Local Authority Services Performance 2010-11

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If you have any questions or comments about this publication please contact us at LocalGovernmentSettlement@wales.gsi.gov.uk.

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1. Foreword by the Minister for Local Government and Communities

The Welsh Government's Public Sector Reform agenda is focused on working with our public sector partners to provide better services to local people more efficiently. We are all aware of the financial context in which we are working and living and that it is likely to get more challenging in the coming years. Understanding our services – where they are performing well and vice versa – is therefore critical to driving improvement.

To do that we must create a stronger accountability relationship between the people who receive services and the bodies which provide them. And, we must be sure that our councillors have the information they need to scrutinise effectively the services their constituents receive. The 2011 Local Government Measure will support this engagement by strengthening the scrutiny process.

I also believe that the citizen and service user has a powerful role in scrutinising service delivery – after all, they experience public services on a day to day basis. I want these people to be able to access easily information about their local services and compare how well their local authority is performing on the services which matter to them.

The data that follows is intended to begin this process by focusing on local authority performance in key areas. I hope that this publication will start to inform a debate and an understanding amongst the public and service providers of the standard of service that people should expect. This should also act as a gateway into the wealth of performance data which currently exists both in the Welsh Government and local government itself.

There will be challenges to these tables around the quality, timeliness, relevance and representativeness of the data. I understand those concerns but believe that the data provides a useful starting point in stimulating a discussion around service provision and prioritisation – that is a necessary debate and I will continue to prompt and inform it. I encourage others to enter that debate and engage with their local authorities and elected members.

This is not a one off publication. I intend to produce further versions which will reflect more up to date data and will seek to develop further the citizen focus of the publication as we engage with a wider audience in driving service improvement. I would therefore welcome any constructive feedback you may have on this publication, especially about how I can expand and improve the data I make available so as to stimulate a continued and meaningful debate about service improvement.

2. Introduction

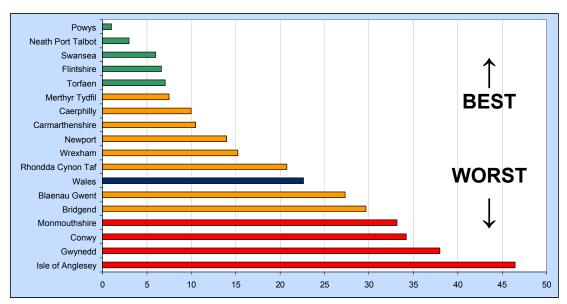
For each of the key services that local authorities are responsible for delivering in Wales, this publication sets out why that service is important, what it is reasonable that the citizen should expect from the delivery of that service and some information on the performance of their authority compared with other authorities in Wales.

In publishing this information we recognise that performance indicator data alone does not provide the whole story. Other factors, such as resource implications, population density, demographics and changes in environment, all have an impact on performance and cannot possibly be captured in a single indicator. For example, a local authority may have below average performance in delivering services for older people, but this may be explained to some extent by that local authority having an older population than others and so having a higher relative demand for that service. To understand the context of performance you could use the data sources signposted in appendix1 to provide information on the features of the local authority population.

The variation of performance over time is also an important consideration, for example, the performance of a local authority may have decreased in the latest year but that may follow several years of strong improvement. It is also important to bear in mind the robustness of the indicators used and so we point out where the figures are volatile. This publication draws particularly upon the Welsh Government National Strategic Indicators and Programme for Government indicators. There is a range of performance data available and this publication will provide a useful signposting mechanism to the information that is available.

The performance of local authorities in this publication is presented as bar charts as shown in figure 1. The local authorities are arranged in order of performance. The green bars show local authorities whose performance is in the top quarter of performance and the red bars show those whose performance is in the bottom quarter. The amber bars show local authorities whose performance is between these two areas. The blue bar is the performance at the Wales level, that is, the average across Wales. For a summary of the results please see appendix 2.

Figure 1: The average number of days all homeless families with children spent in Bed and Breakfast accommodation, 2010-11*



Source: Welsh Government, National Strategic Indicator, HHA/016 *Denbighshire, Ceredigion, Pembrokeshire, The Vale of Glamorgan and Cardiff did not provide data for 2010-11.

3. Social Care

Social Care Services are an integral part of the services provided by Local Government in Wales. They work closely with other agencies, such as health and education, to ensure that people are helped to live as fulfilling lives as possible.

Work is ongoing to transform social services in Wales to ensure that they meet the needs of people now and for the longer term. This includes a programme of work to support more voice and greater control for people who use services and to improve well-being including a new national outcomes framework to provide a clear way of identifying outcomes and measuring the success of those outcomes across the whole sector.

The Director for Social Services is responsible for leading social care provision and in making sure that adult and children services meets your needs and requirements.

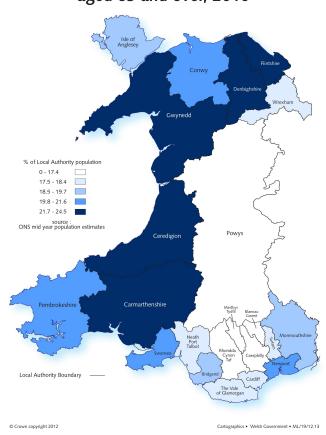
The Care and Social Services Inspectorate Wales (CSSIW) has a statutory duty to encourage the improvement of social care, through regulating, inspecting and reviewing services. All care homes providing personal and/or nursing care, and those agencies providing care services at someone's home have a legal duty to be registered with and regulated by CSSIW in order to operate.

3.1 Older Adults

Being able to lead an active and healthy lifestyle, as independently as possible, is important, no matter what stage we are at in our lives. As we get older, having the appropriate level of support and the most up to date information available to make those important life choices is crucial. Each Local Authority in Wales employs an Older Persons Coordinator who is responsible for ensuring that your voice is heard and in ensuring that your needs and concerns are reflected in all aspects of Local Authority activity.

Figure 2.

Percentage of Local Authority Population aged 65 and over, 2010



3.1.1 Community Care

Why is this important?

Many care and support services are designed to help people remain independent in their own home, as set out further below. For more developed case needs, other options such as sheltered housing, or housing designed for older people with disabilities exist. For more advanced needs the NHS provide care in certain complex cases. In most circumstances where someone's care needs can no longer be met safely at home residential care home could be a more suitable option. People with care needs prefer if possible to receive support which allows them to live independently within their own home in a community which they know and which knows them.

What should I expect from my Local Authority?

By law, responsibility for assessing the health and social care needs you may have rests with local health boards and local authorities. This assessment should be carried out under a joint process, following which a person agrees a "Care Plan" with Social Services. This ensures they receive the right level of

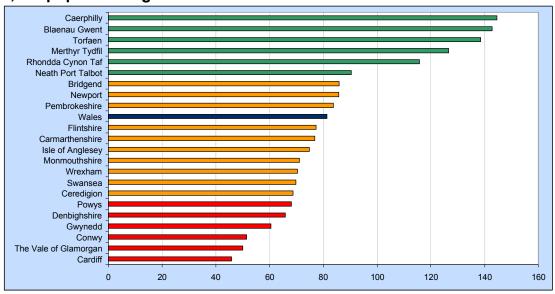
care and support in the most appropriate setting. Your Local Authority will work with other health professionals to review your Care Plan on a regular basis. They will work with you to ensure that the level of support and services you receive meet your needs and requirements. You will have access to a range of support and services which will be reviewed as your needs change, ensuring that you have the right help to enable you to remain in your home safely. A range of services for care in your own home, in a care home, as well as other support and advisory services will be available to you. For example, due to changes in mobility, you may need support with maintaining and making adaptations to your home. Your Local Authority can assist you with this through its local Care & Repair Service.

