

# Performance Indicator Definition Library 2017/18



## Introduction

The Performance Indicator definition library contains a detailed explanation of all the indicators that the Council is collecting and reporting for 2017/18. Each definition includes:

- Details about whether the indicator is collected quarterly or annually.
- The formula used to calculate the indicator, including the numerator and denominator.
- What or who are included and excluded from the indicator.
- Where the information to calculate the indicator is obtained from.

## Key

- **Local:** Indicators that have been devised and are collected by the Council to contribute towards continuous improvement.
- **POS:** These indicators are informed by the Public Opinion Survey which is carried out every 2 years.

If you would like to view the guidance for Public Accountability Measures (PAMs) and Social Service National Performance Measures (SSMs) these can be found here:



Public Accountability Measures (PAMs) 2017-18 Guidance.pdf



Social Services National Performance Measures Guidance 2017.pdf

[Development Services](#)

[Housing and Building Services](#)

[Learning and Skills Service](#)

[Resources](#)

[Social Services](#)

[Visible Services](#)

PI Reference	Description	Type of PI
<b>Development Services</b>		<a href="#">Back</a>
<a href="#">CPM/028</a> VS/M014 DS/M035	The number of sports clubs which offer either inclusive or specific disability opportunities.	Local
<a href="#">CPM/230</a> RP/M023 DS/M037 (IO3)	The Percentage of surveyed residents who consider our town centres including Barry, Penarth, Llantwit Major and Cowbridge to be attractive places to visit and shop.	Local (Data from POS)
<a href="#">CPM/003</a> BCT/007	The percentage of 'full plan' applications approved first time.	SID
<a href="#">CPM/090</a>	Percentage of people who have completed the exercise referral scheme.	Local
<b>Housing and Building Services</b>		<a href="#">Back</a>
<a href="#">CPM/009</a> HS/M004 HS/M002 (OA4)	Percentage of housing stock where work that meets the WHQS has been completed.	Local
<a href="#">CPM/010</a> HS/M005	Average number of days to let an empty property (standard condition) (Housemark).	Local
<a href="#">CPM/030</a> HS/M009	The percentage of tenants that were satisfied with the outcome of an anti-social behavioural complaint (Housemark).	Local
<a href="#">CPM/012</a> HS/M015	Percentage of all households where a positive prevention action succeeded in preventing/relieving homelessness.	Local
<a href="#">CPM/011</a> HS/M010 HS/M022	Percentage of tenants satisfied with the WHQS works.	Local
<a href="#">CPM/107</a> HS/M047	Percentage of Supporting People service users who confirm that the support that they have received has assisted them to maintain their independence.	Local
<a href="#">CPM/130</a>	Number of homeless households per 1,000 population.	Local
<b>Learning and Skills</b>		<a href="#">Back</a>
<a href="#">CPM/052</a> SI/M006 LS/M011	The number of accredited outcomes achieved by learners through the youth service.	Local

PI Reference	Description	Type of PI
<a href="#">CPM/053</a> SL/M011 (LS/M012b)	The number of books issued to customers in Welsh.	Local
<a href="#">CPM/167a</a> SI/M047 LS/M016a	The percentage of young people who are known not to be in education, employment or training at Year 11.	Local
<a href="#">CPM/167b</a> SI/M048 LS/M016b	The percentage of young people leaving year 12 who not in education, employment or training at Year 12.	
<a href="#">CPM/167c</a> SI/M049 LS/M016c	The percentage of young people who are known not to be in education, employment or training at Year 13.	
<a href="#">CPM/043</a> SL/M005 (LS/M031)	Percentage success rate on accredited courses for priority learners.	Local
<a href="#">CPM/044</a> LS/M037a	The percentage of all pupils at Key Stage 2 who achieve the expected standard in English.	Local
<a href="#">CPM/045</a> LS/M037b	The percentage of FSM pupils at Key Stage 2 who achieve the expected standard in English.	
<a href="#">CPM/046</a> LS/M037c	The percentage of non FSM pupils at Key Stage 2 who achieve the expected standard in English.	
<a href="#">CPM/047</a> LS/M038a	The percentage of all pupils at Key Stage 2 who achieve the expected standard in Maths.	Local
<a href="#">CPM/048</a> LS/M038c	The percentage of non FSM pupils at Key Stage 2 who achieve the expected standard in Maths.	Local
<a href="#">CPM/049</a> EDU/002i	The percentage of all Y11 pupils (including LAC) in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification.	Local
<a href="#">CPM/050</a> EDU/002ii	The percentage of all Y11 LAC pupils in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification.	Local
<a href="#">CPM/091</a> LS/M048	Percentage of schools judged good or better by Estyn (in both judgements).	Local
<a href="#">CPM/093</a> SI/M053a	The percentage of all Y11 FSM pupils (including LAC) in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification.	Local
<a href="#">CPM/094</a> SI/M053b	The percentage of all Y11 Non FSM pupils (including LAC) in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification.	Local
<a href="#">CPM/041</a>	Percentage of Y11 FSM pupils, in schools maintained by the	Local

PI Reference	Description	Type of PI
LS/M055	local authority who achieved the level 2 threshold including GCSE grades A* - C in English, Welsh First Language and Mathematics.	
<a href="#">CPM/042</a> LS/M056	Percentage of Y11 non-FSM pupils, in schools maintained by the local authority who achieved the level 2 threshold including GCSE grades A* - C in English, Welsh First Language and Mathematics.	Local
<a href="#">CPM/034</a> EDU/010a  <a href="#">CPM/035</a> EDU/010b	The percentage of school days lost due to fixed-term exclusions during the academic year, in: a) Primary schools b) Secondary schools	SID
<a href="#">CPM/038</a> EDU/015a	Percentage of final statements of Special Educational Needs issued within 26 weeks including exceptions.	
<a href="#">CPM/039</a> EDU/015b	Percentage of final statements of Special Educational Needs issued within 26 weeks excluding exceptions.	
<a href="#">CPM/168a</a> SI/M052a	Percentage of Y11 pupils achieving 5 or more GCSE at grades A* to A for all pupils.	Local
<a href="#">CPM/168b</a> SI/M052b	Percentage of Y11 FSM pupils achieving 5 or more GCSE at grades A* to A.	Local
<a href="#">CPM/168c</a> SI/M052c	Percentage of Y11 Non FSM pupils achieving 5 or more GCSE at grades A* to A.	Local
<a href="#">CPM/168d</a> SI/M052d	Percentage of Y11 LAC pupils achieving 5 or more GCSE at grades A* to A	Local
<a href="#">CPM/170</a> SI/M050	Percentage of users showing satisfaction with a Families First service accessed.	Local
<a href="#">CPM/196</a> SL/M025	Percentage of Council catered schools that offer healthy food options.	Local
<a href="#">CPM/181</a> SL/M023	Number of adult Welsh learners.	Local LLWR
<b>Resources</b>		<a href="#">Back</a>
<a href="#">CPM/007</a> RS/M001	Percentage of Service Desk calls/tickets resolved within agreed timescales.	Local
<a href="#">CPM/008</a> RS/M002	Percentage of service availability of the top 20 ICT systems.	Local
<a href="#">CPM/153</a> RS/M012	Percentage change (reduction) in carbon dioxide emissions in the non domestic public building stock	Local
<a href="#">CPM/073</a> RS/M013a	Average Site Morse position (ranking of quality websites) in Wales.	Local
<a href="#">CPM/074</a> RS/M013b	Average Site Morse position (ranking of quality websites) in England and Wales.	
<a href="#">CPM/072</a> RS/M029b	The average speed of answer for calls on the Welsh language line (seconds).	Local
<a href="#">CPM/002</a> RS/M033	The percentage of customers who are satisfied with access to services across all channels.	Local (POS)
<a href="#">CPM/001</a> RS/M034	The percentage of customer enquiries to C1V resolved at first contact.	Local
<a href="#">CPM/222</a> RS/M035	Percentage of customers satisfied overall with the services provided by the Council.	Local (POS)
<a href="#">CPM/065</a>	The total number of subscribers to Vale Connect.	Local

PI Reference	Description	Type of PI
RS/M037a		
<a href="#">CPM/076</a> RS/M039	Percentage of residents who are satisfied with communication from the Council.	Local (POS)
<a href="#">CPM/180</a> PD/M025	Percentage of Council staff completing Welsh language awareness training to increase understanding of the Council's duties under the Welsh Language Standards.	Local
<a href="#">CPM/217</a> FS/M017	Performance against agreed Reshaping Services targets.	Local
<a href="#">CPM/083</a> PD/M020	Percentage increase in Twitter followers to the Vale Council twitter account.	Local
<a href="#">CPM/084</a> PD/M021	Average daily impressions achieved by @VOGCouncil Twitter account.	Local
<a href="#">CPM/085</a> PD/M022	Percentage increase in Facebook likes (Vale of Glamorgan Life).	Local
<a href="#">CPM/086</a> PD/M023	Average daily reach of Vale of Glamorgan Life Facebook page.	Local
<a href="#">CPM/021</a> RP/M006	The percentage of householder planning applications determined within timescales	Local
<a href="#">CPM/023</a> RP/M009	The percentage of decisions made at planning committee contrary to officer recommendation	Local
<a href="#">CPM/024</a> PLA/006b	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	Local
<a href="#">CPM/025</a> DS/M003 <a href="#">RP/M010</a>	The percentage of customers satisfied with the Disabled Facilities Grant service.	Local
<a href="#">CPM/026</a> DS/M005 <a href="#">RP/M011</a>	The percentage of people who have received a Disabled Facilities Grant and feel the assistance has made them safer and more independent in their own home.	Local
<a href="#">CPM/078</a> RP/M025	Average vacancy rate in the Vale's main town centres	Local

PI Reference	Description	Type of PI
<a href="#">CPM/079</a> RP/M046 (DS/M024)	Number of facilitated visits to country parks and heritage coast.	Local
<a href="#">CPM/080</a> RP/M027	Percentage of customer satisfaction with country parks	Local
<a href="#">CPM/088</a> RP/M054	Percentage of customers satisfied with the Heritage Coast Project	Local
<a href="#">CPM/158</a> RP/M051	Public satisfaction with facilities on Barry Island	Local
<a href="#">CPM/087</a> RP/M031	Total number of visitors to the Vale of Glamorgan for tourism purposes (as measured by STEAM survey)	Local
<a href="#">CPM/214</a> (FS/M014)	Spend against approved Council revenue programme.	Local
<a href="#">CPM/215</a> (FS/M015)	Spend against approved Council capital programme.	Local
<a href="#">CPM/216</a> FS/M016	Performance against savings targets.	Local
<a href="#">CPM/210</a> HR/M001	Employee turnover (Voluntary)	Local
<a href="#">CPM/211</a> HR/M002	Percentage of staff appraisals complete	Local
<a href="#">CPM/212</a>	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to short term sickness absence	Local
<a href="#">CPM/213</a>	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to long term sickness absence	Local
<a href="#">CPM/006</a> CAM/037	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	Local
<a href="#">CPM/114</a> FS/M012	Number of individuals in receipt of Universal Credit.	Local DWP
<a href="#">CPM/152</a> FS/M013	Percentage reduction in the number of main administrative buildings from which the Council operates.	Local
<a href="#">CPM/219</a> FS/M019	Percentage of Council contracts engaged in via the National Procurement Service framework.	Local
<a href="#">CPM/221</a> FS/M022	Number of assets transferred to the community.	Local
<a href="#">CPM/081</a> RP/M029	Number of communities/groups supported to lead on the delivery of community projects.	Local
<a href="#">CPM/227</a>	Satisfaction with the process for public speaking at committees.	Local

PI Reference	Description	Type of PI
DS/M033		
<a href="#">CPM/228</a> DS/M034	Percentage of committee meetings webcasted.	Local
<a href="#">CPM/145</a> RP/M047	Number of visitors to Barry Island weekender events	Local
<a href="#">CPM/077</a> PD/M019	Percentage of black, minority and ethnic respondents to corporate consultations and engagement exercises	Local
<a href="#">CPM/223</a> PD/M029	Percentage of corporate complaints dealt with within target time scales	Local
<a href="#">CPM/224</a> PD/M030	Percentage of corporate complaints resolved at Stage 1	Local
<a href="#">CPM/225</a> PD/M031	Percentage of corporate complaints resolved at Stage 2	Local
<a href="#">CPM/226</a> PD/M032	Number of Ombudsman complaints upheld against the Council (including Social Services)	Local
<a href="#">CPM/100</a> PD/M007	Percentage of those taking up the Digital Champion service who report feeling more confident in using ICT on a day to day basis	Local
<a href="#">CPM/206</a> PD/M026	Percentage of Telecare customers satisfied with the Telecare monitoring service	Local
<b>Social Services</b>		<a href="#">Back</a>
<a href="#">CPM/209</a> SS/M018 (OA3)	Number of new telecare users.	Local
<a href="#">CPM/096</a> CS/M038	Percentage of attendance at Flying Start childcare.	Local
<a href="#">CPM/098</a> AS/M019	Percentage of adult service users receiving a direct payment.	Local
<a href="#">CPM/111</a> CS/M037	Percentage of eligible Flying Start children that take up childcare offer.	Local
<a href="#">CPM/203</a>	Percentage of adults at risk of abuse or neglect reported more than once during the year.	Local
<a href="#">CPM/207</a> AS/M017	Percentage of care and support plans for adults that were reviewed within agreed timescales.	Local
<a href="#">CPM/208</a> CS/M039	Percentage of care and support plans for children that were reviewed within agreed timescales.	Local
<b>Visible Services</b>		<a href="#">Back</a>
<a href="#">CPM/031</a> VS/M003	Percentage of people satisfied with cleanliness standards.	Local (POS)
<a href="#">CPM/018</a> , WMT/10ii	The percentage of local authority municipal waste: ii) Recycled	SID
<a href="#">CPM/013</a> STS/005a	Percentage improvement in the Council Cleanliness Index rating.	SID
<a href="#">CPM/016</a> STS/007	The percentage of reported fly tipping incidents which lead to enforcement activity.	SID

PI Reference	Description	Type of PI
<a href="#">CPM/159</a> (VS/M037)	Number of m2 of Parks, Open Spaces & Highways land that has been sown with wildflowers or being maintained as a naturalised area	Local
<a href="#">CPM/151</a> VS/M035	Percentage reduction in business mileage undertaken by Council pool car fleet.	Local
<a href="#">CPM/191</a> VS/M041	Percentage of adults reporting that they participate in sports/physical activity three or more times a week.	National Survey Wales
<a href="#">CPM/155</a> VS/M036	Satisfaction with public transport including a) accessibility and b) road safety.	Local
<a href="#">CPM/164</a> VS/M040	Number of beach awards achieved.	Local Keep Wales Tidy
<a href="#">CPM/017</a> THS/007	Percentage of adults 60+ who have a concessionary bus pass.	Local
<a href="#">CPM/197</a> VS/M044	Number of Green Flag Parks	Local Keep Wales Tidy
<a href="#">CPM/105</a> HS/M031	Number of tenancies sustained as a result of Money Advice Service/Council support.	Local
<a href="#">CPM/106</a> HS/M032	Percentage of tenants who have access to a bank account/credit union as a consequence of the Money Advice Team's intervention/support.	Local
<a href="#">CPM/252</a> THS/012	The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition.	Local



Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/192 (VS/M049) (DS/M015)	Number of participations of children and young people in the 5x60 scheme.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual	x	Quarterly (Cumulative)	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
Service Area	Development Services	PI owner	Dave Knevett
Well-being Objective	Objective 7 – Encouraging and promoting active and healthy lifestyles	PI escalator	
		PI updater	Karen Davies

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To analyse the total number of occasions individuals take part in 5x60 activity across an academic year. This helps us to measure the effectiveness of the programme and identify how physically active the young people are in the Vale.			
<b>PI Definition</b>			
Total number of participations in 5x60 scheme activities (this data is collected on an academic year basis so is collected from Sept – Aug in any given year)			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage	Number	Average	Rate
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
Other, please specify			
<b>Calculation Method/ Formula Used</b>			
Every time a young person aged 12 – 16 years in a Vale comprehensive school participates in a 5x60 activity this information is recorded and collated together to obtain the total number of participations			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
Pupils not attending mainstream education.	All pupils in school years 7-11 who attend mainstream education.	Directly from activity/sports sessions delivered/facilitated by 5x60 programme.	
Pupils who are in special school			
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	
PI definition clarity provided on academic year		20/07/2017	

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/028 (VS/M014) (DS/M035)	The number of sports clubs which offer either inclusive or specific disability opportunities.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual		Quarterly (Cumulative)	X
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Development Services	<b>PI owner</b>	Dave Knevett
<b>Well-being Objective</b>	Objective 7 – Encouraging and promoting active and healthy lifestyles	<b>PI escalator</b>	
		<b>PI updater</b>	Karen Davies

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To show the number of disabled people taking part in disability specific/inclusive sport and physical activities.					
<b>PI Definition</b>					
.Number of disabled members of sport clubs and sessions .Number of participatory opportunities for disabled people .Number of active coaches .Number of active volunteers .Number of Clubs and Sessions providing disability sport activities					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
Information gathered from Key Performance Indicators that each club give information to.					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
The number of disabled people who use the leisure centre facilities independent of a club (e.g. the gyms, fitness classes or swimming pool) is not included.		Each club submits the number of members they have. However some participants attend more than one club so this means they will be counted more than once depending on how many clubs they attend.		Disability Sport Clubs and Sessions	
				Schools in the Vale	
				Day Centres in the Vale And Leisure Centres in the Vale	

Log of changes made to the definition or collection system	
Description of change made	Date of change
Clarity on what is excluded	20/07/2017

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/230 (RP/M023) (DS/M037)	The percentage of surveyed residents who consider our town centres to be attractive places to visit and shop.		
P.I. Frequency and type (mark relevant box)			
Annual	Biennial	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Development Services	PI owner	Bob Guy
Well-being Objective	3 - Promoting regeneration, economic growth and employment	PI escalator	
		PI updater	Bob Guy

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
It informs investment decisions and the monitoring of our town centres framework implementation.					
PI Definition					
Percentage of surveyed residents who rate our town centres as very good, fairly good, fairly poor or very poor. This data is gathered via Public Opinion Survey which is undertaken on a biennial basis. .					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
= The number of surveyed residents who rate Barry (Holton Road), Barry (High Street), Penarth, Cowbridge and Llantwit Major as very good and fairly good / The total number of residents who answered this question excluding don't know responses x 100					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
Don't know responses	All respondents to the related questions who chose a rating of very good, fairly good, fairly poor and very poor	Biennial Public Opinion Survey. Next due in 2019.			
Log of changes made to the definition or collection system					
Description of change made		Date of change			

Question asked in the POS has changed	02/08/2017

Service/ policy area	<b>Planning and Regulatory Services - Building Control</b>	
Domain	Service Quality	
Reference	BCT/C/F/007/02-002 (CPM/003, BCT/007)	
Headline	<b>First time application acceptances</b>	
Indicator	The percentage of 'full plan' applications approved first time	
Guidance	<p>A full plan application is an application for building regulation approval, which consists of a description of the proposed building work or material change of use, and the plans, particulars and statements required by paragraphs (1) to (4) of Regulation 14, as well as any other plans which are necessary to show that the work would comply with these regulations.</p> <p>An approved application is one that gains building regulation approval i.e. does not receive a rejection notice.</p> <p>For the purposes of this PI applications submitted under the Local Authority Building Control (LABC) Partner Authority Scheme (PAS) should be counted within the authority in which the application is being plan checked and not the inspecting authority.</p>	
Calculation	<p><b>Numerator:</b> The number of 'full plan' application approved first time during the year</p> <p><b>Denominator:</b> The total number of first time 'full plan' applications received during the year.</p> <p><b>Formula:</b> <math>\frac{\text{Numerator}}{\text{Denominator}} \times 100</math></p>	
Data Source	-	0
Explanation	Provides an indication of the quality of advice and guidance given by an authority to applicants seeking to obtain building regulation approval.	
Disaggregation	Disaggregation should be considered to suit local context and knowledge.	





