	Percentage of A roads in poor condition
<b>Technical title</b>	Percentage of principal A roads that are in overall poor condition
<b>ID</b>	PAM/020
<b>Other IDs</b>	Formerly THS/012a
<b>Definition</b>	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.
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Kilometres of A roads in poor condition
<b>Technical title</b>	Kilometres of principal A roads in overall poor condition
<b>Sourced from</b>	Local authorities
<b>Denominator</b>	Kilometres of A roads surveyed
<b>Technical title</b>	Kilometres of principal A roads surveyed
<b>Sourced from</b>	Local authorities
<b>Guidance for local authorities</b>	
<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</p>	

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

Detailed guidance on how to produce the information required to report this indicator 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 indicator 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.

<b>Theme</b>	Highway Services: Condition of B roads
<b>Measure</b>	Percentage of B roads in poor condition
<b>Technical title</b>	Percentage of principal B roads that are in overall poor condition
<b>ID</b>	PAM/021
<b>Other IDs</b>	Formerly THS/012b
<b>Definition</b>	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.
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Kilometres of B roads in poor condition
<b>Technical title</b>	Kilometres of principal B roads in overall poor condition
<b>Sourced from</b>	Local authorities
<b>Denominator</b>	Kilometres of B roads surveyed
<b>Technical title</b>	Kilometres of principal B roads surveyed
<b>Sourced from</b>	Local authorities
<b>Guidance for local authorities</b>	
<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 production of Best Value Performance Indicators, may be used in the calculation of this indicator.</p>	

Detailed guidance on how to produce the information required to report this indicator 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 indicator 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.

<b>Theme</b>	Highway Services: Condition of C roads
<b>Measure</b>	Percentage of C roads in poor condition
<b>Technical title</b>	Percentage of non-principal C roads that are in overall poor condition
<b>ID</b>	PAM/022
<b>Other IDs</b>	Formerly THS/012c
<b>Definition</b>	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.  Non-principal 'C' roads are minor roads. It is the local authority's responsibility to maintain these roads.
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Kilometres of C roads in poor condition
<b>Technical title</b>	Kilometres of non-principal C roads in overall poor condition
<b>Sourced from</b>	Local authorities
<b>Denominator</b>	Kilometres of C roads surveyed
<b>Technical title</b>	Kilometres of non-principal C roads surveyed
<b>Sourced from</b>	Local authorities
<b>Guidance for local authorities</b>	
<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</p>	

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

Detailed guidance on how to produce the information required to report this indicator 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 indicator 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**

<b>Theme</b>	Public Protection: Food hygiene
<b>Measure</b>	Percentage of food establishments that meet food hygiene standards
<b>Technical title</b>	Percentage of food establishments which are 'broadly compliant' with food hygiene standards
<b>ID</b>	PAM/023
<b>Other IDs</b>	Formerly PPN/009
<b>Definition</b>	<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>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	
<b>Numerator</b>	Number of food establishments that meet food hygiene standards
<b>Technical title</b>	Number of food establishments which are 'broadly compliant' with food hygiene standards
<b>Sourced from</b>	Local authorities
<b>Denominator</b>	
<b>Denominator</b>	Number of food establishments
<b>Technical title</b>	Number of food establishments trading at 31 March
<b>Sourced from</b>	Local authorities
<b>Guidance for local authorities</b>	
<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> <ul style="list-style-type: none"> <li>(i) hygiene requirements (<i>including food handling practices and procedures and temperature controls</i>), and</li> <li>(ii) structural requirements (<i>including cleanliness, layout, condition of structure, lighting, ventilation, facilities etc.</i>).</li> </ul>	

(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 a 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 31<sup>st</sup> March;
- premises closed during the financial year; and
- Premises registered outside the area, which are visited for training purposes

## Social Care

Social Care	
<b>Theme</b>	Social Care: Adults - satisfaction
<b>Measure</b>	Percentage of adults satisfied with their care and support
<b>Technical title</b>	Percentage of adults who are satisfied with the care and support that they received
<b>ID</b>	PAM/024
<b>Other IDs</b>	Measure 13: Adults (Social Services Performance Measures)
<b>Definition</b>	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.
<b>Sourced from</b>	Social Services Performance Measures, Welsh Government  <b>Note:</b> The inclusion of this measure is subject to the data being published by Welsh Government.