If you have spent time in hospital and have increased care needs when you are discharged, it may well be that you are unable to return to your own home but you may be given the option of moving into extra care housing. This will enable, you to continue living in your own home as part of a community of other houses where you will have a package of care and support close to hand and access to a range of facilities on site.

Your Local Authority will be able to give you information on all the support that is available to you to enable you to live as independently as possible in a community of your choice. As with all performance indicators it is important to take the indicator below in the context of the demographic features of the local authority population.

How is my Local Authority performing?

Figure 3: Older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March 2011



Source: Welsh Government, National Strategic Indicator, SCA/002a

On average 81 older people were supported in the community per 1,000 population aged 65 and over in 2010-11. This rate varied from 46 in Cardiff to

145 in Caerphilly. This is the sixth consecutive year that the figure for Torfaen has increased and the fifth consecutive year that the figure for Pembrokeshire has increased. For Neath Port Talbot this was the sixth consecutive year the number decreased and the fourth consecutive year for Conwy, Powys and Newport. The biggest increase during the year was in Torfaen and the biggest decrease was in Ceredigion.

3.1.2 Delayed Transfer of Care - patients aged 75 or over

Why is this important?

A delayed transfer of care happens when a hospital patient is ready to move on to the next stage of care but is prevented from doing so for one or more reasons.

A delayed transfer of care can have a negative impact on a patient's long term well being. For an elderly person, the effect can be particularly profound. Having to stay in hospital for a longer period than required can lead to further potential health risks. Also, having to rely on support to undertake activities previously managed alone can lead to low self esteem, loss of confidence and feelings of dependency, which can in turn lead to depression.

Timely transfer and discharge arrangements are also important in ensuring the availability of beds so that the NHS can effectively manage both planned admissions and emergency pressures.

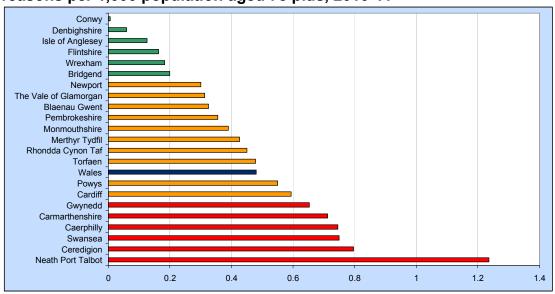
What should I expect from my Local Authority?

If you are a vulnerable person (by reason of frailty or disability), during your stay in hospital, social services will work alongside health professionals to undertake an assessment of your care and support needs and how they can best be met. A Care Plan will then be developed setting out how and when your care needs will be met and with what kind of services and support arrangements. Planning for your discharge from hospital should start as soon as you have been admitted, the ultimate goal being to enable you to return to your usual place of residence, where possible.

If it has been agreed that your longer term needs are better met within a care setting, social care staff will be responsible for keeping you fully informed about what this will involve and in supporting you to make choices about the move to a residential or nursing home. You will be entitled to select suitable placements, in accordance with your assessed needs, and to visit them before making a final decision. Your Local Authority will be responsible for arranging your accommodation if a financial assessment concludes that they will need to fund the cost of it, in whole or in part.

How is my Local Authority performing?

Figure 4: Average Monthly Delayed transfers of care for social care reasons per 1,000 population aged 75 plus, 2010-11



Source: Welsh Government, National Strategic Indicator, SCA/001

In 2010-11 there were, on average, 0.5 delayed transfers of care for social care reasons per 1,000 population aged 75 plus each month. This proportion ranged from less than 0.1 in Conwy to 1.2 in Neath Port Talbot. The proportion in Carmarthenshire reduced for the fifth consecutive year from 2.0 in 2005-06 to 0.7 in 2010-11. Torfaen also reduced for the fourth consecutive year from 3.9 in 2006-07 to 0.5 in 2010-11. Over the year the biggest reduction was in Powys which fell from 2.3 to 0.6. The biggest increase was in Neath Port Talbot which rose from 0.6 to 1.2.

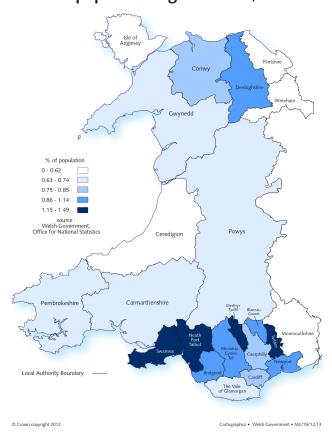
3.2 Looked After Children

As corporate parents local authorities are required to ensure the safety and wellbeing of looked after children and that they are given the same opportunities as their peers.

Guidance "If this were my child" sets out the distinct corporate parenting responsibilities for local elected members (and officers) for looked after children.

Figure 5..

Looked after children as a percentage of the population aged 0 to 17, 2010



3.2.1 Young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19

Why is this important?

Young people who were formerly looked after are entitled to appropriate accommodation that is suitable for their needs as set out in The Children (Leaving Care) Act 2000.

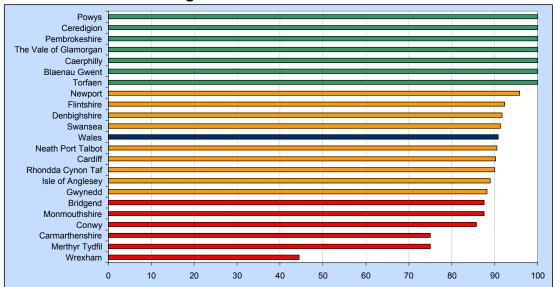
What should I expect from my Local Authority?

A young person should have an assessment of their housing requirement made when their pathway plan was being prepared and the accommodation that the local authority has found them meets the needs that have been identified. All such accommodation should take into account a variety of things including the health of the young person, the character and suitability of the landlord or other provider, the young person's wishes and feelings and their educational, training or employment needs.

Your Local Authority is also responsible for advising you about the housing benefit you may be entitled to, to assist with meeting your overall housing requirements.

How is my Local Authority performing?

Figure 6: Young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19



Source: Welsh Government, National Strategic Indicator, SCC/033b

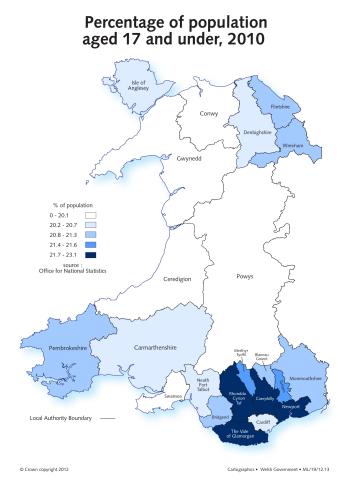
On average 91 per cent of young people formerly looked after with whom the authority is in contact were known to be in suitable, non-emergency accommodation at the age of 19 in 2010-11. This rate varied from 44 per cent in Wrexham to 100 per cent in Powys, Ceredigion, Pembrokeshire, The Vale of Glamorgan, Caerphilly, Blaenau Gwent and Torfaen. Due to small denominators these figures are volatile and so no comment is made on changes over time.

4. Education

Parents and young people have a right to expect the best from the education they receive. Local Authorities will work with schools to ensure that all children and young people have access to high quality education, training and work experience, tailored to meet their needs.

School Governors, who consist of parents, head teachers, teachers, non teaching staff including representatives from the Local Authority, are responsible for overseeing the overall management and performance of the school. They act as an important link between parents, the local community, the local authority and the school.

Figure 7.



4.1 Examination Attainment

A child and young person's educational attainment, including their ability to gain good qualifications provides them with a solid foundation in which to pursue further educational and employment opportunities.

Your Local Authority is responsible for supporting your school in ensuring that appropriate standards of performance are being met. They are held to account through Estyn inspections and local scrutiny arrangements and are responsible for supporting schools in managing and self evaluating overall performance.

Why is this important?