Log of changes made to the definition or collection system		
Description of change made	Date of change	Edited by

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/010 (HS/M005)	Average number of days to let an empty property (standard condition).		
P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Housing Services	PI owner	Nick Jones
Well-being Objective	2 – Providing decent homes and safe communities	PI escalator	Mike Ingram
		PI updater	Rob Thompson

Section 2		HOW IS THE INDICATOR COLLECTED?	
Purpose of the measure (Why is it important to collect this measure?)			
To ensure all lettable units are allocated and let in a timely fashion, minimising income loss to the Council.			
PI Definition			
The average number of calendar days taken to let accommodation.			
Unit of measure (Please put an X in the appropriate box)			
Percentage	Number	Average	Rate
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
			Other, please specify
Calculation Method/ Formula Used			
= The total number of days taken to let all empty properties (standard condition) / The total number of empty properties (standard condition) let.			
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?	
	All lettable units of accommodation	OHMS	
Log of changes made to the definition or collection system			
Description of change made	Date of change		





Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/012 (HS/M015)	Percentage of all households where a positive prevention action succeeded in preventing/relieving homelessness.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Housing and Building Services	<b>PI owner</b>	Ian Jones
<b>Well-being Objective</b>	2 – Providing decent homes and safe communities	<b>PI escalator</b>	Mike Ingram
		<b>PI updater</b>	Ian Jones

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
This indicator monitors the percentage of all households accepting a successful housing solution that either prevents or relieves a homeless situation meeting the housing needs of the Vale's homeless people.					
<b>PI Definition</b>					
This indicator all households eligible for assistance, threatened with homeless within 56 days or homeless.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
S66 & S73 cases with a successful prevention/relief outcome at the end of each financial year/ Total number of S66 & S73 cases x 100.					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
Cases deemed not ineligible, cases deemed to not be homeless, all S75 decisions, all cases pending a final outcome.		All S66 & S73 decisions with a successful prevention/relief outcome.		OHMS.	
<b>Log of changes made to the definition or collection system</b>					
<b>Description of change made</b>			<b>Date of change</b>		

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/011 (HS/M010) (HS/M022)	Percentage of tenants satisfied with the WHQS works.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
Service Area	Housing Services	PI owner	Richard Stopgate
Well-being Objective	2 – Providing decent homes and safe communities	PI escalator	Andrew Treweek
		PI updater	Heather Powney

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
<p>To measure the tenant experience in execution of the work and the quality of final product provided by our contractors in the delivery of the Authorities WHQS programme. The higher the satisfaction the better the contractor's performance. Poor scores by individual contractors shall be addressed at monthly contractor meetings.</p> <p>More importantly, poor ratings for individual homes must be visited and issues resolved with tenants to ensure their problems are addressed. Where system failure has occurred this is to be used to improve systems and processes used.</p>					
<b>PI Definition</b>					
<p>This is a subjective measure calculated through tenant satisfaction forms. Individual forms are provided to tenants on completion of WHQS works to their property. They will be asked three questions on satisfaction with; process, quality and service. These three areas will be rated by tenants on a scale of 1-10 (10 being exceptionally satisfied).</p> <p>Only satisfaction scores received within the corresponding quarter shall be included in the scores. This score is cumulative and will be based on the total number of results received within individual financial years at the point in time.</p>					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
<p>The score of all satisfaction results for the relevant questions are to be added together and divided by the count of results returned (some returns may not have all three key questions asked). This is then multiplied by ten to provide a percentage return.</p> <p>The results are annual and therefore represent the complete number of returns for each financial year.</p>					

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Tenants not receiving WHQS work	Only tenants receiving WHQS work within the period and returning a completed satisfaction form	Tenants Satisfaction returns.
Leaseholders		
<b>Log of changes made to the definition or collection system</b>		
Description of change made	Date of change	Edited by
Initial definition provided.	21 November 2014	Andrew Treweek

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/112 (HS/M030) (HS/M024)	Percentage of Supporting People clients satisfied with support provided.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual	<input checked="" type="checkbox"/>	Quarterly (Cumulative)	<input type="checkbox"/>
<b>Location and Ownership of P.I.</b> (please complete all fields)			
Service Area	Housing Services	PI owner	Pam Toms
Well-being Objective	1 – Reducing poverty and social exclusion	PI escalator	
	8 – Safeguarding those who are vulnerable and promoting independent living	PI updater	Pam Toms

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To ensure the support being provided is person centres and meeting the individual needs of the service users.					
<b>PI Definition</b>					
20% of all service users in each project (apart from emergency alarm and warden services which is 10%) are interviewed as part of each service review.					
The percentage of all those interviewed that were satisfied with their support.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
The number satisfied divided by the total number of service users interviewed.					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
The service user in each project not interviewed as part of the review.	All service users interviewed as part of each service review.	The service users interview records completed by the Supporting People Contract Monitoring Officers which are recorded on a			

		spreadsheet.
<b>Log of changes made to the definition or collection system</b>		
<b>Description of change made</b>	<b>Date of change</b>	

<b>Section 1</b>		<b>PERFORMANCE INDICATOR DETAILS</b>	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/107 (HS/M047)	Percentage of Service Users who confirm that the support that they have received has assisted them to maintain their independence'		
<b>P.I. Frequency and type (mark relevant box)</b>			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Supporting People	<b>PI owner</b>	Mike Ingram
<b>Wellbeing-Objective</b>	1 – Reducing poverty and social exclusion	<b>PI escalator</b>	Mike Ingram
	8 – Safeguarding those who are vulnerable and promoting independent living	<b>PI updater</b>	Pam Toms

<b>Section 2</b>		<b>HOW IS THE INDICATOR COLLECTED?</b>			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To measure the success rate of the housing related support services commissioned under the Supporting People Programme in assisting service users to maintain their independence.					
<b>PI Definition</b>					
The percentage of previous and existing service users of Supporting People funded services who confirm that the support that they had received or were receiving assisted them to maintain their independence.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
The total number of service users who confirmed that the support assisted them to maintain their independence divided by the total number of service users interviewed annually.					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
None		20% of previous and existing service users in each service being reviewed (apart from warden and alarm service users when it is 10%).		Previous and existing services users interviewed in person by the Supporting People Contract Monitoring Officers during a service review.	

<b>Log of changes made to the definition or collection system</b>	
<b>Description of change made</b>	<b>Date of change</b>

<b>Section 1</b>		<b>PERFORMANCE INDICATOR DETAILS</b>	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/130 HS/M034	Number of homeless households per 1,000 population		
<b>P.I. Frequency and type (mark relevant box)</b>			
<b>Annual</b>		<b>Quarterly (Cumulative)</b>	X
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Housing Services	<b>PI owner</b>	Mike Ingram
<b>Wellbeing-Objective</b>	Objective 2 – Providing decent homes and safe communities	<b>PI escalator</b>	Mike Ingram
		<b>PI updater</b>	Ian Jones

<b>Section 2</b>		<b>HOW IS THE INDICATOR COLLECTED?</b>	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To ensure service provision and development meets the housing demand across the Vale of Glamorgan			
<b>PI Definition</b>			
Total number of Statutory S73 & S75 decisions as determined by the Housing (Wales) Act 2014			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage <input type="checkbox"/>	Number <input checked="" type="checkbox"/>	Average <input type="checkbox"/>	Rate <input type="checkbox"/>
		Ratio <input type="checkbox"/>	Other, please specify
<b>Calculation Method/ Formula Used</b>			
Number of Households per 1,000 population (2001 Census) across the Vale divided by Total number of S73 & S75 decisions made by the Authority per quarter			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
All households not deemed ineligible during quarter	All eligible households deemed homeless during quarter where the Authority has determined a S73 or S75 statutory duty	OHMS	
All households not deemed homeless during quarter			
All other households			
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>	<b>Date of change</b>		

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/041 LS/M005 (IO5)	Percentage of 15/16 year olds achieving the core subject indicator. (IO5)		
P.I. Frequency and type (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Learning and Skills	PI owner	Mike Glavin
Well-being Objective	5 - Raising overall standards of achievement	PI escalator	
		PI updater	Richard Evans

Section 2		HOW IS THE INDICATOR COLLECTED?	
Purpose of the measure (Why is it important to collect this measure?)			
To support and challenge schools and settings to improve the range and quality of teaching and learning in order to increase student achievement.			
PI Definition			
Percentage of 15/16 year olds achieving the core subject indicator.			
Unit of measure (Please put an X in the appropriate box)			
Percentage	Number	Average	Rate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Ratio
			Other, please specify
Calculation Method/ Formula Used			
= Number of 15-16 year olds achieving the core subject indicator / Total number of pupils aged 15 on the 31 <sup>st</sup> August and on the roll in any local authority maintained learning setting at the time of the annual Census x 100			
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?	
Pupils who are not 15 on 31 <sup>st</sup> August prior to the academic year	Pupils aged 15 on the 31 <sup>st</sup> August and on the roll in any local authority maintained learning setting at the time of the annual Census	Welsh Government Pupil Data	
Log of changes made to the definition or collection system			
Description of change made		Date of change	

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/052 (SL/M006) (LS/M011)	The number of accredited outcomes achieved by learners through the youth service.		
<b>P.I. Frequency and type</b> (mark relevant box)			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Learning and Skills	<b>PI owner</b>	Andy Borsden
<b>Well-being Objective</b>	5 – Raising overall standards of achievement	<b>PI escalator</b>	
		<b>PI updater</b>	Tina Simmons

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To demonstrate that young people continue to gain qualifications outside of mainstream education			
<b>PI Definition</b>			
The total number of nationally recognised qualifications, non-nationally recognised qualifications and informal learning accreditation achieved by young people during the year (in line with the requirements of the Annual Welsh Government's audit returns)			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage <input type="checkbox"/>	Number <input checked="" type="checkbox"/>	Average <input type="checkbox"/>	Rate <input type="checkbox"/>
		Ratio <input type="checkbox"/>	Other, please specify
<b>Calculation Method/ Formula Used</b>			
Total count of formal and informal accreditations for the year (1 April – 31 March)			
Formally recognised qualifications include: Agored Cymru units, GCSE, BTEC and Duke of Edinburgh Award			
Informal learning qualifications include: Mayors Award, Insight Awards, Participation awards and Sports leadership awards.			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
Young people not enrolled on a course	Young people enrolled on a course of formal or informal learning	MIS system E-DofE	
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	
Change from quarterly to annual measure to reflect the reporting requirements for Welsh Government and the academic year data.		17/8/2017	

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/053 (SL/M011 LS/M012b)	The number of books issued to customers in Welsh.		
P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Learning and Skills	PI owner	Andy Borsden
Well-being Objective	6 – Valuing culture and diversity	PI escalator	
		PI updater	Chris Edwards

Section 2		HOW IS THE INDICATOR COLLECTED?	
Purpose of the measure (Why is it important to collect this measure?)			
<ul style="list-style-type: none"> <li>Measure of usage of book lending service</li> </ul>			
PI Definition			
The number of Welsh language books issued to customers during the year.			
Unit of measure (Please put an X in the appropriate box)			
Percentage	Number	Average	Rate
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
Other, please specify			
Calculation Method/ Formula Used			
Straight count of total issues by language.			
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?	
Non book loans such as DVDs, Music, Audio Books	All physical and ebook loans	Library Management System for physical books	
		Supplier of ebooks service for ebook loans to Vale residents	
Log of changes made to the definition or collection system			
Description of change made	Date of change		
Reference to public library standards have been removed a this is no longer asked	20/09/2017		



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Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/167a SI/M047 (LS/M016a)	The percentage of young people who are known not to be in education, employment or training at Year 11.		
CPM/167b SI/M048 (LS/M016b) (OA2) (IO4)	The percentage of young people who are known not to be in education, employment or training at Year 12.		
CPM/167c SI/M049 (LS/M016c) (OA2) (IO4)	The percentage of young people who are known not to be in education, employment or training at Year 13.		
P.I. Frequency and type (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Learning and Skills	PI owner	Andy Borsden
Well-being Objective	5 – Raising overall standards of achievement	PI escalator	
		PI updater	Nisha Shukla

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To ensure the LA is reducing the number of NEET young people					
PI Definition					
To ensure the LA and its partners are working in a co-ordinated manner to reduce the number of NEET young people in accordance with the Youth Engagement and Progression Framework					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
<p>LS/M016a = The number of young people who are known not to be in education, employment or training at Year 11 / The total number of young people who are 16 between the 1 September 2012 – 31 August 2013 x 100</p> <p>LS/M016b = The number of young people who are known not to be in education, employment or training at Year 12 / The total number of young people who are 17 between the 1 September 2012 – 31 August 2013 x 100</p> <p>LS/M016c = The number of young people who are known not to be in education, employment or training at Year 13 / The total number of young people who are 18 between the 1 September 2012 – 31 August 2013 x 100</p>					

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?	
Young people in private education	All young people aged 16-18	Careers Wales	
		PLASC and school	
		destination reports	
Log of changes made to the definition or collection system			
Description of change made	Date of change		
Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	P.I. Description		
CPM/035 (SI/M002) (LS/M017)	The percentage of school days lost due to fixed-term exclusions during the academic year in secondary schools.		
P.I. Frequency and type (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Learning and Skills	PI owner	Mike Glavin
Well-being Objective	5 – Raising overall standards of achievement	PI escalator	
		PI updater	Jane Werrett/ Nicky Sturgess

Section 2	HOW IS THE INDICATOR COLLECTED?					
Purpose of the measure (Why is it important to collect this measure?)						
To monitor and reduce the number of days lost to fixed term exclusions of 6 days or more						
PI Definition						
Days lost to secondary fixed term exclusions of 6 days or more						
Unit of measure (Please put an X in the appropriate box)						
Percentage	Number	Average	Rate	Ratio	Other, please specify	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Calculation Method/ Formula Used						
= The number of school days/sessions for all pupils lost to fixed term exclusions of six days or more / The total number of days/sessions possible for all pupils x 100						
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?				
Pupils attending nursery, primary and special schools	Pupils attending secondary schools	SIIS data team				
Log of changes made to the definition or collection system						
Description of change made	Date of change					
The percentage of school days lost due to fixed-term exclusions during the academic year, in secondary	30/09/16					

schools

Service/policy area	<b>Education</b>
Domain	Access to Services
Reference	CPM/038 and CPM/039 EDU/S/F/015/03-018 (EDU/015)
Headline	<b>Timeless of Special Education Need (SEN) Statements</b>
Indicator	The percentage of final statements of special education need issued within 26 weeks: <ul style="list-style-type: none"> <li>a) Including exceptions; and</li> <li>b) Excluding exceptions</li> </ul>
Guidance	<p>A child is classed as having a special educational need if they have a learning difficulty that calls for special educational provision to be made for them.</p> <p>Children have a learning difficulty if they:</p> <ul style="list-style-type: none"> <li>• Have a significantly greater difficulty in learning than the majority of children of the same age</li> <li>• Have a disability which prevents or hinders them from making use of educational facilities of a kind generally provided for children of the same age in schools within the area of the local education authority</li> <li>• Are under compulsory school age and fall within either definition above or would do so if special educational provision was not made for them</li> </ul> <p>Special educational provision means:</p> <ul style="list-style-type: none"> <li>• For children aged 2+, any educational provision which is additional to, or otherwise different from, the educational provision made generally for children of their age in schools maintained by the local authority, other than special schools, in their area</li> <li>• For children under 2, educational provision of any kind</li> </ul> <p>A statement of special educational need is a statement outlining the child's special educational need and the special educational provision that should meet this need.</p> <p>A statement is considered finalised once both the local authority and the child's parent/guardian have agreed the content and any changes to it.</p> <p>The time taken to finalise a statement should be counted from the date that the child is brought to the local authority's attention in one of the following ways:</p> <ul style="list-style-type: none"> <li>• A request is made for an assessment by the child's school or setting</li> <li>• A request is made for an assessment by the child's parent</li> <li>• A referral is made by another agency</li> </ul> <p>to the date that the local authority issue a copy of the final statement and a written notice to the child's parent/guardian. Pupils should be included in the calendar year that the statement is finalised.</p> <p>There are however certain circumstances in which it is not reasonable to expect local authorities to meet these timescales and the normal limits do not apply. These exceptions are as listed in sections 12 and 13 of The Education (Special Educational Needs) (Wales) Regulations 2002:</p> <ul style="list-style-type: none"> <li>• Exceptional personal circumstances affect the child or the child's parent/guardian during the 26 week period</li> </ul>