<b>Theme</b>	Social Care: Adults - delayed transfers of care (DToC)
<b>Measure</b>	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+
<b>Technical title</b>	Rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over
<b>ID</b>	PAM/025
<b>Other IDs</b>	Measure 19 (Social Services Performance Measures) Formerly SCA/021
<b>Definition</b>	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.
<b>Calculation</b>	Numerator/Denominator x 1,000
<b>Numerator</b>	Number of people kept in hospital while waiting for social care
<b>Technical title</b>	Number of delayed transfers of care for social care reasons
<b>Sourced from</b>	Social Services Performance Measures, Welsh Government
<b>Denominator</b>	Total population aged 75+
<b>Technical title</b>	Total population aged 75 or older
<b>Sourced from</b>	Social Services Performance Measures, Welsh Government

<b>Theme</b>	Social Care: Carers - satisfaction
<b>Measure</b>	Percentage of carers that feel supported
<b>Technical title</b>	Percentage of carers reporting they feel supported to continue in their caring role
<b>ID</b>	PAM/026
<b>Other IDs</b>	Measure 15 (Social Services Performance Measures)
<b>Definition</b>	<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>
<b>Sourced from</b>	<p>Social Services Performance Measures, Welsh Government</p> <p><b>Note:</b> The inclusion of this measure is subject to the data being published by Welsh Government.</p>

Public Accountability Measures 2017-18: Guidance for local authorities	
<b>Theme</b>	Social Care: Children - satisfaction
<b>Measure</b>	Percentage of children satisfied with their care and support
<b>Technical title</b>	Percentage of children who are satisfied with the care and support that they received
<b>ID</b>	PAM/027
<b>Other IDs</b>	Measure 13: Children (Social Services Performance Measures)
<b>Definition</b>	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.
<b>Sourced from</b>	Social Services Performance Measures, Welsh Government  <b>Note:</b> The inclusion of this measure is subject to the data being published by Welsh Government.

<b>Theme</b>	Social Care: Children – assessments
<b>Measure</b>	Percentage of child assessments completed in time
<b>Technical title</b>	Percentage of assessments completed for children within statutory timescales
<b>ID</b>	PAM/028
<b>Other IDs</b>	Measure 24 (Social Services Performance Measures)
<b>Definition</b>	<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>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Number of child assessments completed in time
<b>Technical title</b>	Number of assessments for children completed during the year that were completed within 42 working days from the point of referral
<b>Sourced from</b>	Social Services Performance Measures, Welsh Government
<b>Denominator</b>	Number of child assessments completed
<b>Technical title</b>	Number of assessments for children completed during the year
<b>Sourced from</b>	Social Services Performance Measures, Welsh Government

<b>Theme</b>	Social Care: Children - stability
<b>Measure</b>	Percentage of children in care who had to move 3 or more times
<b>Technical title</b>	Percentage of looked after children on 31 March who have had three or more placements during the year
<b>ID</b>	PAM/029
<b>Other IDs</b>	Measure 33 (Social Services Performance Measures) Formerly SCC/004
<b>Definition</b>	In its broadest sense, a placement can be defined as where a child is living.  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.
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Number of children in care who had to move 3 or more times
<b>Technical title</b>	Number of children looked after at 31 March who had three or more separate placements during the year
<b>Sourced from</b>	Social Services Performance Measures, Welsh Government
<b>Denominator</b>	Number of children in care
<b>Technical title</b>	Number of children who were looked after at 31 March
<b>Sourced from</b>	Social Services Performance Measures, Welsh Government

**Waste Services**

<b>Theme</b>	Waste Services: Reuse, recycling and composting
<b>Measure</b>	Percentage of waste reused, recycled or composted
<b>Technical title</b>	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
<b>ID</b>	PAM/030
<b>Other IDs</b>	Formerly WMT/009b
<b>Definition</b>	<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>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Tonnage of waste reused, recycled or composted
<b>Technical title</b>	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
<b>Sourced from</b>	WasteDataFlow, Natural Resources Wales
<b>Denominator</b>	Tonnage of waste collected
<b>Technical title</b>	Tonnage of local authority municipal waste collected by the local authority
<b>Sourced from</b>	WasteDataFlow, Natural Resources Wales

<b>Theme</b>	Waste Services: Diversion from landfill
<b>Measure</b>	Percentage of waste sent to landfill
<b>Technical title</b>	Percentage of municipal waste collected by local authorities sent to landfill
<b>ID</b>	PAM/031
<b>Other IDs</b>	Formerly WMT/004b
<b>Definition</b>	<p>Local authority municipal waste is waste collected by or on behalf of local authorities.</p> <p>Reducing the amount of local authority collected municipal waste sent to landfill is a national priority.</p> <p>Landfill refers to waste deposited on, or on a structure set into, the surface of the land, or under the surface of the land. This includes land covered by water that is above the low water mark or ordinary spring tides.</p>
<b>Calculation</b>	Numerator/Denominator x 100
<b>Numerator</b>	Tonnage of waste sent to landfill
<b>Technical title</b>	Tonnage of local authority municipal waste sent to landfill by the local authority
<b>Sourced from</b>	WasteDataFlow, Natural Resources Wales
<b>Denominator</b>	Tonnage of waste collected
<b>Technical title</b>	Tonnage of municipal waste collected by the local authority
<b>Sourced from</b>	WasteDataFlow, Natural Resources Wales