Everyone deserves to have the best chance in life. A good, high quality education forms part of that expectation. It not only allows young people to gain new knowledge and skills but it also extends their future life opportunities, enabling them to take a full and active part in community life, widen future education opportunities and preparing them for working life in the 21st century.

What should I expect from my Local Authority?

All schools are required to produce an annual public profile, which will give you information about your schools performance and a school development plan, which provides you with information on how they will ensure improved standards of education are being met.

Children and young people in secondary education are entitled to a rich and varied curriculum. From the age of 14 each young person has their own unique individual learning pathway which will lead to approved qualifications. This allows pupils to identify and record the help and advice required to enable them to achieve the qualifications they need.

As part of their learning pathway, pupils can choose from a minimum of 30 course choices, which includes 5 vocational courses, enabling them to gain work experience and learning outside a school environment. They are also entitled to personal support and careers advice provided by a qualified Careers Wales Advisor.

Each national curriculum subject has its own set of challenging targets. Within each subject your child's progress is assessed against a national standard. You are also entitled to a written report about your child's progress at least once a year.

How is my local authority performing?

Powys The Vale of Glamorgan Gwynedd Neath Port Talbot Conwy Ceredigion Carmarthenshire Monmouthshire Denbighshire Flintshire Swansea Newport Isle of Anglesey Wales Pembrokeshire Wrexham Cardiff Caerphilly Bridgend Torfaen Rhondda Cynon Taf Merthyr Tydfil Blaenau Gwent 0 50 100 150 200 250 300 350

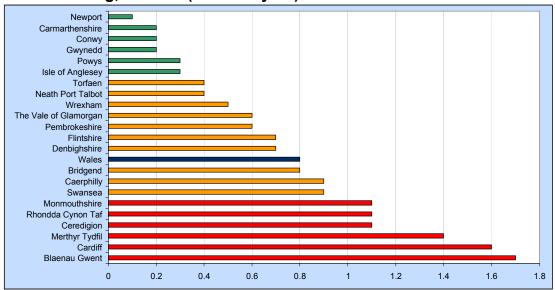
Figure 8: Average capped wider point score for pupils aged 15, 2010-11

Source: School Examination Performance Information, Welsh Government

Every approved qualification in Wales is assigned a points score based on its size (how many hours of study is required) and its challenge (how hard the qualification is). The average wider points score includes all approved qualifications in Wales, whereas the average capped wider points core only includes each pupil's best 8 qualifications.

The average capped wider point score for pupils aged 15 was 312 in 2010-11. This varied from 275 in Blaenau Gwent to 333 in Powys. Over the year the largest improvement was in Denbighshire (up 18 points) and the biggest reduction was in Wrexham (down 4 points).

Figure 9: The percentage of all pupils (including those in local authority care) in any local authority maintained school, aged 15 as at the preceding 31 August that leave compulsory education without an approved external qualification and do not proceed to training or work based learning, 2010-11 (financial year)



Source: Welsh Government, National Strategic Indicator, EDU/002i

In 2010-11 (financial year) less than one per cent of local authority maintained school pupils aged 15 left compulsory education without an approved qualification and did not proceed to training of work based learning. This varied from one in a thousand pupils in Newport to seventeen per thousand in Blaenau Gwent. Over the year Blaenau Gwent showed the biggest reduction (down two per thousand) and Ceredigion increased the most (up eight per thousand).

4.2 Special Education Needs (SEN)

All children and young people deserve to be given the opportunity to learn to the best of their ability. A Local Authority is responsible for ensuring that sufficient support is available to enable children and young people with special education needs to fulfil their full educational potential.

Every school must have a SEN policy, which is available free to parents and carers. There will be a SEN Coordinator at school who will draw up an Individual Education Plan for your child.

Why is this important?

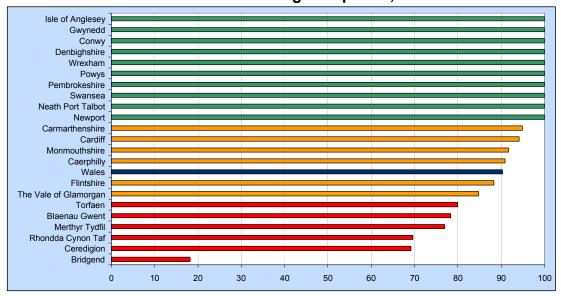
Local authorities have statutory obligations in terms of assessment and statementing, thereby ensuring children and young people with SEN have appropriate support in place to enable them to reach their potential.

What should I expect from my Local Authority?

The time from a request by a parent to the local authority to carry out a statutory assessment to the local authority issuing a Final Statement (if the local authority decides to issue a Statement) should normally take no more than 26 weeks.

How is my local authority performing?

Figure 10: The percentage of final statements of special educational need issued within 26 weeks excluding exceptions, 2010-11



Source: Welsh Government, National Strategic Indicator, EDU/015b

In 2010-11 in Wales 90 per cent of final statements of special educational need, excluding exceptions, were issued within 26 weeks. This varied from 18 per cent in Bridgend to 100 per cent in Isle of Anglesey, Gwynedd, Conwy, Denbighshire, Wrexham, Powys, Pembrokeshire, Swansea, Neath Port Talbot and Newport. Due to small denominators these figures are volatile and so no comment is made on changes over time.

4.3 Looked After Children

Looked After Children have the same right as other children – to be able to access an education which preferably will lead to recognised qualifications. Your local authority is responsible for ensuring that a child who it looks after, receives appropriate support to achieve this educational goal.

The years when young people are in full-time education are important ones. Gaining approved qualifications form a key part of ensuring that young people have the skills and knowledge required to succeed in adult life.

Why is this important?

Valuing and supporting the education of children and young people is one of the most important contributions that can be made to their lives because it is about investing in and caring about their future and recognising that education is their passport to better chances in life.

The circumstances surrounding looked after children often create barriers to their learning so it is important to ensure that everyone who has the potential to achieve qualifications is given the opportunity and support to succeed.

What should I expect from my local authority?

For looked after children, local authorities in Wales should be implementing their Corporate Parent responsibilities by linking with schools to provide the very best circumstances for stability and support to enable them to gain recognised qualifications as they leave their compulsory education phase.

As part of their care plan, looked after children can expect to have a Personal Education Plan that records short and long term goals in relation to their education. There will be a named member of staff in school who will be responsible for regularly checking the child's progress and identifying the help they need to achieve their goals.

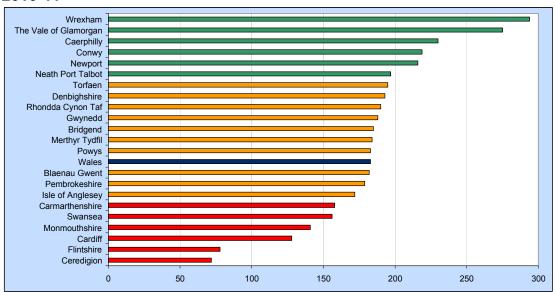
An education coordinator, employed by your Local Authority, is responsible for ensuring that looked after children can access the support that has been identified to enable them to undertake courses that preferably lead to recognised qualifications.

All looked after children have access to a social worker who supports all professionals including learning coaches, foster carers, or designated link person, if the child is in a children's home, to assist with completing tasks such as homework and coursework and attending school on a regular basis.

A looked after child has the right to an advocate who will help them express their opinion if needed, as it can be intimidating to be in a meeting with several adults who are speaking on their behalf. They will also have access to a professional counsellor, if they wish, who can support them with their coping strategies or address any concerns.

How is my Local Authority performing?