	<ul style="list-style-type: none"> <li>• The child or child's parent/guardian are absent from the area of the authority for a continuous period of not less than 4 weeks during the 26 week period</li> <li>• The authority have requested advice from the head teacher of a school during a period beginning one week before any date on which that school was closed for a continuous period of not less than 4 weeks from that date and ending one week before the date on which it re-opens</li> <li>• The authority have requested advice from the head of SEN or other person responsible for a child's education at an early education provider during a period beginning one week before any date on which that early education provider was closed for a continuous period of not less than four weeks from that date and ending one week before the date on which it re-opens;</li> <li>• In exceptional cases after receiving advice sought under regulation 7 i.e. educational, medical, psychological advice, advice from the child's parent, advice from the social services authority or any other appropriate advice, it is necessary for the authority to seek further advice</li> <li>• The child's parent has indicated to the authority that he or she wishes to provide advice to the authority after the expiry of 6 weeks from the date on which a request for such advice [...] was received, and the authority have agreed to consider such advice before completing the assessment</li> <li>• The authority have requested advice from a health authority or a social services authority [...] respectively and the health authority or the social services authority have not complied with that request within 6 weeks from the date on which it was made</li> <li>• The child fails to keep an appointment for an examination or a test during the 10 week period between the authority agreeing to undertake an assessment and the completion of the assessment</li> <li>• The child's parent indicates that he or she wishes to make representations to the authority about the content of the statement [...] after the expiry of the 15 day period for making such representations</li> <li>• A meeting between the child's parent and an officer of the authority has been held [...] and the child's parent [...] has either required that another such meeting be arranged or has required a meeting with the appropriate person be arranged, or</li> <li>• The authority have sent a written request to the National Assembly seeking its consent [...] to the child being educated at an independent school which is not approved by it and such consent has not been received by the authority within two weeks of the date on which the request was sent.</li> </ul> <p>For part a) include all statements regardless of whether the exceptions apply. For part b), exclude statements where any of the exceptions apply from both the numerator and the denominator.</p> <p>For both parts exclude amendments to existing statements from this indicator.</p>
Calculation	<p>Part a)</p> <p><b>Numerator:</b> The number of pupils for whom statements of special educational needs were issued for the first time and within 26 weeks during the calendar year, including exceptions</p> <p><b>Denominator:</b> The total number of pupils for whom statements of special</p>

	<p>educational needs were issued for the first time during the year, including exceptions</p> <p><b>Formula:</b> <math>\frac{\text{Numerator}}{\text{Denominator}} \times 100</math></p> <p>Part b)</p> <p><b>Numerator:</b> The number of pupils for whom statements of special educational needs were issued for the first time and within 26 weeks during the calendar year, excluding exceptions</p> <p><b>Denominator:</b> The total number of pupils for whom statements of special educational needs were issued for the first time during the year, excluding exceptions</p> <p><b>Formula:</b> <math>\frac{\text{Numerator}}{\text{Denominator}} \times 100</math></p>			
Validation	<p>Indicator values that seem particularly high or low compared with the all Wales dataset for the previous year will require an explanation.</p> <p>Numerators and denominators that change over the previous year by a significant amount will require an explanation. Significance in this context will be determined by considering changes in the Wales value in previous years.</p>			
Data Source	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="width: 30%;">Decimal Place</td> <td style="width: 20%; text-align: center;">1</td> </tr> </table>		Decimal Place	1
	Decimal Place	1		
Explanation	This indicator will provide a measure of the responsiveness and efficiency of the LEA in meeting the statutory timescales for issuing statements.			
Disaggregation	Disaggregation should be considered to suit local context and knowledge.			

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/043 (SL/M005) (LS/M031)	Percentage success rate on accredited courses for priority learners.		
<b>P.I. Frequency and type</b> (mark relevant box)			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Culture and Community Learning	<b>PI owner</b>	Phil Southard
<b>Well-being Objective</b>	5 – Raising overall standards of achievement	<b>PI escalator</b>	
		<b>PI updater</b>	Debbie Lewis

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
This is measure used by Welsh government and Estyn to judge service delivery success.			
<b>PI Definition</b>			
The % of learners enrolled that successfully achieve the qualification.			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage <input checked="" type="checkbox"/>	Number <input type="checkbox"/>	Average <input type="checkbox"/>	Rate <input type="checkbox"/>
			Ratio <input type="checkbox"/>
			Other, please specify
<b>Calculation Method/ Formula Used</b>			
Calculation is done by WG Lifelong Learning Wales Record (LLWR) database			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
Those adult learners who are not sitting qualifications	All adult learners taking Qualifications	Lifelong Learning Wales Record (LLWR) database	
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	
Owner and Updater have been updated along with clarification to the definition, outlining where the data is obtained from and more detail added to the purpose.		31/08/2017	

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/044 (LS/M037a)	The percentage of all pupils at Key Stage 2 who achieve the expected standard in English.		
CPM/045 (LS/M037b)	The percentage of FSM pupils at Key Stage 2 who achieve the expected standard in English.		
CPM/046 (LS/M037c)	The percentage of non FSM pupils at Key Stage 2 who achieve the expected standard in English.		
P.I. Frequency and type (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Learning and Skills	PI owner	Mike Glavin
Well-being Objective	5 – Raising overall standards of achievement	PI escalator	
		PI updater	Richard Evans

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To support and challenge schools and settings to improve the range and quality of teaching and learning in order to increase student achievement.					
PI Definition					
Key Stage 2: English (All) Key Stage 2: English FSM Key Stage 2: English Non FSM					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					

The number of pupils assessed at the end of KS2, in schools maintained by the LA who achieved the expected Key Stage 2: English (All). / The total number of pupils assessed at the end of KS2, in schools maintained by the LA x 100

The number of FSM pupils assessed at the end of KS2, in schools maintained by the LA who achieved the expected Key Stage 2: English . / The total number of FSM pupils assessed at the end of KS2, in schools maintained by the LA x 100

The number of non FSM pupils assessed at the end of KS2, in schools maintained by the LA who achieved the expected Key Stage 2: English . / The total number of non FSM pupils assessed at the end of KS2, in schools maintained by the LA x 100

<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>
Pupils having arrived from a non-English or non-Welsh based education system.	All Y6 pupils including those from Special schools and pupils referral unit.	Schools
<b>Log of changes made to the definition or collection system</b>		
<b>Description of change made</b>	<b>Date of change</b>	



Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/047 LS/M038a	The percentage of all pupils at Key Stage 2 who achieve the expected standard in Maths.		
<b>P.I. Frequency and type (mark relevant box)</b>			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Learning and Skills	<b>PI owner</b>	Mike Glavin
<b>Well-being Objective</b>	5 – Raising overall standards of achievement	<b>PI escalator</b>	
		<b>PI updater</b>	Richard Evans

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To support and challenge schools and settings to improve the range and quality of teaching and learning in order to increase student achievement.			
<b>PI Definition</b>			
Key Stage 2: Maths (All)			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage <input checked="" type="checkbox"/>	Number <input type="checkbox"/>	Average <input type="checkbox"/>	Rate <input type="checkbox"/>
			Ratio <input type="checkbox"/>
			Other, please specify
<b>Calculation Method/ Formula Used</b>			
The number of pupils assessed at the end of KS2, in schools maintained by the LA who achieved the expected Key Stage 2: Maths (All). / The total number of pupils assessed at the end of KS2, in schools maintained by the LA x 100			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
Pupils having arrived from a non-English or non-Welsh based education system.	All Y6 pupils including those from Special schools and pupils referral unit.	Schools	
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/048 (SI/M033)	The percentage of non FSM pupils at Key Stage 2 who achieve the expected standard in Maths.		
<b>P.I. Frequency and type</b> (mark relevant box)			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Learning and Skills	<b>PI owner</b>	Morwen Hudson
<b>Wellbeing-Objective</b>	5 – Raising overall standards of achievement	<b>PI escalator</b>	
		<b>PI updater</b>	Richard Evans

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To support and challenge schools and settings to improve the range and quality of teaching and learning in order to increase student achievement.					
<b>PI Definition</b>					
The percentage of non FSM pupils at Key Stage 2 who achieve the expected standard in Maths.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
The number of non FSM pupils at Key Stage 2 who achieve the expected standard in Maths / The number of non FSM pupils at Key Stage 2					
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>			
Pupils having arrived from a non-English or non-Welsh based education system. Y6 FSM pupils.	All Y6 non FSM pupils including those from Special schools	Schools			
<b>Log of changes made to the definition or collection system</b>					
<b>Description of change made</b>			<b>Date of change</b>		
New separate template created from CPM/047			08/09/2017		

Section 1				PERFORMANCE INDICATOR DETAILS			
<b>P.I. Ref.</b>		<b>P.I. Description</b>					
CPM/049 (EDU/002i)		The percentage of all Y11 pupils (including LAC) in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification.					
<b>P.I. Frequency and type</b> (mark relevant box)							
Annual			X	Quarterly (Cumulative)			
<b>Location and Ownership of P.I.</b> (please complete all fields)							
<b>Service Area</b>	Learning and Skills			<b>PI owner</b>	Morwen Hudson		
<b>Wellbeing-Objective</b>	5 – Raising overall standards of achievement			<b>PI escalator</b>			
				<b>PI updater</b>	Richard Evans		

Section 2							HOW IS THE INDICATOR COLLECTED?						
<b>Purpose of the measure (Why is it important to collect this measure?)</b>													
To support and challenge schools and settings to improve the range and quality of teaching and learning in order to increase student achievement.													
<b>PI Definition</b>													
The percentage of all Y11 pupils (including LAC) in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification.													
<b>Unit of measure (Please put an X in the appropriate box)</b>													
Percentage	Number	Average	Rate	Ratio	Other, please specify								
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>									
<b>Calculation Method/ Formula Used</b>													
The number of all Y11 pupils (including LAC) in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification/ The number of all Y11 pupils.													
<b>What/who is excluded from the definition?</b>				<b>What/who is included in the definition?</b>				<b>Where is the information obtained from?</b>					
Pupils having arrived from a non-English or non-Welsh based education system.				All Y11 pupils including those from Special schools and PRUs				Schools					
<b>Log of changes made to the definition or collection system</b>													
<b>Description of change made</b>							<b>Date of change</b>						
New template – specified year 11 pupils over 15/16 year olds							08/09/2017						

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/050 (EDU/002ii)	The percentage of all Y11 LAC pupils in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification.		
P.I. Frequency and type (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Learning and Skills	PI owner	Morwen Hudson
Wellbeing-Objective	5 – Raising overall standards of achievement	PI escalator	
		PI updater	Richard Evans

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To support and challenge schools and settings to improve the range and quality of teaching and learning in order to increase student achievement.					
PI Definition					
The percentage of all Y11 LAC pupils in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
The number of Y11 LAC pupils in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification/ The number of all Y11 LAC pupils.					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
Pupils having arrived from a non-English or non-Welsh based education system. Y11 Pupils who are not LAC	All Y11 LAC pupils including those from Special schools and PRUs	Schools			
Log of changes made to the definition or collection system					
Description of change made	Date of change				
New template – specified year 11 pupils over 15/16 year olds					

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/091 LS/M048	Percentage of schools judged good or better by Estyn (in both judgements). (OA2)		
<b>P.I. Frequency and type</b> (mark relevant box)			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Learning and Skills	<b>PI owner</b>	Morwen Hudson
<b>Well-being Objective</b>	5 – Raising overall standards of achievement	<b>PI escalator</b>	
		<b>PI updater</b>	Jacque Jones

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To ensure that all students are in receipt of the very best education available.			
<b>PI Definition</b>			
The percentage of schools inspected by Estyn during the year which were judged good or better.			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage	Number	Average	Rate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
			Other, please specify
<b>Calculation Method/ Formula Used</b>			
= The number of schools inspected by Estyn during the year judged to be good or better in both main judgements/ The total number of schools inspected by Estyn during the year x 100			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
N/A	All schools that have been inspected by Estyn within the qualifying time frame i.e. April to March.	Published Estyn school inspection reports.	
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/093 (SI/M053a)	The percentage of all Y11 FSM pupils (including LAC) in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification.		
<b>P.I. Frequency and type</b> (mark relevant box)			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Learning and Skills	<b>PI owner</b>	Morwen Hudson
<b>Wellbeing-Objective</b>	5 – Raising overall standards of achievement	<b>PI escalator</b>	
		<b>PI updater</b>	Richard Evans

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To support and challenge schools and settings to improve the range and quality of teaching and learning in order to increase student achievement.					
<b>PI Definition</b>					
The percentage of all Y11 FSM pupils (including LAC) in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
The number of all Y11 FSM pupils (including LAC) in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification/ The number of all Y11 FSM pupils.					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
Pupils having arrived from a non-English or non-Welsh based education system. All Y11 Non FSM pupils		All Y11 FSM pupils including those from Special schools and PRUs		Schools	
<b>Log of changes made to the definition or collection system</b>					
<b>Description of change made</b>				<b>Date of change</b>	
New template – specified year 11 pupils over 15/16 year olds				08/09/2017	



Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/041 LS/M055 (IO5)	Percentage of Y11 FSM pupils, in schools maintained by the local authority who achieved the level 2 threshold including GCSE grades A* - C in English, Welsh First Language and Mathematics.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
Service Area	Learning and Skills	PI owner	Mike Glavin
Well-being Objective	5 – Raising overall standards of achievement	PI escalator	
		PI updater	Richard Evans

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To support and challenge schools and settings to improve the range and quality of teaching and learning in order to increase student achievement.			
<b>PI Definition</b>			
Percentage of Y11 FSM pupils, in schools maintained by the local authority who achieved the level 2 threshold including GCSE grades A* - C in English, Welsh First Language and Mathematics.			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage	Number	Average	Rate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
			Other, please specify
<b>Calculation Method/ Formula Used</b>			
Number of Y11 FSM pupils, in schools maintained by the local authority who achieved the level 2 threshold including GCSE grades A* - C in English, Welsh First Language and Mathematics./ The number of Y11 pupils			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
Pupils having arrived from a non-English or non-Welsh based education system.Y11 non FSM pupils.	All FSM Y11 pupils including those from Special schools and PRUs	Schools	
Non-FSM pupils	FSM pupils		
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	
Amended for 15/16 year old to year 11 pupils		08/09/2017	





Service/policy area	<b>Education</b>		
Domain	Strategic Outcomes		
Reference	EDU/C/F/010/04-003 (EDU/010) a)CPM/034, b) CPM/035		
Headline	<b>Fixed term exclusions</b>		
Indicator	The percentage of school days lost due to fixed-term exclusions during the academic year, in: a) Primary schools b) Secondary schools		
Guidance	<p>A fixed-term exclusion means that a definite date of return to the same school has been given.</p> <p>The exclusion period can last between 0.5 and 45 school days. Include any half day fixed term exclusions.</p> <p>Do not include:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Lunchtime exclusions.</li> <li><input type="checkbox"/> Exclusions from PRUs or special schools.</li> <li><input type="checkbox"/> Part time pupils</li> </ul> <p>The number of school days lost should be counted from the next school session following the head teacher's decision to exclude to the agreed date given to the pupil to return to school.</p> <p>To calculate the denominator, the total number of school days possible for all pupils, multiply the number of school days in an academic year, excluding INSET days, by the number of pupils on roll in local authority maintained a) primary (years 1 or above) and b) secondary schools (years 11 or below) at the time of the annual schools census in January of the relevant academic year.</p>		
Calculation	<p>Parts a) and b)</p> <p><b>Numerator:</b> The total number of school days lost due to fixed-term exclusions during the academic year The numerator is the sum of the number of school days lost for each pupil who was excluded for a fixed-term during the academic year.</p> <p><b>Denominator:</b> The total number of school days possible for all pupils</p> <p><b>Formula:</b> <math>\frac{\text{Numerator}}{\text{Denominator}} \times 100</math></p>		
Data Source	<b>Numerator</b> - Welsh Government's termly exclusion data collection form	Decimal Place	3
Explanation	Guidance on the use of exclusion and the reintegration of pupils is contained in Welsh Government Circular 1/2004. Further guidance is also available in the document		

	'Inclusion and Pupil Support' guidance (Circular 47/06). The guidance highlights the need for fixed-term exclusions, where possible, to be only for a short period to allow for a more effective reintegration to school.
Disaggregation	Disaggregation should be considered to suit local context and knowledge.