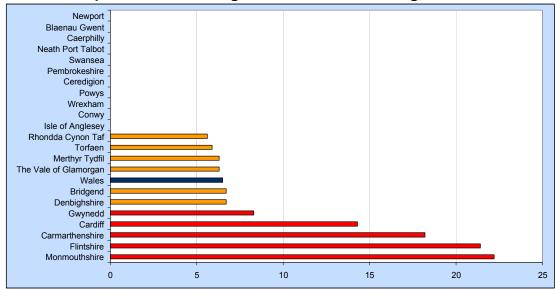
Figure 11: The average external qualifications point score for 16 year old looked after children in any local authority maintained learning setting, 2010-11



Source: Welsh Government, National Strategic Indicator, SCC/037

The average external qualifications point score for 16 year old looked after children in any local authority maintained learning setting in 2010-11 was 183. This varied from 72 in Ceredigion to 294 in Wrexham. Due to small denominators these figures are volatile and so no comment is made on changes over time.

Figure 12: The percentage of pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding 31 August that leave compulsory education without an approved external qualification and did not proceed to training or work based learning, 2010-11



Source: Welsh Government, National Strategic Indicator, EDU/002ii

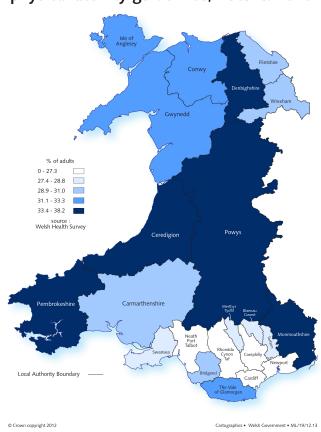
In 2010-11, 6 per cent of looked after pupils in local authority maintained schools aged 16 left compulsory education without an approved qualification and did not proceed to training of work based learning. The lowest percentages were in Isle of Anglesey, Conwy, Wrexham, Powys, Ceredigion, Pembrokeshire, Swansea, Neath Port Talbot, Caerphilly, Blaenau Gwent and Newport where there were either very small numbers too insignificant to report on or no looked after children in local authority maintained schools aged 16 left education without an approved qualification and did not proceed to training or work based learning. The highest percentage was in Monmouthshire at 22 per cent. Due to small denominators these figures are volatile and so no comment is made on changes over time.

5. Leisure and Recreation

Having access to good quality recreational and leisure facilities is critical to the health and well being of the people of Wales. Local Authorities have a key role to play in ensuring that facilities and service provided are of a good quality, accessible and meet the needs of the citizen.

Figure 13.(1)(2)

Percentage of adults meeting daily physical activity guidelines, 2009 & 2010



- (1) Did at least 30 minutes of at least moderate intensity physical activity on 5 or more days in the previous week. (Prior to 2011 this was the target activity level for meeting physical activity guidelines, but guidelines were revised during 2011 to allow more flexibility in how target activity levels are met).
- (2) These figures are age-standardised.

5.1 Public Leisure Facilities

Sport and physical activity are vital in promoting health and making people feel good about themselves. The free swimming initiative ran by Local Authorities makes a key contribution towards improving the health and well being of people in Wales.

Why is this important

Free Swimming is a national initiative to provide opportunities for young and older people to lead active (healthy) lifestyles through water-based activities in local authority owned leisure centres and swimming pools. The indicator is a part-measure of the local authorities' commitment to provide sport and physical activity opportunities for their citizens.

What should I expect?

The minimum provision for each scheme is:

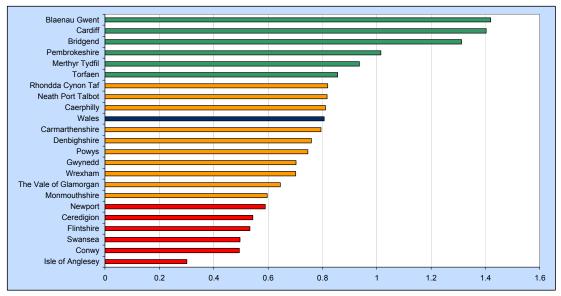
Children and Young People Aged 16 and Under

- 14 hours of free swimming per week during all school holidays, of which a minimum of 7 hours is for structured aquatic activities;
- 1 dedicated structured session for disabled children per week per Local Authority area during all school holidays;
- 2 hours of free swimming or a dryside activity per weekend per Local Authority area throughout the year.

Adults Aged 60 and Over

- Free swimming during all public swimming sessions outside school holidays (and throughout the year where this is possible).
- A minimum of 1 hour per day per Local Authority, and a minimum of 1 hour per week per pool, will be dedicated to a free structured activity session such as swimming lessons, aqua aerobics and aqua chi. These activities should be targeted locally and ensure inclusive provision for older people.

Figure 14: The average number of free public swims for those aged 16 and under or 60 and over per person aged 16 and under or 60 and over, 2011-12



Source: Data Unit Wales, Office for National Statistics

In 2011-12 there were 0.8 free swims on average for those aged 16 and under or 60 and over per person aged 16 and under or 60 and over. This ranged from 0.3 in Isle of Anglesey to 1.4 in Blaenau Gwent. This is the third consecutive year that Cardiff has increased. This is also the fourth consecutive year that Powys decreased and the third consecutive year that the Isle of Anglesey, Gwynedd, Conwy, Wrexham, Pembrokeshire, Rhondda Cynon Taf and Blaenau Gwent have decreased. Over the year Neath Port Talbot increased the most and Blaenau Gwent decreased the most.

5.2 Public Libraries

Public Libraries are educational centres in their own right, where families, schools and all members of the public can access a wide range of information and resources. Local Authorities are required under the Public Libraries and Museums Act to provide comprehensive and efficient library services.

Why is this important?

Public libraries contribute to the social, educational, cultural and economic wellbeing of the people of Wales. They should be inclusive places welcoming people from all social or economic backgrounds to benefit from generally free access to the rich and varied resources provided.

What can I expect?

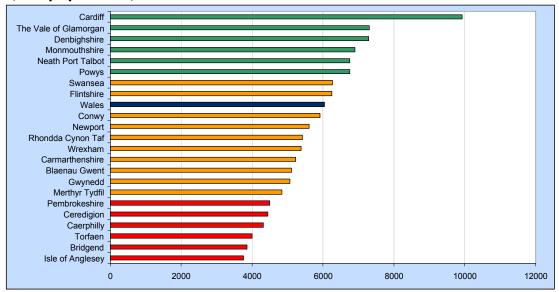
Libraries in Wales will:

Be open to all members of their communities;

- Be free to join;
- Lend books for free
- Deliver free access to information;
- Provide free use of the Internet and computers;
- Deliver free use of online information resources 24 hours a day;
- Provide access to high quality resources in a range of formats, including those in the Welsh language;
- Ensure friendly, knowledgeable and qualified staff are on hand to help;
- Provide a safe, attractive and accessible physical space with suitable opening hours;
- Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources;
- Maintain a searchable catalogue of Welsh library resources;
- Promote libraries to attract more people to benefit from their services;
- Regularly consult users to gather their views on the service and information about their changing needs.

How is my local authority performing?

Figure 15: The number of visits to public libraries during the year, per 1,000 population, 2010-11



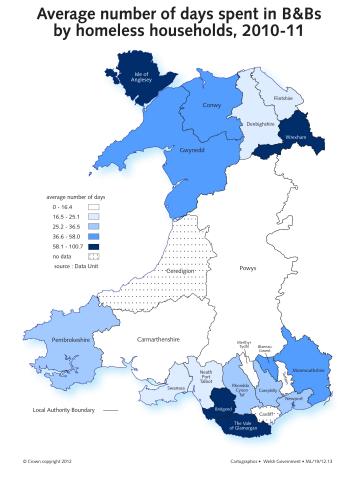
Source: Welsh Government, National Strategic Indicator, LCL/001

In 2010-11 there were 6,000 visits to public libraries per 1,000 population (on average 6 visits per person). This ranged from 9,900 visits per 1,000 population (on average 9.9 visits per person) in Cardiff to 3,800 (on average 3.8 visits per person) in Isle of Anglesey.

6. Housing

Everyone has a right to a decent home which they can afford. A home is a vital part of people's lives, it affects their health and well-being, quality of life and the opportunities open to them. It is a key element in providing children with the best possible start to their lives and the chance to realise their full potential. Good homes can also reduce carbon dioxide emissions, which can help to tackle climate change, putting sustainable development in practice. Local Authorities have a statutory responsibility to meet people's housing needs.

Figure 16



6.1 Empty Homes

Bringing empty homes back into use can help address a number of housing and social issues by increasing supply in areas where there are housing shortages and pressures and where this is an opportunity to link suitable empty homes with housing need.

Why is this important?

Empty homes represent a potential housing resource that may be currently

underutilised. As well as a wasted resource, they can also create nuisance and environmental problems. Empty homes can be a focus for increased levels of crime, vandalism, anti-social behaviour and drug-abuse.

What should I expect?

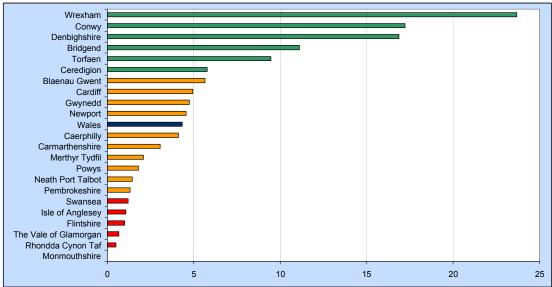
Local authorities have a range of enforcement tools that can be used to deal with empty properties. A Local Authority will consider using them when all efforts to persuade owners and landlords to bring their properties back into use have failed, and such properties continue to prove to be a nuisance or be in poor condition. The appropriate enforcement powers will vary and authorities will consider each case on its merits. These include:

- Provision of advice and guidance
- Empty Dwelling Management Orders (EDMO) enables Local
 Authorities to take management control of privately owned empty
 homes. There are two types of EDMO, interim and final. Both types
 may only be used when a dwelling has been empty without good
 reason for over six months and certain other conditions are met. They
 are made against the person with the most relevant interest in the
 dwelling, known as the 'relevant proprietor'. Sometimes there are good
 reasons for a property to be empty and there are safeguards to take
 account of these.
- Enforced Sale procedure (ESP) The ESP, is used as a last resource
 and is a process by which a council brings about the sale of a privately
 owned house. It is used as a means to sell-on a long term vacant
 property to a new owner, in circumstances where the present owner is
 either unwilling or unable to deal with the house and its associated
 problems.
- Compulsory Purchase Orders If the authority is unable to purchase by agreement because they are unable to agree or it is impractical to do so they will go down the compulsory purchase route.

In addition to these powers, your Local Authority will deliver a Houses into Homes scheme, which is a loans fund designed to help bring properties back into use. Loans will be available to owners to bring empty properties back into use for sale or rent – not owner occupation. The scheme will involve the provision of interest free loans, generally recoverable within 3 years.

How is my Local Authority performing?

Figure 17: The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April 2010 that were returned to occupation during the year through direct action by the local authority



Source: Welsh Government, National Strategic Indicator, PSR/004

On average 4 per cent of private sector dwellings that had been vacant for more than 6 months at 1 April 2010 were returned to occupation during 2010-11 through direct action by the local authority. This percentage varied from 0 in Monmouthshire to 24 per cent in Wrexham. This is the fourth consecutive year that Gwynedd, Ceredigion and Caerphilly have improved their performance. Over the year Conwy, Bridgend and Torfaen moved from having performers in the bottom quarter of performers to being in the top quarter of performers to having performance in the bottom quarter of performers.

6.2 Independent living

People need a decent home that is suitable to their needs. Homes may need to be adapted to meet people's changing needs in order for them to remain in their own home for their lifetime for as long as possible.

Why is this important?

For disabled people of all ages, housing is a key enabler of independent living. Accessible and adapted housing enables people to maintain their independence, remain in their communities and exercise choice in the way they live their lives.

Disabled Facilities Grants (DFGs) can help towards the cost of adapting your home to enable you to continue to live there.

What should I expect from my Local Authority?

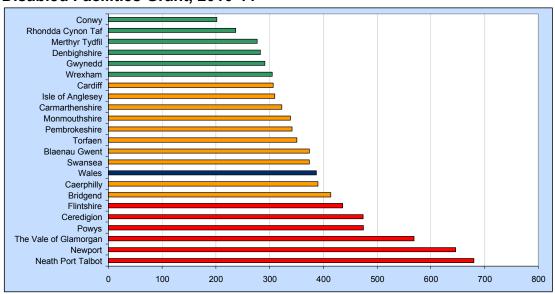
Local Authorities have a statutory duty to provide Disabled Facilities Grants (DFG). Under the Housing Grants, Construction and Regeneration Act 1996, Local Authorities should provide an answer to an application for a DFG as soon as is reasonably practicable, and no later than six months after the application is made. The actual payment of the DFG should take place no more than 12 months after the application was made.

An occupational therapist (or other approved qualified professional) will assess what work is required to make your home suitable. Your Local Authority will pay the grant when they are satisfied that changes to your home are necessary to meet your particular needs and that it is reasonable and practical to do the work.

The amount of grant will depend on the cost of the approved works and your financial circumstances. An assessment of your financial circumstances sometimes called a "means test" will be carried out by your Local Authority. Depending on the outcome of this assessment the amount of grant payable offered can vary from zero to 100 per cent of the cost.

How is my Local Authority performing?

Figure 18: The average number of calendar days taken to deliver a Disabled Facilities Grant, 2010-11



Source: Welsh Government, National Strategic Indicator, PSR/002

On average it took 387 days to deliver a Disabled Facilities Grant in 2010-11. This varied from 202 in Conwy to 680 in Neath Port Talbot. Due to small denominators these figures are volatile and so no comment is made on changes over time. Over the year The Vale of Glamorgan improved the most and Newport decreased the most.

6.3 Affordable Housing

Every citizen in Wales should have the opportunity to live in a good quality, energy efficient home which is affordable. Housing is fundamental to the quality of people's lives and communities.

Local Authorities have a key role to play in ensuring that there is a sufficient supply of affordable housing to meet identified need including more choice of affordable and social housing.

Why is this important?

The benefits of investing in homes and related services extend well beyond putting a roof over someone's head. A decent home that people can afford is essential to their ability to live healthy, productive lives in safe, strong, inclusive and fair communities.

What should I expect from my Local Authority?

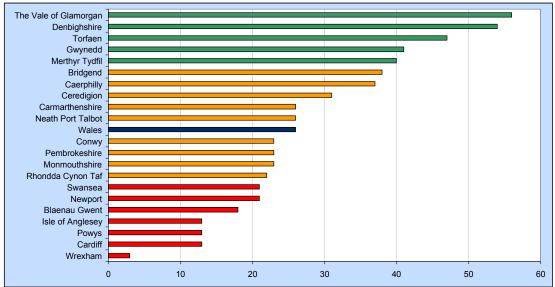
Most affordable housing is today delivered by Registered Social Landlords with Social Housing Grant (SHG) funding from Welsh Government which is allocated on a local authority basis. Local authorities decide their local priorities for the expenditure of SHG. Affordable housing is also delivered through the planning system as part of market housing developments. Your local authority negotiates with housing developers to secure this affordable housing.

Local Authorities have a statutory duty to prepare Local Development Plans. The Local Development Plan sets out your Local Authority's proposals and policies for future development and use of land in its area. The Local Development Plan will include policies on the proposed new housing development based on the needs and requirements of the area identified by the authority's Local Housing Market Assessment, including a target for the amount of affordable housing to be delivered through the planning system over the period of the plan.