Section 1		PERFORMANCE INDICATOR DETAILS			
<b>P.I. Ref.</b>	<b>P.I. Description</b>				
CPM/168a (SI/M052a )	Percentage of Y11 pupils achieving 5 or more GCSE at grades A* to A for all pupils.				
<b>P.I. Frequency and type</b> (mark relevant box)					
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>			
<b>Location and Ownership of P.I.</b> (please complete all fields)					
<b>Service Area</b>	Learning and Skills	<b>PI owner</b>	Morwen Hudson		
<b>Wellbeing-Objective</b>	5 – Raising overall standards of achievement	<b>PI escalator</b>			
		<b>PI updater</b>	Richard Evans		
Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To support and challenge schools and settings to improve the range and quality of teaching and learning in order to increase student achievement.					
<b>PI Definition</b>					
Percentage of Y11 pupils achieving 5 or more GCSE at grades A* to A for all pupils.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
The number of Y11 pupils achieving 5 or more GCSE at grades A* to A for all pupils / The number of Y11 pupils					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
Pupils having arrived from a non-English or non-Welsh based education system.		All Y11 pupils including those from Special schools and PRUs		Schools	
<b>Log of changes made to the definition or collection system</b>					
<b>Description of change made</b>				<b>Date of change</b>	
New template – specifies year 11 instead of 15/16 year olds				08/09/2017	







Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/170 (SI/M050)	Percentage of users showing satisfaction with a Families First service accessed.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Learning and Skills	<b>PI owner</b>	David Davies
<b>Wellbeing-Objective</b>	1 – Reducing poverty and social exclusion	<b>PI escalator</b>	Mark Davies
	5 - Raising overall standards of achievement 8 – Safeguarding those who are vulnerable and promoting independent living	<b>PI updater</b>	Sarah Thomas

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To monitor the percentage levels of users satisfaction with the quality and delivery of all Families First Services			
<b>PI Definition</b>			
Number of users benefitting from a Families First service: a) children and young people b) families c) professionals			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage	Number	Average	Rate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
Other, please specify			
<b>Calculation Method/ Formula Used</b>			
Projects users information gathered from individual project evaluation forms. Number of users reporting they are satisfied with families first service accessed/Total number of respondents x 100			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
Individuals not using the Families First services	Children, young people and families accessing Families First Services	RBA (Result Based Accountability) reports submitted by all Families First Projects.	
Individuals and families using other poverty funded provision	Professionals people using Families First services		
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	
Escalator and Updater have been updated		13/09/2017	

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/196 (SL/M025)	Percentage of Council catered schools that offer healthy food options.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Catering	<b>PI owner</b>	Paula Ham
<b>Wellbeing-Objective</b>	7 – Encouraging and promoting active and healthy lifestyles	<b>PI escalator</b>	Trevor Baker
		<b>PI updater</b>	Carole Tyley

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
Ensure all schools are offering healthy foods to pupils based on the Healthy Eating in Schools Regulations (Wales) 2013					
<b>PI Definition</b>					
Percentage of Council catered schools that offer healthy food options					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>			
Schools not in the local authority catering contract	All schools in the local authority contract	Menus prepared and offered by the catering service			
<b>Log of changes made to the definition or collection system</b>					
<b>Description of change made</b>			<b>Date of change</b>		



Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/181 (SL/M023)	Number of adult Welsh learners.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual	<input checked="" type="checkbox"/>	Quarterly (Cumulative)	<input type="checkbox"/>
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Culture and Community Learning	<b>PI owner</b>	Phil Southard
<b>Wellbeing-Objective</b>	6 – Valuing culture and diversity	<b>PI escalator</b>	Trevor Baker
		<b>PI updater</b>	Mared Furnham

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To note our contribution to the Welsh Government's Million Welsh Speakers Goal.			
<b>PI Definition</b>			
The number of adults enrolled on formal, structured Welsh language learning courses provided by the VOG Council ACL Learn Welsh the Vale.			
2016-17 data will be the first recorded on PI. We expect the numbers to increase year on year for the next three years (duration of funding) however, resources are finite and there will be a point at which there is no capacity to increase further.			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage	Number	Average	Rate
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ratio <input type="checkbox"/> Other, please specify <input type="checkbox"/>			
<b>Calculation Method/ Formula Used</b>			
Verified data from LLWR Lifelong Learning Wales Record			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
Vale residents who may be on courses in other areas or learning online	Learners enrolled on Learn Welsh the Vale courses from Entry level to Fluency.	LLWR Record	
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/007 (RS/M001)	Percentage of ICT priority (all) 1 to 4 Service Desk tickets resolved within agreed timescales.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual		Quarterly (Cumulative)	X
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Resources	<b>PI owner</b>	Nick Wheeler
<b>Well-being Objective</b>	Corporate Health	<b>PI escalator</b>	Andrew Brain
		<b>PI updater</b>	Andrew Brain

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To determine how effective the ICT service desk is in processing tickets and providing an IT solution for customers.					
<b>PI Definition</b>					
Proportion of all ICT Services Desk tickets resolved within agreed timescales.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
= Number of calls to service desk calls processed within agreed timescales/ Total number of calls to the service desk processed. X100					

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Tickets still open that were created within the quarter period but NOT Completed/Resolved.	All tickets created during the quarter period and Completed/Resolved within the quarter period.	Symantec Service Desk Software
<b>Log of changes made to the definition or collection system</b>		
<b>Description of change made</b>	<b>Date of change</b>	
<b>Change from Calls to Tickets due to new system implementation</b>	01/12/14	

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/008 (RS/M002)	Percentage of service availability of the top 20 ICT systems during core working hours.		
<b>P.I. Frequency and type (mark relevant box)</b>			
Annual		Quarterly (Cumulative)	X
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Resources	<b>PI owner</b>	Nick Wheeler
<b>Well-being Objective</b>	Corporate Health	<b>PI escalator</b>	
		<b>PI updater</b>	Emma Williams

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
Part of ITIL Availability Management, this measure is collected to ensure an adequate level of availability on the council's critical ICT systems is being maintained and to make improvements where necessary.					
<b>PI Definition</b>					
The top 20 business critical applications in use at the Vale are monitored for their availability to ensure users of the system are able to use the systems in accordance with their service level agreements.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
Availability percentages are collected for each service, then the 20 services percentages are averaged to provide					

the final availability percentage.		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Non-business critical services	Business critical services	Zenoss Network Monitoring system
<b>Log of changes made to the definition or collection system</b>		
Description of change made	Date of change	

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	P.I. Description		
CPM/153 RS/M012	Percentage change (reduction) in carbon dioxide emissions in the non-domestic public building stock.		
P.I. Frequency and type (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources	PI owner	David Powell
Well-being Objective	Corporate Health	PI escalator	
		PI updater	David Powell

Section 2	HOW IS THE INDICATOR COLLECTED?				
Purpose of the measure (Why is it important to collect this measure?)					
<p>The Council should be setting an example to the rest of the community by reducing its greenhouse gas emissions. A reduction of 3% per annum is in line with national government targets (20% reduction by 2020 from 2011 levels), the agreement that the Authority made with the local service board (3% per annum), and the original target of the Carbon Management Plan adopted by the Council in 2008.</p> <p>The raw data must be collected to comply with the mandatory Carbon Reduction Commitment scheme, and in collecting and analysing the data it is possible to identify areas of waste and of potential improvement which potentially provides the information: a) for the evaluation of Salix investment projects and b) to help make better choices for and within capital projects.</p>					
PI Definition					
The year on year change in energy efficiency of the Council non domestic building stock.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Calculation Method/ Formula Used</b>		
<p>= The difference in the amount of carbon dioxide emissions in the non-domestic public building stock between the previous year and the current year (kg) / The amount of carbon dioxide emissions in the non-domestic public building stock x 100</p>		
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>
Data sets (energy supplies) where there is insufficient data to compare the two years	Gas consumption is adjusted to account for changes in the weather. This is done by applying a correction to the heating element of the gas consumption based on the ratio of degree days for a particular month in comparison with the 20 year average for that month.	The data is collected via automatic meter reading data provided by utility providers, by direct meter readings made by Council staff and by in the last resort using readings taken from energy supplier invoices. This is collated using software call 'Energy Manager' by SystemsLink.
<b>Log of changes made to the definition or collection system</b>		
<b>Description of change made</b>		<b>Date of change</b>

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/073 RS/M013a	Average Site Morse position (ranking of quality websites) in Wales.		
CPM/074 RS/M013b	Average Site Morse position (ranking of quality websites) in England and Wales.		
P.I. Frequency and type (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources	PI owner	Nick Wheeler
Well-being Objective	Corporate Health	PI escalator	
		PI updater	David Esseen

Section 2		HOW IS THE INDICATOR COLLECTED?	
Purpose of the measure (Why is it important to collect this measure?)		To measure web site accessibility performance against other Welsh UA's. Improved website accessibility allows more people to access the Council's website and locate the relevant information quickly and easily.	
PI Definition		Average relative position of the Vale of Glamorgan's website in the SiteMorse accessibility table as compared with other Welsh unitary authorities and other UK local authorities.	
Unit of measure (Please put an X in the appropriate box)			
Percentage	Number	Average	Rate
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
		Other, please specify	

Calculation Method/ Formula Used		
Automatic measurement carried out externally by SiteMorse using their calculation methods.		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
NA	Welsh unitary authorities and other UK local authorities.	Sitemorse <a href="http://www.sitemorse.com/">http://www.sitemorse.com/</a>
Log of changes made to the definition or collection system		
Description of change made	Date of change	

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	P.I. Description		
CPM/231 RS/M029a	Average speed of answer for incoming calls to the Customer Contact Centre is no more than 60 seconds.		
CPM/072 RS/M029b	The average speed of answer for calls on the Welsh language line (seconds).		
P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Corporate and Customer Services	PI owner	Tony Curliss
Well-being Objective	CPM/231 - Corporate Health	PI escalator	
	CPM/072 - Objective 6 – Valuing culture and diversity	PI updater	Tony Curliss

Section 2	HOW IS THE INDICATOR COLLECTED?		
Purpose of the measure (Why is it important to collect this measure?)			
To ensure that our customers have a positive customer experience when calling our contact centre and are only kept waiting for a reasonable length of time.			
PI Definition			
The average speed of answer is the sum of the time taken to answer all calls, divided by the total number of calls.			
Unit of measure (Please put an X in the appropriate box)			
Percentage	Number	Average	Rate      Ratio      Other, please specify

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Calculation Method/ Formula Used</b>				
Automatic calculation made by Contact Centre software.				
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>		
All non-Welsh speaking calls	Answered calls to the Welsh Language Line	Avaya CMS		
<b>Log of changes made to the definition or collection system</b>				
<b>Description of change made</b>		<b>Date of change</b>		
N/A				

<b>Section 1</b>	<b>PERFORMANCE INDICATOR DETAILS</b>		
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/002 RS/M033	The percentage of customers who are satisfied with access to services across all channels.		
<b>P.I. Frequency and type (mark relevant box)</b>			
<b>Annual</b>	<input checked="" type="checkbox"/>	<b>Quarterly (Cumulative)</b>	<input type="checkbox"/>
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Corporate and Customer Services	<b>PI owner</b>	Tony Curliss
<b>Well-being Objective</b>	Corporate Health	<b>PI escalator</b>	
		<b>PI updater</b>	Tony Curliss

<b>Section 2</b>	<b>HOW IS THE INDICATOR COLLECTED?</b>				
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To ensure that methods of accessing services across all channels offered meet the needs of the customer and in doing so reduce cost of end to end service delivery.					
<b>PI Definition</b>					
The percentage of customers who are satisfied with access to services across all channels. Based on information obtained from our customer satisfaction survey.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
= The number of customers who say they are satisfied with the access to services across all channels / The number of customers who submitted a satisfaction response in relation to access to services across all channels					



x 100		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
N/A	Customer Satisfaction Survey Results	Verint Customer Satisfaction
<b>Log of changes made to the definition or collection system</b>		
Description of change made	Date of change	
Change in wording of purpose of measure to ensure clarity	17/08/2017	

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	P.I. Description		
CPM/001 RS/M034	The percentage of customer enquiries to C1V resolved at first contact.		
P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Corporate and Customer Services	PI owner	Tony Curliss
Well-being Objective	Corporate Health	PI escalator	
		PI updater	Tony Curliss

Section 2	HOW IS THE INDICATOR COLLECTED?				
Purpose of the measure (Why is it important to collect this measure?)					
<p>To ensure that our services are offered to customers in a variety of ways to suit their individual needs.</p> <p>To ensure that all options for accessing services are well publicised and are being used by all members of the public who wish to use them.</p> <p>To ensure that customer enquiries are dealt with as quickly and efficiently as possible.</p> <p>To increase the number of customers who use the lowest cost, most appropriate method for their enquiry.</p>					
PI Definition					
Enquiries which are resolved without being escalated at any point across all transactions methods – C1V data.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					

= The number of customer enquiries to C1V resolved at first contact / The total number of customer enquiries to C1V x 100		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
N/A	Percentage of enquires resolved at first point of contact	Oracle CRM
<b>Log of changes made to the definition or collection system</b>		
Description of change made	Date of change	

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	P.I. Description		
CPM/222 RS/M035	Percentage of customers satisfied overall with services provided by the Council.		
P.I. Frequency and type (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Corporate and Customer Services	PI owner	Huw Isaac
Well-being Objective	Corporate Health	PI escalator	
		PI updater	Rob Jones

Section 2	HOW IS THE INDICATOR COLLECTED?				
Purpose of the measure (Why is it important to collect this measure?)					
The measure shows how satisfied residents are with the overall service provided by the Council.					
PI Definition					
This measure represents the number of people who are satisfied with the overall service provided by the Council.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
The statistics are derived from the public opinion survey, this is based on a sample size of 950 residents and the					

number of people who state that they are either very satisfied or satisfied with the overall service provided by the Council.		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Residents aged under 16 are not covered by the POS.	All Vale residents aged over 16.	Public Opinion Survey.
<b>Log of changes made to the definition or collection system</b>		
Description of change made	Date of change	
Amendment to sample size	24/11/14	

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/065 RS/M037a	The total number of subscribers to Vale Connect.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual		Quarterly (Cumulative)	X
<b>Location and Ownership of P.I.</b> (please complete all fields)			
Service Area	Corporate and Customer Services	PI owner	Tony Curliss
Well-being Objective	1 – Reducing poverty and social exclusion	PI escalator	
		PI updater	Shelley Bellamy

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To ensure that the public are using the council's electronic avenues of communication to access council services and information and that the numbers of users is continuing to grow.			
<b>PI Definition</b>			
The number of subscribers to Vale Connect on the last day of the given quarter.			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage	Number	Average	Rate
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
Other, please specify			
<b>Calculation Method/ Formula Used</b>			
Exact value.			



The statistics are derived from the public opinion survey; this is based on a sample size of 950 residents and the number of people who state that they are either very satisfied or satisfied with the communications/information provided by the Council.		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Residents aged under 16 are not covered by the POS.	All Vale residents aged over 16.	Public Opinion Survey.
<b>Log of changes made to the definition or collection system</b>		
Description of change made	Date of change	
Amendments to PI definition and calculation method to bring in line with other POS PIs	24/11/2014	

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/180	Percentage of Council staff completing Welsh Language Awareness training to increase understanding of the Council's duties under the Welsh Language Standards		
P.I. Frequency and type (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Performance and Development	PI owner	Huw Isaac
Wellbeing-Objective	Objective 6: Valuing culture and diversity.	PI escalator	Huw Isaac
		PI updater	Linda Brown

Section 2		HOW IS THE INDICATOR COLLECTED?	
Purpose of the measure (Why is it important to collect this measure?)			
Part of the Welsh Language Standards			
PI Definition			
Provide Awareness training to as many staff as possible – will be monitored through online module.			
Unit of measure (Please put an X in the appropriate box)			
Percentage	Number	Average	Rate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ratio      Other, please specify			
<input type="checkbox"/>			
Calculation Method/ Formula Used			
Number of staff accessing online module/number of staff (excluding school staff)			
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?	
School staff	All office-based staff	Online system	

Log of changes made to the definition or collection system	
Description of change made	Date of change

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/217	Performance against agreed Reshaping Services targets.		
<b>P.I. Frequency and type (mark relevant box)</b>			
Annual		Quarterly (Cumulative)	X
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Finance	<b>PI owner</b>	Carys Lord
<b>Wellbeing-Objective</b>	Corporate Health	<b>PI escalator</b>	Carys Lord
		<b>PI updater</b>	Tom Bowring

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To enable the monitoring of savings associated with the Reshaping Services Programme and identify where any remedial action is required.					
<b>PI Definition</b>					
The cumulative savings achieved during the year by the Reshaping Services Programme which contribute to the delivery of the Council's overall financial savings in addition to facilitating transformational change.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
Total in year project savings achieved to date/Total in year projected in year savings x100					

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
	Any savings associated with the <b>Reshaping Services Programme</b> within the year	Accountancy, budget monitoring reports, all projects summary highlights report.
<b>Log of changes made to the definition or collection system</b>		
<b>Description of change made</b>		<b>Date of change</b>

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/083	Percentage increase in Twitter followers to the Vale Council twitter account		
<b>P.I. Frequency and type (mark relevant box)</b>			
Annual		Quarterly (Cumulative)	X
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Performance and Development	<b>PI owner</b>	Rob Jones
<b>Wellbeing-Objective</b>	Corporate Health	<b>PI escalator</b>	Rob Jones
		<b>PI updater</b>	Hannah Sinclair

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
This measure is reported in order for us to clearly monitor our social media presence.					
<b>PI Definition</b>					
This PI allows us to see the difference in our Twitter followers and monitor our audience numbers from quarter to quarter which is regularly monitored by the Communications Team.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
(the number of Twitter followers to the Vale Council Twitter page the previous quarter/ number of current Twitter followers to the Vale Council's Twitter page)/ the number of Twitter followers to the Vale Council Twitter page the previous quarter X 100					

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
	All followers to the Vale of Glamorgan Council Twitter account	Twitter
<b>Log of changes made to the definition or collection system</b>		
Description of change made	Date of change	

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/084	Average daily impressions achieved by @VOGCouncil Twitter account.		
P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Performance and Development	PI owner	Rob Jones
Wellbeing-Objective	Corporate Health	PI escalator	Rob Jones
		PI updater	Hannah Sinclair