All local authorities must have a published scheme for allocating housing. This includes all forms of affordable housing for which eligibility criteria may differ. Local authorities will hold a housing register or housing waiting list through which people can apply for housing. Some local authorities have joint or common housing registers with local housing associations. If people want to apply for any form of subsidised housing they need to contact their local authority in the first instance.

How is my Local Authority performing?

Figure 19: The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year, 2010-11*



Source: Welsh Government, National Strategic Indicator, PLA/006 *Flintshire did not provide data for this indicator for 2010-11.

On average 26 per cent of additional housing units provided during 2010-11 were affordable housing units. This percentage varied from 3 per cent in Wrexham to 56 per cent in the Vale of Glamorgan. This is the third consecutive year that Bridgend has improved its performance. Over the year Denbighshire moved from having its performance in the bottom quarter of performers to the top quarter of performers. Cardiff moved from having performance in the top quarter of performers to the bottom quarter of performers. Due to a small denominator the figure for Blaenau Gwent is volatile and so no comment is made on changes over time.

6.4 Homelessness

Homelessness is one of the most extreme forms of social exclusion. Structural factors such as the housing market and poverty affect the ability of individuals to avoid homelessness and to find their own solutions to overcome it.

Local Authorities have a key role to play in ensuring that people have access to the widest possible housing options, which enables them to secure their own accommodation before they become homeless or as soon as possible after losing their home.

Why is this important?

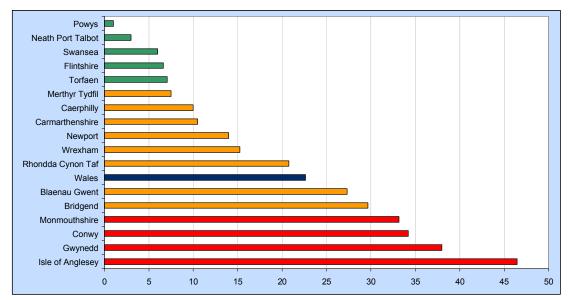
After years of decline, homelessness is rising and is likely to do so in the coming years. Increasing costs of living and other pressures, including job loses, mean more people are at risk of losing their homes.

What should I expect from my Local Authority?

The Housing Act 1996 places duties on local authorities to assist people who are homeless or threatened with homelessness. Local Authorities must have a homelessness strategy which addresses prevention and support as well as the provision of housing. Your Local Authority has a duty to provide general homelessness advice to anyone on request. A series of tests are used to determine the help that someone receives from their local authority. The assistance provided depends on the outcome of the assessment. People who are homeless and fall within the priority need category will have a right to be provided with housing. This can vary from temporary accommodation to more permanent accommodation. Priority need means families with children, a woman who is pregnant, care-leavers, young persons aged 16-17, people leaving the armed forces, people leaving prison and people escaping domestic abuse. If you are at risk of becoming homeless within the next 28 days, or you are homeless and don't fall into a priority need category you will be entitled to specific advice and assistance.

How is my Local Authority performing?

Figure 20: The average number of days all homeless families with children spent in Bed and Breakfast accommodation, 2010-11*



Source: Welsh Government, National Strategic Indicator, HHA/016 *Denbighshire, Ceredigion, Pembrokeshire, The Vale of Glamorgan and Cardiff did not provide data for 2010-11.

On average homeless families with children spent 23 days in Bed and Breakfast accommodation in 2010-11. This varied from 1 day in Powys to 46 days on the Isle of Anglesey.

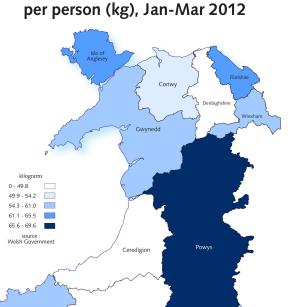
7. Environment

Climate change is one of the most serious global threats we face. The weather patterns which Wales will experience as the 21st century progresses i.e. hotter days, drier summers, heavy rain, storms and rising sea levels, will have a significant impact on our lives and economy. Local Authorities have a key role to play in reducing greenhouse gas emissions within their locality in terms of the way they manage their buildings and through the way in which they deliver their services.

Residual household waste

7.1 Municipal Waste

Figure 21.



Local authorities in Wales have a statutory responsibility to collect and dispose of municipal waste. This includes regular household collections, recycling collections; collection of bulky items and waste received at civic amenity sites.

Why is this important?

Local Authority Boundary

Crown copyright 2012

The amount of landfill space left in Wales is running out fast and landfill taxes mean we cannot afford to keep sending waste to landfill. Landfill can cause

air, soil and water pollution. When food is sent to landfill it breaks down to produce methane.

Developing ways of preventing waste, reducing waste going to landfill and increasing recycling, compositing and anaerobic digestion will have a significant impact on our ability to combat climate change, which will lead to an improved quality of life, including economic and environmental benefits.

What should I expect from my Local Authority?

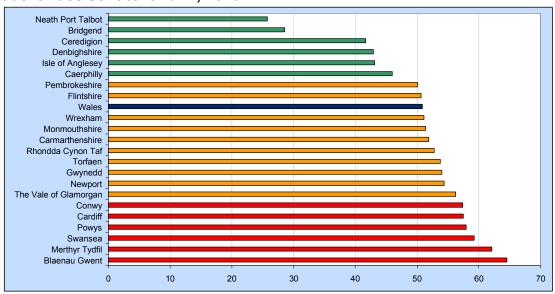
Local Authorities in Wales have a statutory duty to reduce the amount of waste that is sent to landfill. They also have a statutory duty to collect waste and recycling from households.

Your local authority is responsible for informing you about the collection scheme they operate and communicating details about collection days and explaining how and when you should leave your waste and recycling out at the kerbside for collection.

You will also be provided with the bins, boxes and bags in which to put your recyclables and residual waste. All local authorities in Wales have a dedicated team to deliver the waste collection and recycling service, and provide help and information via their own websites and help lines

How is my Local Authority performing?

Figure 22: The percentage of municipal waste collected by local authorities sent to landfill, 2010-11

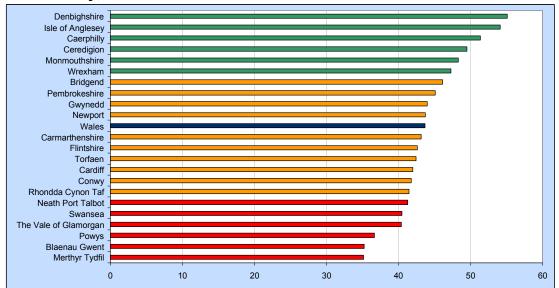


Source: Welsh Government, National Strategic Indicator, WMT/004

On average 51 per cent of municipal waste collected by local authorities was sent to landfill in 2010-11. This percentage varied from 26 per cent in Neath Port Talbot to 65 per cent in Blaenau Gwent. This is the third consecutive year

all local authorities have improved their performance apart from Conwy and Rhondda Cynon Taf which have only improved since last year, Powys and Ceredigion which have reduced since last year and Torfaen which has reduced for two consecutive years. Over the year Powys moved from having performance in the top quarter of performers to having performance in the bottom quarter of performers.

Figure 23: The 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, 2010-11



Source: Welsh Government, National Strategic Indicator, WMT/009

On average 44 per cent of municipal waste collected by local authorities was prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way in 2010-11. This percentage varied from 35 per cent in Merthyr Tydfil to 55 per cent in Denbighshire.

7.2 Fly Tipping

Fly-tipping is the illegal dumping of waste and can vary in scale significantly from a bin bag of rubbish to large quantities of waste dumped by trucks. The size and type of fly-tipped waste on public land will determine which organisation, either the Environment Agency Wales or the Local Authority, would deal with the incident. Essentially large scale fly-tipping or tipped waste which is hazardous or is carried out by organised criminals is dealt with by the Environment Agency Wales. Local Authorities focus on tackling smaller scale and more frequent incidents.