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
This measure is reported in order for us to clearly monitor our social media presence.					
PI Definition					
This PI allows us to see how many impressions our Twitter account receives quarter to quarter which is regularly monitored by the Communications Team. Monitoring the number of impressions will allow us to see the accounts activity and how effectively we are building an audience.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
This is an uncalculated measure as Twitter provides the total for each specified quarter along with the average daily impressions for the period					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
	All impressions received for the	Twitter			



	specified period	
<b>Log of changes made to the definition or collection system</b>		
<b>Description of change made</b>	<b>Date of change</b>	

<b>Section 1</b>	<b>PERFORMANCE INDICATOR DETAILS</b>		
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/085	Percentage increase in Facebook likes (Vale of Glamorgan Life).		
<b>P.I. Frequency and type (mark relevant box)</b>			
<b>Annual</b>		<b>Quarterly (Cumulative)</b>	X
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Performance and Development	<b>PI owner</b>	Rob Jones
<b>Wellbeing-Objective</b>	Corporate Health	<b>PI escalator</b>	Rob Jones
		<b>PI updater</b>	Hannah Sinclair

<b>Section 2</b>	<b>HOW IS THE INDICATOR COLLECTED?</b>				
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
This measure is reported in order for us to clearly monitor our social media presence.					
<b>PI Definition</b>					
This PI allows us to see the difference in the number of Facebook Likes our Council's page achieves allowing us to monitor our audience from quarter to quarter which is regularly monitored by the Communications Team.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
(the number of Facebook Likes to the Vale Council Facebook page the previous quarter / Current number of Facebook Likes to the Vale Council Facebook page)/ the number of Facebook Likes to the Vale Council Facebook page the previous quarter X 100					

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
	All Likes received by the Page within each quarter	Facebook
<b>Log of changes made to the definition or collection system</b>		
Description of change made		Date of change

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/086	Average daily reach of Vale of Glamorgan Life Facebook page.		
P.I. Frequency and type (mark relevant box)			
Annual	<input type="checkbox"/>	Quarterly (Cumulative)	<input checked="" type="checkbox"/>
Location and Ownership of P.I. (please complete all fields)			
Service Area	Performance and Development	PI owner	Rob Jones
Wellbeing-Objective	Corporate Health	PI escalator	Rob Jones
		PI updater	Hannah Sinclair

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
This measure is reported in order for us to clearly monitor our social media presence.					
PI Definition					
This PI allows us to see the reach of our Facebook account quarter to quarter which is regularly monitored by the Communications Team. Page reach captures all activity on account and so is a measure of how well the Council engages with residents via Facebook in all contexts rather than simply in providing news and information.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					

Total weekly reach figures for the period/Number covered within the time period		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
	Weekly total Reach as calculated by Facebook	Facebook weekly insights
<b>Log of changes made to the definition or collection system</b>		
Description of change made		Date of change

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/021 (RP/M005)	The percentage of householder planning applications determined within time		
P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources (Regeneration & Planning)	PI owner	Victoria Robinson
Wellbeing-Objective	Objective 4 – Promoting sustainable development and protecting our environment	PI escalator	Marcus Goldsworthy
		PI updater	Fiona Lambert

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To maintain a timely decision making process					
PI Definition					
<p>Planning applications are applications made to the local planning authority seeking planning permission. Determined applications are those on which a decision was made to either approve or refuse the application. Householder applications should be determined with 8 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>					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Calculation Method/ Formula Used		
Numerator = the number of householder planning applications determined in time Denominator = total number of householder applications determined  Numerator/Denominator x 100		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
All other application types	Householder developments affect the curtilage of residential property. They do not alter the number of dwellings. They are not permitted developments. Examples include domestic extensions and alterations, complete renovation of an old property, boundary walls and fences, loft and dormer conversion, domestic and lock up garages, car ports and porches and widening of vehicular access.	Defsoft back office system
Log of changes made to the definition or collection system		
Description of change made	Date of change	

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/023 (RP/M009)	The percentage of decisions made at planning committee contrary to officer recommendation		
P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources (Regeneration & Planning)	PI owner	Victoria Robinson
Wellbeing-Objective	Objective 4 - Promoting sustainable development and protecting our environment	PI escalator	Marcus Goldsworthy
		PI updater	Fiona Lambert

Section 2		HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)		To consider the level of decisions being made by planning committee which are contrary to the officer recommendation to that committee. Indicator is required to be collected by WG

PI Definition					
<p>Planning applications are applications made to the local planning authority seeking planning permission. Determined applications are those on which a decision was made to either approve or refuse the application. Some applications are determined by planning committee rather than using officer delegated (OD) powers. The planning officer will make a recommendation to planning committee on whether to approve or refuse an application. The planning committee can decide to not take the officers recommendation and make a decision contrary to the recommendation of the planning officer.</p>					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
<p>Numerator = the number of planning applications determined by planning committee contrary to officer recommendation  Denominator = total number of planning applications determined by planning committee</p> <p>Numerator/Denominator x 100</p>					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
All planning applications determined by OD powers	All planning applications determined by committee	Defsoft back office system			
Log of changes made to the definition or collection system					
Description of change made			Date of change		

Service/ policy area	Planning and Regulatory Services – Planning
Domain	Strategic Outcomes
Reference	CPM/024 (PLA/S/F/006b/05-013) (PLA/006(b))
Headline	Provision of affordable housing
Indicator	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year
Guidance	<p>Affordable housing units are defined as per the Technical Advice Note 2 issued June 2006:</p> <p>The definition of 'affordable housing' for the purpose of the land use planning system as described in the Technical Advice Note is housing where there are secure mechanisms in place to ensure that it is accessible to those who cannot afford market housing, both on first occupation and for subsequent occupiers. However, it is recognised that some schemes may provide for staircasing to full ownership and where this is the case there must be secure arrangements in place to ensure the recycling of capital receipts to provide replacement affordable housing. 'Provided' should be interpreted as a housing unit first becoming available for habitation on an affordable basis.</p> <p>Affordable housing includes:</p> <ul style="list-style-type: none"> <li>• Social rented housing;</li> </ul>

	<ul style="list-style-type: none"> <li>• Intermediate housing;</li> <li>• Affordable housing provided on allocated and windfall sites where the affordable housing is secured by a Section 106 agreement, planning conditions or other appropriate mechanism;</li> <li>• Affordable housing provided on sites allocated for 100% affordable housing;</li> <li>• Affordable housing provided on rural exception sites;</li> <li>• Affordable housing provided by registered social landlords where the site has been purchased on the open market without the use of a Section 106 agreement;</li> <li>• All new build and conversions;</li> <li>• All other affordable housing units provided through planning system.</li> </ul> <p>For the purposes of this indicator, we wish to consider all properties which were first made available for affordable housing during the year, including new builds, conversions and acquisitions.</p> <p>The full definition above of affordable housing is consistent with that applied on the annual Affordable Housing data collection return.</p> <p>Therefore the numerator of this indicator is pre-populated with data from the Affordable Housing data collection return for the year ending 31 March 2016 representing total affordable housing units provided in the local authority area;</p> <p>The denominator of this indicator is pre-populated with data from the Newbuild data collection return for the year ending 31 March 2016 representing the total number of properties newly completed in the local authority area, including those inspected by both the local authority building control department and also the National House Building Council (NHBC).</p>						
Calculation	<p><b>Numerator:</b> The total number of additional affordable housing units provided during the year.</p> <p><b>Denominator:</b> Total number of additional housing units provided during the Year</p> <p>The denominator should be calculated as (X + Y); where;</p> <p>X = Number of additional housing units provided during the year (Local Authority Newbuild data collection return)</p> <p>Y = Number of additional housing units provided during the year (National House Building Council data collection return)</p> <p><b>Formula</b> <math>\frac{\text{Numerator} \times 100}{\text{Denominator}}</math></p>						
Validation	<p>The validation for the numerator and denominator will generally take place as part of the affordable housing and newbuild collections in the previous year, which will subsequently deal with the validation of this indicator. Confirmation of data items that are significantly different from previous years or the Wales average may require some further explanation.</p>						
Data Source	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;"><b>Numerator:</b> Affordable Housing data collection return</td> <td style="width: 20%;">Decimal Place</td> <td style="width: 20%; text-align: center;">0</td> </tr> <tr> <td><b>Denominator:</b> Newbuild data collection return</td> <td></td> <td></td> </tr> </table>	<b>Numerator:</b> Affordable Housing data collection return	Decimal Place	0	<b>Denominator:</b> Newbuild data collection return		
<b>Numerator:</b> Affordable Housing data collection return	Decimal Place	0					
<b>Denominator:</b> Newbuild data collection return							
Explanation	<p>National planning policy enables local planning authorities, where the need for affordable housing has been demonstrated, to require an element of affordable housing as part of new private sector housing developments.</p> <p>In addition local planning authorities are responsible for considering applications for planning permission for new housing and for conversion of existing buildings for housing purposes, whether such applications are submitted for purposes of affordable housing, private housing or a mix of</p>						

	<p>housing.</p> <p>Local planning authorities are required to monitor and report on the outputs of Local Development Plan (LDP) affordable housing policies as part of the LDP Annual Monitoring Report. They are also required to place information about planning obligations (Section 106 agreements) which secure affordable housing contributions on their statutory planning register.</p> <p>Welsh Government planning policy in respect of affordable housing is set out in Planning Policy Wales 2002 as amended and Technical Advice Note 2 Planning and Affordable Housing.</p> <p>It is recognised that this indicator uses a numerator that includes acquisitions, which will NOT be represented in the denominator. As such it is understood that this indicator does NOT indicate the proportion of newly built housing that is affordable. Instead it gives an indication of the volume of affordable housing delivered in an area, with the overall amount of new building activity in the area used to scale this data for the purposes of comparison between authorities.</p> <p>It is therefore technically possible, and indeed acceptable, to return an indicator value that is greater than 100%, particularly in cases where newbuild is low for a particular period of time, and the provision of affordable housing is delivered primarily through the acquisition of existing property.</p>
Disaggregation	Disaggregation should be considered to suit local context and knowledge

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/025 (RP/M010)	Percentage of customers satisfied with the Disabled Facilities Grant service		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual	x	Quarterly (Cumulative)	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Resources (Regeneration & Planning)	<b>PI owner</b>	Bob Guy
<b>Wellbeing-Objective</b>	Objective 2 – Providing decent homes and safe communities	<b>PI escalator</b>	
		<b>PI updater</b>	Elen Keen / Rebecca Haves

Section 2		HOW IS THE INDICATOR COLLECTED?
<b>Purpose of the measure (Why is it important to collect this measure?)</b>		
		To assess how well the service is performing. To ensure the needs of the service are being met by the service.

PI Definition					
The percentage of customers who returned a satisfaction response saying they were 'satisfied' or 'very satisfied' with the Council's Grant Agency service, out of all customers who returned a satisfaction response.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
Numerator = total number of customers who are either 'satisfied' or 'very satisfied' with the Council's Grant Agency Service					
Denominator = total number of customers who responded to the question regarding satisfaction with the Council's Grant Agency service.					
X 100					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
Customers who do not complete the relevant questions in the satisfaction survey.	All DFG customers who complete relevant questions in the satisfaction survey are included.	DFG Customer satisfaction survey and analysed through SNAP			
Log of changes made to the definition or collection system					
Description of change made			Date of change		

Section 1	PERFORMANCE INDICATOR DETAILS				
P.I. Ref.	P.I. Description				
CPM/026 (RP/M011)	Percentage of customers who have received a Disable Facilities Grant and feel the assistance has made them safer and more independent in their own home				
P.I. Frequency and type (mark relevant box)					
Annual	x	Quarterly (Cumulative)			
Location and Ownership of P.I. (please complete all fields)					
Service Area	Resources (Regeneration & Planning)	PI owner	Bob Guy		
Wellbeing-Objective	Objective 2 – Providing decent homes and safe communities	PI escalator			
		PI updater	Elen Keen / Rebecca Haves		

Section 2	HOW IS THE INDICATOR COLLECTED?				
Purpose of the measure (Why is it important to collect this measure?)					
To assess how well the service is performing.					
To assess whether the service is helping to improve health, safety and wellbeing in the home.					
To ensure the needs of the service are being met by the service.					



<b>PI Definition</b>					
The percentage of customers who have received a Disabled Facilities Grant who returned a satisfaction response saying that the assistance has made them feel safer and more independent in their own home					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
Numerator = total number of customers who either 'agree' or 'tend to agree' with the statements of feeling safer and more independent at home					
Denominator = total number of customers who responded to the statements of feeling safer and more independent at home					
X 100					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
Customers who do not complete the relevant questions in the satisfaction survey.		All DFG customers who complete relevant questions in the satisfaction survey are included.		DFG Customer satisfaction survey and analysed through SNAP	
<b>Log of changes made to the definition or collection system</b>					
<b>Description of change made</b>				<b>Date of change</b>	

<b>Section 1</b>		<b>PERFORMANCE INDICATOR DETAILS</b>			
<b>P.I. Ref.</b>		<b>P.I. Description</b>			
CPM/078 (RP/M025)		Average vacancy rate in the Vale's main town centres			
<b>P.I. Frequency and type (mark relevant box)</b>					
<b>Annual</b>		X		<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I. (please complete all fields)</b>					
<b>Service Area</b>	Resources (Regeneration and Planning)		<b>PI owner</b>	Bob Guy	
<b>Wellbeing-Objective</b>	Objective 3 – Promoting regeneration, economic growth and employment		<b>PI escalator</b>		
			<b>PI updater</b>	Russ Watts	

<b>Section 2</b>		<b>HOW IS THE INDICATOR COLLECTED?</b>			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
The annual survey provides a snapshot of the percentage vacancy rate for the current year, a basis for comparison with preceding years and an opportunity to assess future options.					

PI Definition					
<ul style="list-style-type: none"> <li>It is important to closely monitor how much of this space is either occupied or vacant.</li> <li>An annual survey is undertaken between July and September by a part time surveyor</li> <li>Summary spreadsheet is provided to the Senior Research Officer (Visible Services and Transport) for analysis.</li> <li>General Guidance:</li> <li>Part (a) of this PI is reported as an overall percentage vacancy rate for retail units in main shopping areas, but the result is calculated from separate surveys at key shopping areas throughout the Vale.</li> <li>These key shopping areas are reported as part (b) (i); (ii); (iii) etc and can be identified below.</li> <li>This guidance is common to all elements of the PI.</li> </ul>					
The Vale of Glamorgan has main shopping centres at the following locations:					
<b>Centre Type</b>		<b>Location</b>			
Major district centre		1. Barry Town centre (Holton Road)			
Established district centres		2. Penarth Town Centre (Windsor Road)			
		3. Cowbridge Town Centre			
		4. High Street/ Broad Street			
		5. Llantwit Major Town Centre			
		6. Upper Holton Road			
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
The areas are recorded in a table under the following headings:					
<ul style="list-style-type: none"> <li>Area vacant (i.e. floor area of unoccupied retail building)</li> <li>Percentage of total area ~ (this will be the area vacant expressed as a percentage of the total retail area available at that particular location)</li> <li>Total area (total area available in the particular location)</li> </ul>					
Results will be reported as "Area vacant in sq. m (**% of Total Area)"					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
Occupied premises	Vacant floor space for premises as a proportion of the total	Surveyor observes on site			
Log of changes made to the definition or collection system					
Description of change made	Date of change				

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/079 (RP/M046)	Number of facilitated visits to country parks and heritage coast		
<b>P.I. Frequency and type</b> (mark relevant box)			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Resources ( Regeneration & Planning)	<b>PI owner</b>	Bob Guy
<b>Wellbeing-Objective</b>	Objective 4 – Promoting sustainable development and protecting our environment	<b>PI escalator</b>	
		<b>PI updater</b>	Steve Pickering

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To record and monitor levels of interest in facilitated visits to Cosmeston Lakes Country Park & Medieval Village, Penarth, Porthkerry Country Park, Barry and the Heritage Centre, Southerndown.					
<b>PI Definition</b>					
<ul style="list-style-type: none"> <li>At Cosmeston, there are a variety of habitats covering over 110ha of land and water, some 46ha being designated a SSSI (Site of Special Scientific Interest)</li> <li>Cosmeston Medieval Village is a reconstruction of a 14<sup>th</sup> century Welsh village and offers visitors the chance to step back in time and discover medieval life.</li> <li>Porthkerry Country park has a variety of habitats covering 10ha of land, consisting of woodland, meadows, ponds and amenity grassland.</li> <li>Situated in Dunraven Park, Southerndown, is the Glamorgan Heritage Coast Centre: This centre includes a small shop and display and is well worth a visit for anyone wishing to learn more about the coast.</li> <li>Both of the above offer an environmental education programme to primary schools and other groups all year round, covering a variety of subjects all in line with the national curriculum.</li> <li>They also work closely with local volunteer/community groups and run environmental events for the public.</li> <li>Visitor numbers are recorded and monitored for feedback and forward planning purposes.</li> </ul>					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
Number of visitors are extracted from site visitor records.					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
none		This relates to facilitated visits, so are prebooked activities. All such		Booking information	

	prebooked activities are included	
<b>Log of changes made to the definition or collection system</b>		
<b>Description of change made</b>	<b>Date of change</b>	

<b>Section 1</b>		<b>PERFORMANCE INDICATOR DETAILS</b>	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/080 (RP/M027)	Percentage of customer satisfaction with country parks		
<b>P.I. Frequency and type</b> (mark relevant box)			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Resources (Regeneration & Planning)	<b>PI owner</b>	Bob Guy
<b>Wellbeing-Objective</b>	Objective 4 – Promoting sustainable development and protecting our environment	<b>PI escalator</b>	
		<b>PI updater</b>	Adrienne Payne

<b>Section 2</b>		<b>HOW IS THE INDICATOR COLLECTED?</b>
<b>Purpose of the measure (Why is it important to collect this measure?)</b>		
To inform the running of the sites and investment decisions.		
<b>PI Definition</b>		
Survey forms left at reception desks or distributed to individuals carrying out booked activities % of customers rating 'ok', 'good' or 'very good'.		

Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
Numerator = = total number of customers who rate satisfaction as 'ok' or 'good' or 'very good'  Denominator = total number of customers who responded to the question regarding satisfaction with the country parks  X 100					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
Customers who do not complete the relevant questions in the satisfaction survey.	All customers who complete relevant questions in the satisfaction survey are included.	Survey forms are left at reception or distributed to individuals carrying out booked activities and the responses are analysed through SNAP			
Log of changes made to the definition or collection system					
Description of change made			Date of change		

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	P.I. Description		
CPM/088 (RP/M054)	Percentage of customers satisfied with the Heritage Coast Project		
P.I. Frequency and type (mark relevant box)			
Annual	<input checked="" type="checkbox"/>	Quarterly (Cumulative)	<input type="checkbox"/>
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources (Regeneration & Planning)	PI owner	Bob Guy
Wellbeing-Objective	Objective 4 – Promoting sustainable development and protecting our environment	PI escalator	
		PI updater	Adrienne Payne

Section 2	HOW IS THE INDICATOR COLLECTED?				
Purpose of the measure (Why is it important to collect this measure?)					
To inform the running of the sites and investment decisions.					
PI Definition					
Survey forms left at reception desks or distributed to individuals carrying out booked activities % of customers rating 'ok', 'good' or 'very good'					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Calculation Method/ Formula Used		
Numerator = total number of customers who rate satisfaction as 'ok' or 'good' or 'very good'		
Denominator = total number of customers who responded to the question regarding satisfaction with the country parks		
X 100		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Customers who do not complete the relevant questions in the satisfaction survey.	All customers who complete relevant questions in the satisfaction survey are included.	Survey forms are left at reception or distributed to individuals carrying out booked activities and the responses are analysed through SNAP
Log of changes made to the definition or collection system		
Description of change made	Date of change	

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	P.I. Description		
CPM/158 (RP/M051)	Public satisfaction with facilities on Barry Island		
P.I. Frequency and type (mark relevant box)			
Annual	<input checked="" type="checkbox"/>	Quarterly (Cumulative)	<input type="checkbox"/>
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources (Regeneration & Planning)	PI owner	Bob Guy
Wellbeing-Objective	O3: Promoting regeneration, economic growth and employment	PI escalator	
		PI updater	Nia Hollins

Section 2	HOW IS THE INDICATOR COLLECTED?				
Purpose of the measure (Why is it important to collect this measure?)					
To assess overall public satisfaction with facilities on offer at Barry Island					
PI Definition					
The percentage of customers who returned a response to Q1 of the survey - does the Island live up to your expectations? saying their expectations were 'reached' 'better than expected' or 'far exceeded'					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Calculation Method/ Formula Used		
<p>Numerator = the number of visitors whose overall level of expectation was either reached/better than expected/far exceeded (Q1 of survey)</p> <p>Denominator = the total number of responses received from visitors regarding their expectations with Barry Island (Q1 of survey)</p> <p>X 100</p>		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
none	Everyone who completes a survey	Survey forms
Log of changes made to the definition or collection system		
Description of change made	Date of change	

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/087 (RP/M031)	Total number of visitors to the Vale of Glamorgan for tourism purposes (as measured by STEAM survey)		
P.I. Frequency and type (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources (Regeneration & Planning)	PI owner	Bob Guy
Wellbeing-Objective	Objective 3 – Promoting regeneration, economic growth and employment	PI escalator	
		PI updater	Nia Hollins

Section 2		HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)		
		The current and historic information provided by this survey, is a vital component in the strategic management of tourism within the Vale of Glamorgan.

PI Definition					
<ul style="list-style-type: none"> <li>• STEAM, an acronym for Scarborough Tourism Economic Activity Monitor.</li> <li>• The survey was first developed as a concept in Canada in 1983.</li> <li>• It is owned by Global Tourism Solutions (UK) Ltd.</li> <li>• Most of the 22 local authorities within Wales are signed up to STEAM.</li> <li>• STEAM is recognised, nationally and internationally, as an economic model which aims to measure the impact of tourism from both staying and day visitors in terms of: Tourist expenditure,; Employment; Tourist numbers and days; Traffic generated by tourists</li> <li>• The VOG Tourism Section supplies raw data to Global Tourism Solutions, for input into the STEAM model.</li> <li>• Annual reports issued in May of each year, for the preceding year for Jan-Dec (i.e. May 2006 report contains data for 1<sup>st</sup> Jan – 31<sup>st</sup> Dec 2005)</li> </ul>					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
No calculations are involved; Data is centrally processed by WG and individual reports provided to participating authorities (currently in the form of 6 year summaries)					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
There are no known exclusions	The model does attempt to measure tourists only	Global Tourism Solutions (UK) Ltd			
Log of changes made to the definition or collection system					
Description of change made			Date of change		

Section 1	PERFORMANCE INDICATOR DETAILS
P.I. Ref.	P.I. Description
CPM/214 (FS/M014)	Spend against approved Council revenue programme.



P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources	PI owner	Carys Lord
Wellbeing-Objective	Corporate Health	PI escalator	
		PI updater	Carolyn Michael

Section 2	HOW IS THE INDICATOR COLLECTED?				
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To assess how the Council is performing against its revenue budget To assess whether any mitigating action is required if it is projected that a service will overspend against its budget					
<b>PI Definition</b>					
The percentage of revenue expenditure incurred					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
Actual revenue expenditure / Annual revenue budget x 100					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
No exclusions		All revenue expenditure		Revenue monitoring reports	
<b>Log of changes made to the definition or collection system</b>					
<b>Description of change made</b>			<b>Date of change</b>		

Section 1	PERFORMANCE INDICATOR DETAILS
<b>P.I. Ref.</b>	<b>P.I. Description</b>
CPM/215 (FS/M015)	Spend against approved Council capital programme.

P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources	PI owner	Carys Lord
Wellbeing-Objective	Corporate Health	PI escalator	
		PI updater	Carolyn Michael

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To assess how the Council is performing against the approved capital programme					
PI Definition					
The percentage of capital expenditure incurred					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
Actual capital expenditure / Annual capital budget x 100					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
No exclusions	All capital expenditure	Capital monitoring reports			
Log of changes made to the definition or collection system					
Description of change made			Date of change		

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/216 (FS/M016)	Performance against savings targets.		

P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources	PI owner	Carys Lord
Wellbeing-Objective	Corporate Health	PI escalator	
		PI updater	Carolyn Michael

Section 2	HOW IS THE INDICATOR COLLECTED?				
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To assess how the Council is performing against its savings targets To assess whether any mitigating action is required if it is projected that a service will not achieve its savings target in full in year					
<b>PI Definition</b>					
The percentage of the annual savings target achieved					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
Actual savings achieved / Annual savings target x 100					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
No exclusions		All approved saving targets		Monitoring reports	
<b>Log of changes made to the definition or collection system</b>					
<b>Description of change made</b>			<b>Date of change</b>		

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/210	Employee turnover (Voluntary)		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual		Quarterly (Cumulative)	X
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Human Resources	<b>PI owner</b>	Adrian Unsworth
<b>Wellbeing-Objective</b>	3: Promoting regeneration, economic growth and employment	<b>PI escalator</b>	
		<b>PI updater</b>	Mathew James

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
This measure enables us to identify trends and patterns in turnover, in different Directorates and in key roles. Monitoring turnover can help us highlight problematic areas and aid succession planning, especially if the workforce is specialist, recruitment is costly or timely and the need exists to maintain staffing levels to deliver an essential service.					
<b>PI Definition</b>					
The percentage of employees (including teachers and school based staff) who leave the employment of the local authority on a voluntary basis (voluntary meaning resignation, all retirements and career breaks)					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
= Number of employees including teachers and school-based staff who leave the employment of the local authority whether on a voluntary basis (headcount) / Average number of employees (headcount) x 100					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
Non-Vale employees and Agency workers		Employees		Oracle	
<b>Log of changes made to the definition or collection system</b>					
<b>Description of change made</b>			<b>Date of change</b>		

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/211	Percentage of staff appraisals complete		
<b>P.I. Frequency and type (mark relevant box)</b>			
Annual	X	Quarterly (Cumulative)	
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Human Resources	<b>PI owner</b>	Reuben Bergman
<b>Wellbeing-Objective</b>	3: Promoting regeneration, economic growth and employment	<b>PI escalator</b>	
		<b>PI updater</b>	Kim Waite / Mathew James

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To monitor the completion of PDR/ TDRs with all Corporate staff across the Council.			
<b>PI Definition</b>			
The percentage of employees (corporate only) who have had an appraisal (#itsaboutme) conducted within the year if they are eligible (e.g. leavers).			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage	Number	Average	Rate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
Other, please specify			
<b>Calculation Method/ Formula Used</b>			
= Number of #itsaboutme (formally PDRs) / #itsaboutus (formally TDRs) that have been returned that have been accounted for / Average Headcount across the Council x 100			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
Non-Vale employees and Agency workers (unless with the council for significant period)	Employees	Manager confirmation based on establishment from oracle	
School employed employees	Agency workers (with the council for significant period)		
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	
Named updater changed and description updated to reflect the new staff appraisal method of #itsaboutme for the old method of PDRs		19/09/2017	

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/212	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to short term sickness absence		
<b>P.I. Frequency and type (mark relevant box)</b>			
Annual		Quarterly (Cumulative)	X
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Human Resources	<b>PI owner</b>	Adrian Unsworth
<b>Wellbeing-Objective</b>	Corporate Health	<b>PI escalator</b>	
		<b>PI updater</b>	Mathew James

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
Employee absence is a significant cost to any organisation. By measuring our sickness absence levels we are able to monitor the implementation of the management of attendance policy, provide support to employees with health problems to stay in/return to work, identify trends, explore underlying causes and benchmark ourselves with other similar organisations.			
<b>PI Definition</b>			
The number of working days/shifts per full time equivalent (FTE) local authority employees lost due to short term sickness absence.			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage <input type="checkbox"/>	Number <input checked="" type="checkbox"/>	Average <input type="checkbox"/>	Rate <input type="checkbox"/>
		Ratio <input type="checkbox"/>	Other, please specify
<b>Calculation Method/ Formula Used</b>			
= Total number of short term working days/shifts lost to sickness absence / Average number of full-time equivalent (FTE) employees			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
Non-Vale employees and Agency workers	Employees	Oracle	
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/213	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to long term sickness absence		
<b>P.I. Frequency and type (mark relevant box)</b>			
Annual		Quarterly (Cumulative)	X
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Human Resources	<b>PI owner</b>	Adrian Unsworth
<b>Wellbeing-Objective</b>	Corporate Health	<b>PI escalator</b>	
		<b>PI updater</b>	Mathew James

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
Employee absence is a significant cost to any organisation. By measuring our sickness absence levels we are able to monitor the implementation of the management of attendance policy, provide support to employees with health problems to stay in/return to work, identify trends, explore underlying causes and benchmark ourselves with other similar organisations.			
<b>PI Definition</b>			
The number of working days/shifts per full time equivalent (FTE) local authority employees lost due to long term sickness absence.			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage <input type="checkbox"/>	Number <input checked="" type="checkbox"/>	Average <input type="checkbox"/>	Rate <input type="checkbox"/>
		Ratio <input type="checkbox"/>	Other, please specify
<b>Calculation Method/ Formula Used</b>			
= Total number of long term working days/shifts lost to sickness absence / Average number of full-time equivalent (FTE) employees			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
Non-Vale employees and Agency workers	Employees	Oracle	
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/006 (CAM/037)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.		
<b>P.I. Frequency and type</b> (mark relevant box)			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Resources	<b>PI owner</b>	David Powell
<b>Wellbeing-Objective</b>	Objective 4: Promoting sustainable development and protecting our environment	<b>PI escalator</b>	
		<b>PI updater</b>	David Powell

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
As DEC certificates can only be created by qualified assessors using approved software then this indicator is a robust way of comparing the performance of this authority with others with respect to the improvement in building energy efficiency.			
<b>PI Definition</b>			
The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage <input checked="" type="checkbox"/>	Number <input type="checkbox"/>	Average <input type="checkbox"/>	Rate <input type="checkbox"/>
			Ratio <input type="checkbox"/>
			Other, please specify
<b>Calculation Method/ Formula Used</b>			
The Average DEC rating for the previous year minus the DEC rating for the current year divided by the DEC rating for last year, expressed as a percentage.			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
Public buildings with gross internal floor areas less than 1000 m <sup>2</sup> are included	Public buildings with gross internal floor areas greater or equal to 1000 m <sup>2</sup> are included	Information obtained from approved energy assessors and the Council Energy Manager	
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	

Section 1		PERFORMANCE INDICATOR DETAILS	
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P.I. Ref.		P.I. Description	
CPM/114 (FS/M012)		Number of individuals in receipt of Universal Credit.	
P.I. Frequency and type (mark relevant box)			
Annual			Quarterly (Cumulative) <b>X</b>
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources	PI owner	Carys Lord
Well-being Objective	1 – Reducing poverty and social exclusion	PI escalator	Nigel Smith
		PI updater	Nigel Smith

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To advise the impact of Universal Credit and its effect on the Council resources and local claimants					
PI Definition					
Number of claimants who are receiving Universal Credit					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
Absolute number given by DWP Jobcentreplus					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
N/A	All UC Claimants	DWP Jobcentreplus			
Log of changes made to the definition or collection system					
Description of change made		Date of change			

P.I. Ref.		P.I. Description	
CPM/152 (FS/M013)		Percentage reduction in the number of main administrative buildings from which the Council operates.	
P.I. Frequency and type (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources (Property)	PI owner	Carys Lord
Well-being Objective	4 – Promoting sustainable development and protecting our environment	PI escalator	
		PI updater	Lorna Cross

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To ensure optimum use of the Council's office accommodation.					
PI Definition					
Buildings from which the Council operates to include all buildings, used by the VoGC, predominantly as office accommodation. This indicator should be based on figures as at 31 March and recorded annually. Data is obtained from the VoGC's asset data. The Council is no longer operating from an asset where the freehold interest has been disposed of, a lease of 99 or more years has been granted, or the Council has relinquished its leasehold interest in an asset.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
<p><b>Numerator:</b> The difference in the number of office accommodation assets between the previous financial year and the current financial year. This data is calculated X-Y, where: X = the total number of office assets in the previous year Y = the total number of office assets in the current year</p> <p><b>Denominator:</b> The total number of office assets in the previous year.</p> <p><b>Formula:</b> <math>\frac{\text{Numerator}}{\text{Denominator}} \times 100</math></p>					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
Accommodation let on short term leases	Accommodation that is used by the VoGC predominantly as office accommodation	Information is obtained from the VoGC's asset register.			
Log of changes made to the definition or collection system					
Description of change made		Date of change			

P.I. Ref.		P.I. Description	
CPM/219 (FS/M019)		Percentage of Council contracts engaged in via the National Procurement Service framework.	
P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	
		<b>X</b>	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources	PI owner	Carys Lord
Well-being Objective	Corporate Health	PI escalator	Nigel Smith
		PI updater	Nigel Smith

Section 2	HOW IS THE INDICATOR COLLECTED?				
Purpose of the measure (Why is it important to collect this measure?)					
<p>To ensure the Council utilises the NPS frameworks for common and repetitive spend contracts to gain efficiencies and economies of scale. (Caveat: Not all NPS frameworks are suitable for the Council &amp; NPS have a pipeline of future new frameworks)</p>					
PI Definition					
The percentage of NPS frameworks entered into by the Council compared to all available NPS frameworks.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
Percentage of NPS frameworks the council uses compared to the number of NPS frameworks available.					
What/who is excluded from the definition?	What/who is included in the definition?			Where is the information obtained from?	
All non NPS frameworks or contracts	NPS framework contracts			NPS data	
Log of changes made to the definition or collection system					
Description of change made				Date of change	

Section 1	PERFORMANCE INDICATOR DETAILS
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P.I. Ref.		P.I. Description	
CPM/221 (FS/M022)		Number of assets transferred to the community.	
P.I. Frequency and type (mark relevant box)			
Annual	<input checked="" type="checkbox"/>	Quarterly (Cumulative)	<input type="checkbox"/>
Location and Ownership of P.I. (please complete all fields)			
Service Area	Managing Director and Resources	PI owner	Carys Lord
Wellbeing-Objective	Corporate Health	PI escalator	
		PI updater	Lorna Cross

Section 2		HOW IS THE INDICATOR COLLECTED?	
Purpose of the measure (Why is it important to collect this measure?)			
In order that we optimise the use of our property assets to minimise operating costs.			
PI Definition			
Number of Council owned assets (freehold or leasehold) that have been transferred to the management or ownership of a Town/Community Council or third sector organisation during the year, by virtue of a Community Asset Transfer.			
Unit of measure (Please put an X in the appropriate box)			
Percentage	Number	Average	Rate
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
			Other, please specify
Calculation Method/ Formula Used			
Total number			
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?	
Any transfers/leases to third parties which are not classed as a community Asset transfer and haven't been through the formal Community Asset Transfer process.	All transfers of Assets (via lease or freehold) which have transferred via Community Asset Transfer process.	Collated from Legal confirmation of completions of transfers.,	
Log of changes made to the definition or collection system			
Description of change made		Date of change	

P.I. Ref.		P.I. Description	
CPM/081 (RP/M029)		Number of communities/groups supported to lead on the delivery of community projects	
P.I. Frequency and type (mark relevant box)			
Annual	<input checked="" type="checkbox"/>	Quarterly (Cumulative)	<input type="checkbox"/>
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resources (Regeneration & Planning)	PI owner	Bob Guy
Wellbeing-Objective	Objective 1 – Reducing poverty and social exclusion	PI escalator	
		PI updater	Phil Chappell