Why is this important?

Fly tipping is a serious environmental crime which can cause long lasting contamination, pollution and put human health at risk.

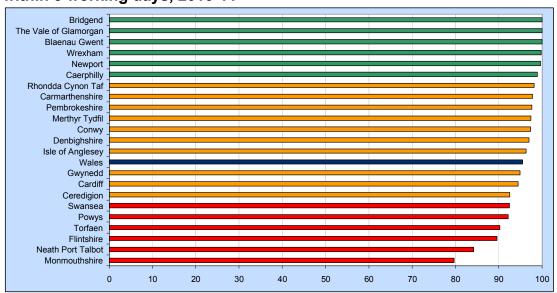
What should I expect from my Local Authority?

A member of the public can report an incident of fly-tipped waste which is on public land either through the Environment Agency Wales hotline or directly to the Local Authority.

Your Local Authority is required to clean up the small scale fly-tipping incident on public land within 5 days of it being reported.

How is my Local Authority performing?

Figure 24: The percentage of reported fly tipping incidents cleared within 5 working days, 2010-11



Source: Welsh Government, National Strategic Indicator, STS/006

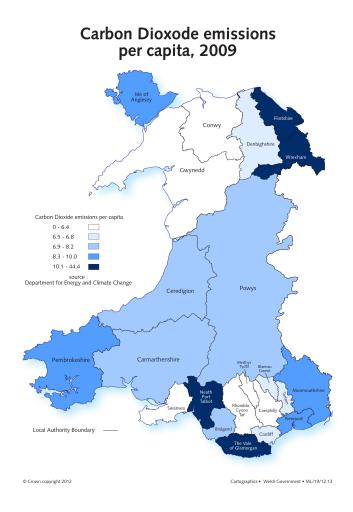
On average 96 per cent of reported fly tipping incidents were cleared within 5 working days in 2010-11. This percentage varied from 80 per cent in Monmouthshire to 100 per cent in Bridgend, the Vale of Glamorgan and Blaenau Gwent. Over the year the biggest increase in performance was in Cardiff (up 7 percentage points) and the biggest decrease was in Neath Port Talbot (down 10 percentage points).

7.3 Carbon Reduction in Public Buildings

The Welsh Government has set a target to deliver annual reductions in greenhouse gas emissions of 3% per year in areas of devolved competence, measured against a baseline of average emissions between 2006-2010 and at least a 40% reduction in all greenhouse gas emissions in Wales by 2020 against a 1990 baseline.

Local Authority's ability to cut its carbon emissions through reducing the emissions from its public buildings can have a significant impact on these targets.

Figure 25.



Why is this important?

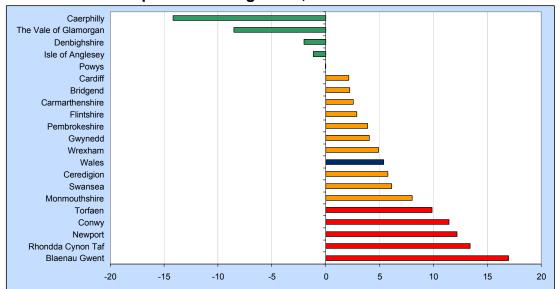
Changing weather patterns as a consequence of climate change will have widespread knock on social and economic effects, resulting from interrupted services to rising costs of resources. The magnitude of climate change impacts will depend on how quickly we can reduce global carbon emissions.

What should I expect from my Local Authority?

Your Local Authority will be expected to introduce measures to reduce greenhouse gas emissions in the way it manages its public buildings.

How is my Local Authority performing?

Figure 26: The percentage change in the carbon dioxide emissions in the non-domestic public building stock, 2010-11



Source: Welsh Government, National Strategic Indicator, EEF/002 *Neath Port Talbot and Merthyr Tydfil did not provide data for this indicator for 2010-11.

On average there was an increase of 5 per cent in the carbon dioxide emissions of the non-domestic public building stock in 2010-11. This percentage varied from a decrease of 14 per cent in Caerphilly to an increase of 17 per cent in Blaenau Gwent.

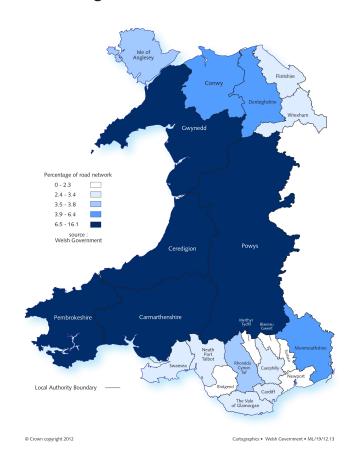
8. Transport

Transport plays a key role in our lives. It provides opportunities for people to gain access to jobs, leisure and social activities as well as vital services, including education and health.

Under the Transport Act 2000 local authorities were charged with developing safe, integrated, efficient and effective transport policy within their areas. To achieve this they work in partnership with transport operators – bus and rail, the construction sector, planning, utilities, transport groups and most importantly, with each other, to ensure that our transport system is fit for purpose and meets the different needs of all citizens.

Figure 27.

Percentage of Wales road network, 2009



8.1 Percentage of principal A, B and C roads

The provision of well maintained principal roads plays an important role in supporting our national and local economy including our overall health and well being.

Why is this important?

Principal roads are important in facilitating the safe and effective movement of goods and people. They have a key role to play in linking up with the rest of

the highway network, increasing access to employment opportunities, health and education services, shops and leisure facilities.

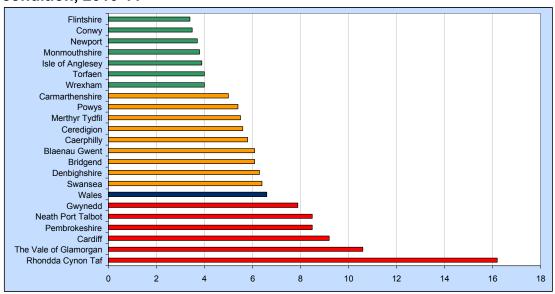
What should I expect from my Local Authority?

A local authority in accordance with its statutory obligations under the Highways Act 1980, is expected to maintain its A, B and C roads ensuring, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice.

Local Authority maintained A roads act as regional and district distributors routes, complementing the more strategic motorway and trunk road network whereas Local Authority maintained B roads form a subsidiary system of roads of local importance, complementing the regional and district distributors A roads. Local Authority maintained C roads are roads intended to connect unclassified roads with A and B roads, often linking a housing estate or village to the rest of the highway network.

How is my local authority performing?

Figure 28: The percentage of principal (A) roads in overall poor condition, 2010-11



Source: Welsh Government, THS/011a

In 2010-11 7 per cent of principal (A) roads were in poor condition (the Wales performance is not in the middle of the amber bars because some local authorities have more lengths of roads than others). This ranged from 3 per cent in Flintshire to 16 per cent in Rhondda Cynon Taf.



Figure 29: The percentage of B roads in overall poor condition, 2010-11

Source: Welsh Government, THS/011b

In 2010-11 8 per cent of B roads were in poor condition. This ranged from 3 per cent in Monmouthshire to 15 per cent in Rhondda Cynon Taf.

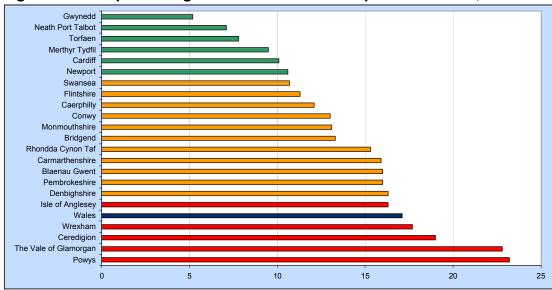


Figure 30: The percentage of C roads in overall poor condition, 2010-11

Source: Welsh Government, THS/011c

In 2010-11 17 per cent of C roads were in poor condition. This ranged from 5 per cent in Gwynedd to 23 per cent in Powys. In this chart Wales is amongst the red bars as local authorities contain different proportions of the total stock of class C roads in Wales and so there is a weighting effect, for example Powys contains over 21 per cent of the class B and C roads in Wales.

8.2 Bus Services

Local bus services play an important role in supporting independent mobility and providing access to key services such as employment, education, leisure, shopping as well as allowing people to keep in touch and visit friends and family. Thus improving quality of life and well being.

Why is this important?

Travel on local bus services accounts for around 5% of all journeys made in Wales and around 4% of journeys to work. Bus users are more likely to be, younger or older people, women, carers, students and economically inactive persons. Buses also provide potential mobility for people in households without access to a car. They also provide mobility for disabled people, with around a quarter of bus users stating they have a long term limiting illness or disability.

What should I expect from my local authority?

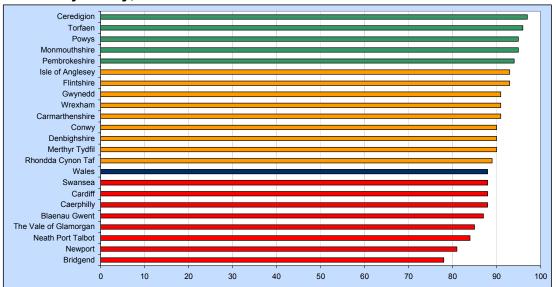
Local authorities have a role in the planning and delivery of local bus networks, tendering for socially necessary bus services and the provision of facilities such as bus stops.

Local authorities are able to work closely with local bus operators to plan and deliver:

- more convenient local bus services;
- more frequent and reliable services;
- faster journey times;
- better integration and connectivity between local bus services;
- having more accessible bus stops and interchanges, and the provision of passenger transport information.

How is my Local Authority performing?

Figure 31: Percentage of users 'very satisfied' or 'fairly satisfied' with their bus journey, 2010



Source: Welsh Bus Passenger Survey

In 2010 88 per cent of bus users were 'very satisfied' or 'fairly satisfied' with their bus journey. This ranged from 78 per cent in Bridgend to 97 per cent in Ceredigion.

9. Appendices

Appendix 1: Local Authority Performance and Contextual Data Sources

There is a wealth of local authority performance data and contextual data available. The main data source for this publication is the National Strategic Indicator data set which is available from the Data Unit Wales website (http://www.infobasecymru.net/IAS/dataviews/tabular?viewId=199&geoId=1&subsetId=) or the Welsh Government online statistical dissemination tool StatsWales(http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx? ReportId=32612).

There is also an interactive data visualisation tool for the National Strategic Indicators data available from the Welsh Government here:

(http://data.wales.gov.uk/apps/nsi/).

Further reports on local authority performance are published by the Data Unit here:

(http://www.dataunitwales.gov.uk/SharedFiles/Download.aspx?pageid=79&fileid=468&mid=459).

When using performance data it is important to consider the context of that performance. For example, a local authority may have below average performance in delivering services for older people, but this may be explained to some extent by that local authority having an older population than others and so having a higher relative demand for that service. To understand the context of performance you could use the Local Area Summary Statistics which provide statistics on economic, health, demographic and other topics. The Local Area Summary Statistics are available here:

(http://wales.gov.uk/topics/statistics/publications/localarea/;jsessionid=qNLgP6jGfFZ3dYQQGLvVhBJKMvJQRcp42V1XTRv18ys9Nw2wKkxX!1596389751?lang=en).

If you want to analyse the performance of a group of local authorities the statistics on regional collaborative areas will provide the context for that performance. These are available here:

(http://wales.gov.uk/topics/improvingservices/publications/rcastatscomp/?lang =en).

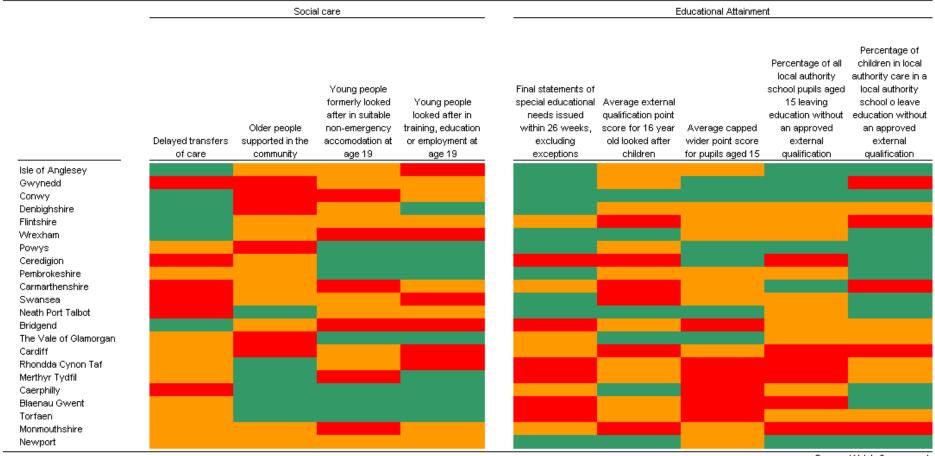
Contextual information below local authority level is provided by the Office for National Statistics on their Neighbourhood Statistics tool here:

(http://neighbourhood.statistics.gov.uk/dissemination/LeadHome.do;jessionid= Tn4pPgXL7RQ8Gq5WLw3L7qfnLF2q4nvR2Zp47vbDT50pDQcHbPRX!-1631780446!1340102507980?m=0&s=1340102507980&enc=1&nsjs=true&ns ck=true&nssvg=false&nswid=1020). This publication has concentrated on local authority level performance. For further information on the performance of the Welsh Government please see the Programme for Government, available here:

http://wales.gov.uk/about/programmeforgov/?lang=en.

Appendix 2: Summary Summary of Local Authority Performance, 2010-11 (a)

Performance group



Source: Welsh Government

⁽a) Red indicates performance in bottom quarter. Green indicates performance in top quarter. Amber indicates performance between top and bottom quarter.

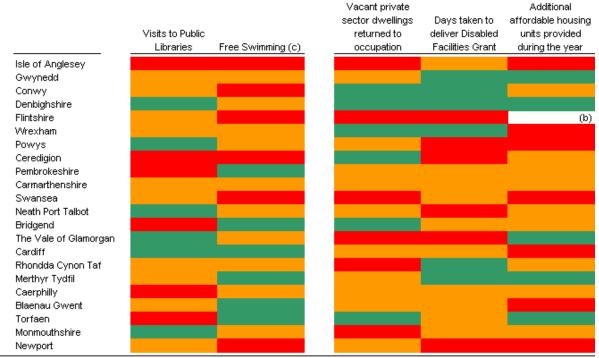
⁽b) These local authorities did not provide data for this indicator this year.

⁽c) Data for this indicator relates to 2011-12.

Summary of Local Authority Performance, 2010-11 (a)

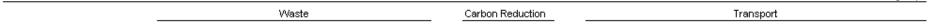
Performance group

Leisure and Recreation	Housing



Source: Welsh Government

- (a) Red indicates performance in bottom quarter. Green indicates performance in top quarter. Amber indicates performance between top a
- (b) These local authorities did not provide data for this indicator this year.
- (c) Data for this indicator relates to 2011-12.





Source: Welsh Government

- (a) Red indicates performance in bottom quarter. Green indicates performance in top quarter. Amber indicates performance between top and bottom quarter.
- (b) These local authorities did not provide data for this indicator this year.
- (c) Data for this indicator relates to 2011-12.