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To record and monitor the level and detail of involvement of officers with individuals/groups and organisations in the Vale. Allows us to calculate the impact the teams are having on their clients.					
PI Definition					
Any group/individual/organisation is counted where officers can show that contact has been made by either party. Supported refers to advice that is given. This is no longer of a monetary nature.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
None	Any customer that is approached/approaches the team and is given significant advice	Activity sheets completed by the supporting officer			
Log of changes made to the definition or collection system					
Description of change made	Date of change				

P.I. Ref.		P.I. Description	
CPM/227		Satisfaction with the process for public speaking at committees	
P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	
		x	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Democratic Services	PI owner	Jeff Wyatt
Wellbeing-Objective	Corporate Health	PI escalator	Jeff Wyatt
		PI updater	Jeff Wyatt

Section 2	HOW IS THE INDICATOR COLLECTED?				
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To ensure public engagement in the Councils decision making process and take into account of feedback when arrangements are reviewed.					
<b>PI Definition</b>					
Information is gained from a likert scale survey based on their experiences of speaking at committee. Each respondent is asked 5 questions. The combined number of responses that report being satisfied and very satisfied out of the total number of responses provides the data for this PI.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
Number of responses that are satisfied and very satisfied / total number of responses					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
Nobody		Anyone who has completed the feedback survey		Communications Team – Council satisfaction survey	
<b>Log of changes made to the definition or collection system</b>					
<b>Description of change made</b>				<b>Date of change</b>	



Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/145 (RP/M047)	Number of visitors to Barry Island weekender events		
<b>P.I. Frequency and type (mark relevant box)</b>			
Annual	<input checked="" type="checkbox"/>	Quarterly (Cumulative)	<input type="checkbox"/>
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Resources (Regeneration & Planning)	<b>PI owner</b>	Bob Guy
<b>Wellbeing-Objective</b>	Objective 3 – Promoting regeneration, economic growth and employment	<b>PI escalator</b>	
		<b>PI updater</b>	Nia Hollins

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To record and monitor levels of interest in the 'Barry Island Weekender Events' to assist in future event planning.			
<b>PI Definition</b>			
Each year, the Tourism & Events team co-ordinate a 6 week programme of events aimed at attracting visitors to Barry Island.			
The events, which are free to attend, are marketed widely to encourage both day and staying visitors to the Vale of Glamorgan.			
The 'Barry Island Weekenders' are now a recognised, branded events programme which has wide appeal.			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage	Number	Average	Rate
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
Other, please specify			
<b>Calculation Method/ Formula Used</b>			
Estimated total based on headcounts at events. Verified by security and police presence if applicable.			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
There are no known exclusions	The model does attempt to measure tourists only	Tourism & Events team data collection	
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	
2017 is being supplemented by digital questionnaires, the results of which will feed into a 'eventsIMPACTS' model which will evaluate the economic benefit of the events.		Jul/Aug 2017	



Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/077	Percentage of black, minority and ethnic respondents to corporate consultations and engagement exercises		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual	<input checked="" type="checkbox"/>	Quarterly (Cumulative)	<input type="checkbox"/>
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Performance and Development	<b>PI owner</b>	Huw Isaac
<b>Wellbeing-Objective</b>	Objective 6 – Valuing culture and diversity	<b>PI escalator</b>	Huw Isaac
	Corporate Health	<b>PI updater</b>	Rob Jones

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To ensure that the Council's effectively engages all Vale residents in decision making.			
<b>PI Definition</b>			
Percentage of black, minority and ethnic respondents to corporate consultations and engagement exercises.			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage	Number	Average	Rate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ratio <input type="checkbox"/> Other, please specify <input type="checkbox"/>			
<b>Calculation Method/ Formula Used</b>			
Equality monitoring data is collected for all survey responses corporate consultation and engagement exercises. Collating all of this information will allow for an average figure to be calculated for the year.			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
Monitoring information is not gathered for some aspects of the Council's engagement work, for example attendance at drop-in sessions and public meetings or social media feedback.	All responses to survey exercises managed by the Communications Team.	Information provided by respondents to survey exercises managed by the Communications Team.	
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	

Section 1		PERFORMANCE INDICATOR DETAILS	
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P.I. Ref.		P.I. Description	
CPM/223 (PD/M029)		Percentage of corporate complaints dealt with within target time scales	
P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	
		X	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Customer Relations	PI owner	Huw Isaac
Wellbeing-Objective	Corporate Health	PI escalator	Tony Curliss
		PI updater	Eira Carroll

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To ensure that complaints are dealt with effectively and efficiently. Indicator of compliance with Public Service Ombudsman guidance, Corporate Concerns and Complaints Policy and best practice.					
PI Definition					
Percentage of Stage 1 and Stage 2 complaints that are investigated and resolved within target time scale, 10 and 20 working days respectively					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
= (Number of complaints resolved within target / Total Number of complaints received) x 100					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
Social Service Complaints Complaints where an alternative legal or statutory process already exits	All corporate complaints which are recorded on Oracle CRM	Oracle CRM			
Log of changes made to the definition or collection system					
Description of change made			Date of change		



P.I. Ref.		P.I. Description	
CPM/225 (PD/M031)		Percentage of corporate complaints resolved at Stage 2	
P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	
		X	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Customer Relations	PI owner	Huw Isaac
Wellbeing-Objective	Corporate Health	PI escalator	Tony Curliss
		PI updater	Eira Carroll

Section 2		HOW IS THE INDICATOR COLLECTED?	
Purpose of the measure (Why is it important to collect this measure?)			
To ensure that Stage 2 complaints are dealt with effectively.			
PI Definition			
Percentage of Stage 2 complaints that are resolved at that stage compared to the total number of complaints			
Unit of measure (Please put an X in the appropriate box)			
Percentage	Number	Average	Rate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
Other, please specify			
Calculation Method/ Formula Used			
= (Number of complaints resolved at Stage 2 / Total Number of Stage 1 and Stage 2 complaints received) x 100			
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?	
Social Service Complaints Complaints where an alternative legal or statutory process already exists	All corporate complaints which are recorded on Oracle CRM	Oracle CRM	
Log of changes made to the definition or collection system			
Description of change made		Date of change	

P.I. Ref.		P.I. Description	
CPM/226 (PD/M032)		Number of Ombudsman complaints upheld against the Council (including Social Services)	
P.I. Frequency and type (mark relevant box)			
Annual			Quarterly (Cumulative) X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Customer Relations	PI owner	Huw Isaac
Wellbeing-Objective	Corporate Health	PI escalator	Tony Curliss
		PI updater	Eira Carroll

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To identify when the Council has been found guilty of maladministration.					
PI Definition					
The number of complaints which have been taken in to formal investigation and where the complaint is upheld or partly upheld and the Council is found guilty of maladministration and a Section 16 or Section 21 Report is issued by the Public Services Ombudsman for Wales.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
= Number of upheld or partially upheld complaints to the Public Services Ombudsman for Wales where a Section 16 or 21 Report has been issued.					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
Where the complaint is dealt with as an Early Resolution or "Quick Fix"  Where the complaint having been investigated is determined as Not Upheld	Where a Section 16 or 21 Report is issued by the Public Services Ombudsman for Wales and the complaint is upheld or partially upheld	Information held on TRIM produced by Eira Carroll – for quarterly figures.  (Annual letter and Report produced by the Public Services Ombudsman for Wales)			
Log of changes made to the definition or collection system					
Description of change made			Date of change		

P.I. Ref.	P.I. Description		
CPM/100	Percentage of those taking up the Digital Champion service who report feeling more confident in using ICT on a day to day basis		
P.I. Frequency and type (mark relevant box)			
Annual		Quarterly (Cumulative)	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Customer Relations	PI owner	Tony Curliss
Wellbeing-Objective	1 – Reducing poverty and social exclusion	PI escalator	Tony Curliss
		PI updater	Tony Curliss

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
Digital champion service is designed to enhance digital skills of those who may otherwise be excluded from accessing council services, financial products and jobs market using digital tools. This indicator provides a measure of the effectiveness of the training and support provided by the Digital Champions.					
PI Definition					
The measure is calculated using survey responses of attendees at digital drop in centres and other training. Survey responses will be calculated quarterly and cumulative figures reported.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
=(number of respondents who report feeling more confident / total number of survey respondents)*100					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
	Attendees at digital drop in centres who complete a post training survey.	Post training survey			
Log of changes made to the definition or collection system					
Description of change made	Date of change				

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/206	Percentage of Telecare customers satisfied with the Telecare monitoring service		
<b>P.I. Frequency and type</b> (mark relevant box)			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Customer Relations	<b>PI owner</b>	Tony Curliss
<b>Wellbeing-Objective</b>	Objective 8 – Safeguarding those who are vulnerable and promoting independent living	<b>PI escalator</b>	Tony Curliss
		<b>PI updater</b>	Tony Curliss

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
Telecare monitoring services supports vulnerable adults and helps them to remain independent in their own homes or is sheltered accommodation. The service responds to alarm notifications triggered by the customer or automatically based on pre-set criteria and ensures that appropriate actions are taken to ensure customer safety and wellbeing. Actions may include escalation to family members, carers or the emergency services. Measuring satisfaction with the service helps ensure that the service is meeting the needs of customers and in doing so minimising the risk of hospital admission or a more complex package of social care being required.			
<b>PI Definition</b>			
The measure is calculated using annual survey responses of Telecare customers.			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage	Number	Average	Rate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ratio      Other, please specify			
<input type="checkbox"/>			
<b>Calculation Method/ Formula Used</b>			
=(number of respondents who report being satisfied with the service / total number of survey respondents)*100			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
	All Telecare customers	Survey Responses	
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/209 SS/M018	Number of new telecare users. (OA3)		
<b>P.I. Frequency and type (mark relevant box)</b>			
Annual		Quarterly (Cumulative)	X
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Social Services	<b>PI owner</b>	Lance Carver
<b>Well-being Objective</b>	Objective 8 – Safeguarding those who are vulnerable and promoting independent living	<b>PI escalator</b>	Julie Wordley
		<b>PI updater</b>	Jason Horton

Section 2		HOW IS THE INDICATOR COLLECTED?	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
Peoples independence and healthy living are promoted and sustained for as long as possible			
<b>PI Definition</b>			
The number of people over 65 who are provided with new telecare services during the year			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage	Number	Average	Rate
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Ratio
			<input type="checkbox"/>
Other, please specify			
<b>Calculation Method/ Formula Used</b>			
Count of new users during the period			
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>	
People aged under 65	People over 65	C1V – PNC system	
<b>Log of changes made to the definition or collection system</b>			
<b>Description of change made</b>		<b>Date of change</b>	

Section 1		PERFORMANCE INDICATOR DETAILS	
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P.I. Ref.		P.I. Description	
CPM/096 (CS/M038)		Percentage of attendance at Flying Start childcare.	
P.I. Frequency and type (mark relevant box)			
Annual	<b>X</b>	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Children's Services	PI owner	Rachel Evans
Wellbeing-Objective	Objective 1 – Reducing poverty and social exclusion	PI escalator	
		PI updater	Amber Condy

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
Flying Start is the Welsh Government's flagship early years programme and provides a path towards improving the life chances of children in some of our most disadvantages communities.					
PI Definition					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
The number of sessions attended at Flying Start by eligible children / Total number of sessions available to attend by eligible children.					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
		Flying Start			
Log of changes made to the definition or collection system					
Description of change made			Date of change		

Section 1		PERFORMANCE INDICATOR DETAILS			
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P.I. Ref.		P.I. Description	
CPM/098 (AS/M019)		Percentage of adult service users receiving a direct payment.	
P.I. Frequency and type (mark relevant box)			
Annual	<input checked="" type="checkbox"/>	Quarterly (Cumulative)	<input type="checkbox"/>
Location and Ownership of P.I. (please complete all fields)			
Service Area	Adult Services	PI owner	Suzanne Clifton
Wellbeing-Objective	Objective 8 – Safeguarding those who are vulnerable and promoting independent living	PI escalator	
		PI updater	Jason Horton

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To measure the update of direct payments by service users.					
PI Definition					
To monitor the uptake by adult service users in receipt of a direct payment service; when compared with the total number of all citizens in receipt of a social service.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
Number of service users receiving a direct payment / the total number of service users in receipt of a service					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
		Eswift – Social Services database			
Log of changes made to the definition or collection system					
Description of change made			Date of change		

Section 1		PERFORMANCE INDICATOR DETAILS	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/111 (CS/M037)	Percentage of eligible Flying Start children that take up childcare offer.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual	<b>X</b>	Quarterly (Cumulative)	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Children's Services	<b>PI owner</b>	Rachel Evans
<b>Wellbeing-Objective</b>	Objective 1 – Reducing poverty and social exclusion	<b>PI escalator</b>	
		<b>PI updater</b>	Amber Condy

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
Flying Start is the Welsh Government's flagship early years programme and provides a path towards improving the life chances of children in some of our most disadvantages communities.					
<b>PI Definition</b>					
Percentage of eligible Flying Start children that take up childcare offer.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
The number of offers of child care / Total number of offers of eligible child care					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
				Flying Start	
<b>Log of changes made to the definition or collection system</b>					
<b>Description of change made</b>			<b>Date of change</b>		

Section 1		PERFORMANCE INDICATOR DETAILS	
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P.I. Ref.		P.I. Description	
CPM/203		Percentage of adults at risk of abuse or neglect reported more than once during the year.	
P.I. Frequency and type (mark relevant box)			
Annual			Quarterly (Cumulative) <b>X</b>
Location and Ownership of P.I. (please complete all fields)			
Service Area	Resource Management, Safeguarding & Performance	PI owner	No Head of Service
Wellbeing-Objective	Objective 8 – Safeguarding those who are vulnerable and promoting independent living	PI escalator	
		PI updater	Jason Horton

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To monitor the number of adults who are at risk of abuse or neglect on more than one occasion during the year.					
PI Definition					
To monitor the number of adults who are at risk of abuse or neglect on more than one occasion during the year; when compared to the total number of adults who have a safeguarding concern reported during the year.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
Number of adults at risk reported more than once during the year (as at the end date of the quarter) / the number of adults reported as having a safeguarding concern (as at the end date of the quarter)					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
		Eswift – Social Services database			
		Adult Safeguarding Team			
Log of changes made to the definition or collection system					
Description of change made	Date of change				

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/207	Percentage of care and support plans for adults that were reviewed within agreed timescales.		
<b>P.I. Frequency and type</b> (mark relevant box)			
Annual		Quarterly (Cumulative)	X
<b>Location and Ownership of P.I.</b> (please complete all fields)			
Service Area	Adults Services	PI owner	Suzanne Clifton
Wellbeing-Objective	Objective 8 – Safeguarding those who are vulnerable and promoting independent living	PI escalator	
		PI updater	Jason Horton

Section 2		HOW IS THE INDICATOR COLLECTED?			
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
To ensure that all reviews of social services clients are undertaken in a timely manner; to ensure that packages of care remain suitable and appropriate to the clients needs.					
<b>PI Definition</b>					
<p>Local authorities must review care and support plans to understand whether the provision of that care and support is meeting the identified needs of the individual and consider if their needs have changed. Reviewing the care and support plan is a process by which the practitioners and the individual and/or family consider how effective the care and support plan has been in supporting the person to meet their identified well-being outcomes.</p> <p>During a review, it may be apparent that there has been a significant change in the individual's or family's needs or circumstances. The person may need to have a re-assessment and the care and support plan may need to be updated to ensure the services detailed in the plan are meeting the person's needs and outcomes. This should be treated part of the review.</p> <p>Care and support plans must contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however, in the case of an adult, the date of review must not exceed 12 months.</p> <p>All care and support plans must have a review date. This date must be agreed or set at the inception of the care and support plan and each subsequent review. A care and support plan must be reviewed within such period as is agreed between the local authority and the person to whom the plan relates and any person who the local authority is required to involve in the preparation and review of the care and support plan. The review date will be individual to each person.</p> <p>Of the plans reviewed during the year, count the number that were reviewed within agreed timescales, including those for adults in the secure estate and support plans for carers.</p>					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Calculation Method/ Formula Used</b>					
Number of adults who were due a review of their care plan (as at the end date of the quarter) / the number of adults who had a review within the agreed timescale (as at the end date of the quarter)					
<b>What/who is excluded from the definition?</b>		<b>What/who is included in the definition?</b>		<b>Where is the information obtained from?</b>	
		If a person's care and support plan was reviewed more than once during the year then count for each		Eswift – Social Services database	

	review.	
	Count all care and support plans that were reviewed, including those for adults in the secure estate and support plans for carers.	
<b>Log of changes made to the definition or collection system</b>		
<b>Description of change made</b>	<b>Date of change</b>	

<b>Section 1</b>		<b>PERFORMANCE INDICATOR DETAILS</b>	
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/208	Percentage of care and support plans for children that were reviewed within agreed timescales.		
<b>P.I. Frequency and type (mark relevant box)</b>			
<b>Annual</b>		<b>Quarterly (Cumulative)</b>	<b>X</b>
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Children's Services	<b>PI owner</b>	Rachel Evans
<b>Wellbeing-Objective</b>	Objective 8 – Safeguarding those who are vulnerable and promoting independent living	<b>PI escalator</b>	
		<b>PI updater</b>	Jason Horton

<b>Section 2</b>		<b>HOW IS THE INDICATOR COLLECTED?</b>	
<b>Purpose of the measure (Why is it important to collect this measure?)</b>			
To ensure that all reviews of social services clients are undertaken in a timely manner; to ensure that packages of care remain suitable and appropriate to the clients needs.			
<b>PI Definition</b>			
<p>Local authorities must review care and support plans to understand whether the provision of that care and support is meeting the identified needs of the individual and consider if their needs have changed. Reviewing the care and support plan is a process by which the practitioners and the individual and/or family consider how effective the care and support plan has been in supporting the person to meet their identified well-being outcomes.</p> <p>During a review, it may be apparent that there has been a significant change in the individual's or family's needs or circumstances. The person may need to have a re-assessment and the care and support plan may need to be updated to ensure the services detailed in the plan are meeting the person's needs and outcomes. This should be treated part of the review.</p> <p>Care and support plans must contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however, in the case of an adult, the date of review must not exceed 12 months.</p> <p>All care and support plans must have a review date. This date must be agreed or set at the inception of the care and support plan and each subsequent review. A care and support plan must be reviewed within such period as is agreed between the local authority and the person to whom the plan relates and any person who the local authority is required to involve in the preparation and review of the care and support plan. The review date will be individual to each person.</p> <p>Of the plans reviewed during the year, count the number that were reviewed within agreed timescales, including those for adults in the secure estate and support plans for carers.</p>			
<b>Unit of measure (Please put an X in the appropriate box)</b>			
Percentage	Number	Average	Rate
			Ratio
			Other, please specify

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Calculation Method/ Formula Used</b>				
Number of children who were due a review of their care plan (as at the end date of the quarter) / the number of children who had a review within the agreed timescale (as at the end date of the quarter)				
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>		
	If a person's care and support plan was reviewed more than once during the year then count for each review.	Eswift – Social Services database		
	Count all care and support plans that were reviewed, including those for children in the secure estate and support plans for carers.			
<b>Log of changes made to the definition or collection system</b>				
<b>Description of change made</b>		<b>Date of change</b>		

<b>Section 1</b>	<b>PERFORMANCE INDICATOR DETAILS</b>		
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/031 VS/M003	Percentage of people satisfied with cleanliness standards.		
<b>P.I. Frequency and type (mark relevant box)</b>			
<b>Annual</b>	<input checked="" type="checkbox"/>	<b>Quarterly (Cumulative)</b>	<input type="checkbox"/>
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Visible Services	<b>PI owner</b>	Colin Smith
<b>Well-being Objective</b>	Objective 4 – Promoting sustainable development and protecting our environment	<b>PI escalator</b>	
		<b>PI updater</b>	Colin Smith

<b>Section 2</b>	<b>HOW IS THE INDICATOR COLLECTED?</b>
<b>Purpose of the measure (Why is it important to collect this measure?)</b>	
Forms part of the annual Public Opinion Survey. General impressions of a Council's performance are influenced by services which are highly visible to the public, therefore high cleanliness standards are a vital work area to monitor.	

PI Definition		
Satisfaction survey to be carried out on whether residents consider that the local authority has fulfilled its duty to keep relevant land clear of litter and refuse. 'Relevant land' is defined in S.86 of the Environmental Protection Act 1990.		
Unit of measure (Please put an X in the appropriate box)		
Percentage	Number	Average
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate	Ratio	Other, please specify
<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used		
Surveys are managed and undertaken by the Corporate Consultation Officers and SNAP survey software is used to process the raw data.		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Residents aged under 16 are not covered by the POS.	All Vale residents aged over 16.	Public Opinion Survey.
Log of changes made to the definition or collection system		
Description of change made	Date of change	
Amendment to sample size	24/11/14	

Service/ policy area	<b>Environment and Transport – Waste Management</b>
Domain	Strategic Outcomes
Reference	WMT/C/F/010/01-001 (ii CPM/018 WMT/010ii, iii CPM 249, WMT/010)
Headline	<b>Local Authority Collected Municipal Waste Prepared for Reuse, Recycling and Composting</b>
Indicator	The percentage of local authority municipal waste: i) Prepared for re-use ii) Recycled; and iii) Collected as source segregated biowastes and composted or treated biologically in another way
Guidance	For a full definition of local authority municipal waste please refer to the <b>Waste Management Glossary</b> .  Part i)



	<p>Local authority municipal waste is considered as prepared for re-use when waste products or components of a waste product have undergone a checking, cleaning or repairing recovery operation at a waste recovery facility., The products or components of products that have become waste must be prepared so that they can be re-used for the same purposes for which they were conceived, without any other pre-processing.</p> <p>Local authorities may include waste collected for preparation for re-use by private, community or voluntary bodies where they have formal arrangements in place with such bodies.</p> <p>Part ii)</p> <p>Local authority municipal waste is recycled when the waste has undergone a recovery operation at a waste recovery facility, and the waste is reprocessed into a product, material or substance whether for the original or other purposes. The material, product or substance must not be used as a fuel or be used in backfilling operations.</p> <p>Recycling, in this context, does not include source segregated organic material collected for the production of compost, which must be included in <b>part iii)</b> of this indicator.</p> <p>Local authorities may include waste collected for recycling by private, community or voluntary bodies where they have formal arrangements in place with such bodies.</p> <p>Part iii)</p> <p>Local authority municipal waste is composted when biodegradable waste has undergone a recovery operation of composting or anaerobic digestion at a waste recovery facility and, where the waste has been processed into a product, material or substance capable of use as a soil conditioner, fertiliser or growing medium.</p> <p>Composting means the biological treatment of waste where the decomposition and stabilisation of the waste is achieved through microbial activity from an aerobic process. In order for bio-wastes to cease being wastes they must comply with the respective Quality Protocol. For composts this means compliance with the Quality Protocol and Publicly Available Standard 100.</p> <p>Anaerobic digestion means the biological treatment of waste where decomposition and stabilisation of the waste is achieved through microbial activity from an anaerobic process. In order for bio-wastes to cease being wastes they must comply with the respective Quality Protocol. For anaerobic digestate it means</p>
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	<p>compliance with the Publicly Available Standard 110.</p> <p>Biodegradable waste means any waste that is capable of undergoing anaerobic or aerobic decomposition, such as food and green waste, paper and paperboard.</p> <p>Local authorities may include waste collected for composting or biological treatment by private, community or voluntary bodies where they have formal arrangements in place with such bodies.</p> <p>Home composting must not be included in this indicator.</p> <p>Although entered into WDF, abandoned vehicles are not local authority municipal waste and will not contribute towards the total of local authority municipal waste.</p> <p>To ensure consistency with the National Strategic Indicator WMT/009b, this data includes rubble, incinerator residues, matter from beach cleansing and plasterboard which were formerly excluded. The percentage of local authority municipal waste that is prepared for reuse and/or recycled is calculated at the time of distribution to landfill or recycling/composting contractors.</p>
Calculation	<p>Part i)</p> <p>Numerator: The tonnage of local authority municipal waste prepared for re-use by the local authority</p> <p>Denominator: The tonnage of municipal waste collected by the local authority</p> <p>Formula: <math>\frac{\text{Numerator}}{\text{Denominator}} \times 100</math></p> <p>Part ii)</p> <p>Numerator: The tonnage of local authority municipal waste recycled by the local authority</p> <p>Denominator: The tonnage of municipal waste collected by the local authority</p> <p>Formula: <math>\frac{\text{Numerator}}{\text{Denominator}} \times 100</math></p> <p>Part iii)</p> <p><b>Numerator:</b> The tonnage of local authority municipal waste collected as source segregated biowastes and composted or treated biologically in another way by the local authority</p>

	<p><b>Denominator:</b> The tonnage of municipal waste collected by the local authority</p> <p><b>Formula:</b> <math>\frac{\text{Numerator} \times 100}{\text{Denominator}}</math></p>		
Data Source	WasteDataFlow	Decimal Place	2
Explanation	Waste, recycling, re-use and composting are key national priorities, as detailed in the Wales Waste Strategy. This indicator measures how well authorities are performing in these areas.		
Disaggregation	Disaggregation should be considered to suit local knowledge and context		

Service/ policy area	<b>Environment and Transport - Street Scene</b>		
Domain	Service Quality		
Reference	STS/C/F/005a/04-001 (CPM/013, STS/005a)		
Headline	<b>Cleanliness of highways</b>		
Indicator	Percentage improvement in the Council Cleanliness Index rating.		
Guidance	<p>The cleanliness indicator denotes the overall standard of cleanliness of adopted highways. The index is represented by a series of grades as defined in the Code of Practice on Litter and Refuse (2007), where:</p> <p>Grade A No litter or refuse  Grade B+ No more than 3 small pieces of litter  Grade B Predominately free of litter and refuse apart from some small items  Grade C Widespread Distribution of litter and/or refuse with minor accumulations  Grade D Heavily affected by litter and/or refuse with significant accumulations</p> <p>To calculate the indicator, the following surveys need to be undertaken:</p> <p><input type="checkbox"/> 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</p> <p><input type="checkbox"/> Annual independent survey/s based on a minimum 6% overall sample of adopted highways of an authority undertaken by Keep Wales Tidy</p> <p>Include all roads for which the local authority is the highway authority, i.e. all roads excluding:</p> <p><input type="checkbox"/> Motorways  <input type="checkbox"/> Trunk roads</p>		

	<p><input type="checkbox"/> Private and/or unadopted roads</p> <p>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.</p> <p>Dog faeces is to be treated as refuse.</p> <p>Surveys should cover transects/streets for the following types of land use:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Retail, office and commercial</li> <li><input type="checkbox"/> Housing land</li> <li><input type="checkbox"/> Industrial areas</li> <li><input type="checkbox"/> Roads</li> </ul> <p>Further guidance can be found in Annex A of the Code of Practice on Litter and Refuse 2007.</p> <p>For the bi-monthly surveys:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 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</li> <li><input type="checkbox"/> 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</li> </ul> <p>'An inspection' is a visual examination of a 50 metre length of street (transect) against the photographic standards in the Code of Practice for Litter and Refuse (2007) or any subsequent revised version of the Code. Streets are graded as either Grade A, Grade B+, Grade B, Grade C or Grade D.</p> <p>For the independent surveys:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Local Authorities will be 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</li> <li><input type="checkbox"/> Keep Wales Tidy will undertake unannounced survey/s of 6% of the highways.</li> <li><input type="checkbox"/> A report will be provided by Keep Wales Tidy to the relevant</li> </ul>
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	Local Authority of the survey/s within one month of completion		
Calculation	<p>The following calculation will be used to determine the Cleanliness Indicator:</p> <p>Formula: <math display="block">\frac{(X \times 100) + (Y \times 100)}{2}</math></p> <p>X is calculated by: <math display="block">\frac{\text{Numerator X}}{\text{Denominator X}}</math></p> <p>Where:</p> <p>The equivalent numerical scores are:  Grade A 3  Grade B+ 2.5  Grade B 2  Grade C 1  Grade D 0</p> <p><b>Numerator X</b>  The total of the numerical scores for the local authority bi-monthly inspections</p> <p><b>Denominator X</b>  3 x Number of streets inspected by the authority</p> <p>Where 3 is the maximum score achievable</p> <p>Y is calculated by: <math display="block">\frac{\text{Numerator Y}}{\text{Denominator Y}}</math></p> <p>Where:</p> <p><b>Numerator Y</b>  The total numerical score of the independent inspections</p> <p><b>Denominator Y</b>  3 x Number of streets independently inspected</p> <p>Where 3 is the maximum score achievable</p>		
Data source	-	Decimal place	1
Explanation	This indicator provides a relative indication of how clean the streets within any local authority are as compared to any other authority (in Wales)		
Disaggregation	Disaggregation should be considered to suit local context and knowledge.		

Service/ policy area	<b>Environment and Transport - Street Scene</b>
Domain	Service Quality
Reference	STS/C/F/007/01-002 (CPM/016, STS/007)
Headline	<b>Enforcement Action against reported Fly Tipping Incidents</b>
Indicator	The percentage of reported fly tipping incidents which lead to enforcement activity
Guidance	<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.</p> <p>In simple terms, a single full bin bag upwards 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>Where several items appear to have been dumped in roughly the same area at the same time, they can be grouped together as one fly tipping incident. However, if the waste types are different it is useful to identify the different source of each. For example, if a tipper truck dumps construction and demolition waste and then householders take the opportunity to add to it, it is useful to treat this as two different fly tipping incidents.</p> <p>The following Land types (as recorded on flycapture) should be included:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Highway</li> <li><input type="checkbox"/> Footpath/Bridleway</li> <li><input type="checkbox"/> Back alleyway</li> <li><input type="checkbox"/> Council Land</li> <li><input type="checkbox"/> Watercourse/Bank</li> </ul> <p>Exclude the following flycapture land types:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Railway</li> <li><input type="checkbox"/> Agricultural</li> <li><input type="checkbox"/> Private – residential</li> <li><input type="checkbox"/> Commercial/Industrial</li> <li><input type="checkbox"/> Other</li> </ul> <p>For the purpose of this indicator, the following actions should be counted:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Warning Letter</li> <li><input type="checkbox"/> Statutory Notice</li> <li><input type="checkbox"/> Fixed penalty notice</li> <li><input type="checkbox"/> Formal Caution</li> <li><input type="checkbox"/> Prosecution</li> </ul> <p>Regardless of how many of the above actions may be taken, for the purposes of this indicator, only the first action that is listed</p>

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/159 (VS/M037)	Number of m2 of Parks, Open Spaces & Highways land that has been sown with wildflowers or being maintained as a naturalised area		
P.I. Frequency and type (mark relevant box)			
Annual	Yes	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Parks & Leisure	PI owner	D Knevett / A Sargent
Wellbeing-Objective	Objective 4: Promoting sustainable development and protecting our environment	PI escalator	
		PI updater	A Sargent

	<p>should be counted. It is the number of incidents which lead to enforcement that is being counted, not the number of enforcement actions.</p> <p>Investigations should be excluded. Successful investigations will lead to one of the above actions being taken, that action should then be counted.</p>
Calculation	<p><b>Numerator:</b> The number of incidents of fly tipping against which enforcement action is taken</p> <p><b>Denominator:</b> The total number of fly tipping incidents recorded by the authority during the year</p> <p><b>Formula:</b> <math>\frac{\text{Numerator} \times 100}{\text{Denominator}}</math></p>
Data Source	Flycapture
Explanation	Effective enforcement should contribute to the overall outcome of reducing the amount of fly-tipping incidents.
Disaggregation	Disaggregation should be considered to suit local context and knowledge.

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To record / verify the parks & leisure teams aim to increase bio diverse areas within the Vale of Glamorgan.					
PI Definition					
Number of m2 of Parks, Open Spaces & Highways land that has been sown with wildflowers or being maintained as a naturalised area					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify: <u>M2</u>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					

Measurement of land area that is sown with wildflowers or being maintained as a naturalised area		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Areas that are not sown with wildflowers or being maintained as a naturalised area	VoGC Parks & Highways land that is sown with wildflowers or being maintained as a naturalised area	In house records and measurements
Log of changes made to the definition or collection system		
Description of change made	Date of change	

Section 1	PERFORMANCE INDICATOR DETAILS		
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/151	Percentage reduction in business mileage undertaken by Council pool car fleet.		
<b>P.I. Frequency and type</b> (mark relevant box)			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Environment and Housing	<b>PI owner</b>	Jo Lewis
<b>Wellbeing-Objective</b>	Wellbeing Outcome 2: An Environmental responsible and prosperous Vale. Objective 4: Promoting sustainable development and protecting our environment.	<b>PI escalator</b>	Jo Lewis
		<b>PI updater</b>	Jo Lewis

Section 2	HOW IS THE INDICATOR COLLECTED?				
<b>Purpose of the measure (Why is it important to collect this measure?)</b>					
Promoting sustainable development and protecting our environment					
<b>PI Definition</b>					
Vale of Glamorgan Council – Transportation Saving Programme – Pool Cars Scheme was identified as part of this project implementation.					
<b>Unit of measure (Please put an X in the appropriate box)</b>					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Calculation Method/ Formula Used		
<p>The total estimated claimed mileage for previous year is XXXXX (see Matt's figures).            The total mileage on the pool cars (from odometer readings) is XXXXX.            That means total mileage done in pool cars Apr to Mar is XXXXXX.</p> <p>XXXXX plus XXXXX = XXXX = total mileage for the year</p> <p>(Total mileage for the year – total mileage the previous year)/total mileage for the previous year x 100</p>		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Log of changes made to the definition or collection system		
Description of change made	Date of change	

Section 1		PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	P.I. Description		
CPM/191 (VS/M041)	Percentage of adults reporting that they participate in sports/ physical activity three or more times a week.		
P.I. Frequency and type (mark relevant box)			
Annual	X	Quarterly (Cumulative)	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Visible Services - Leisure	PI owner	Dave Knevett
Wellbeing-Objective	Objective 7: Encouraging and promoting active and healthy lifestyles.	PI escalator	Dave Knevett
		PI updater	Joanna Beynon

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
This measure will allow us to monitor how active residents of the Vale of Glamorgan are.					
PI Definition					
The percentage of adult respondents to the National Survey Wales that report participating in sports or physical activity three or more times a week that live within the Vale of Glamorgan. This information will be taken from the results sheets broken down by local authority level.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					

Number of respondents within the Vale of Glamorgan that report participating in sports or physical activity three or more times a week/Total number of respondents to the question from the Vale of Glamorgan x100		
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>
Respondents from any other local authority in Wales	Respondents from the Vale of Glamorgan	National Survey Wales
<b>Log of changes made to the definition or collection system</b>		
<b>Description of change made</b>	<b>Date of change</b>	

<b>Section 1</b>	<b>PERFORMANCE INDICATOR DETAILS</b>		
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/155 (VS/M036)	Satisfaction with public transport including a) accessibility and b) road safety.		
<b>P.I. Frequency and type (mark relevant box)</b>			
<b>Annual</b>	X	<b>Quarterly (Cumulative)</b>	
<b>Location and Ownership of P.I. (please complete all fields)</b>			
<b>Service Area</b>	Visible Services and Transport	<b>PI owner</b>	Emma Reed
<b>Wellbeing-Objective</b>	4 - Promoting sustainable development and protecting our environment.	<b>PI escalator</b>	
		<b>PI updater</b>	Kyle Phillips

<b>Section 2</b>	<b>HOW IS THE INDICATOR COLLECTED?</b>
<b>Purpose of the measure (Why is it important to collect this measure?)</b>	
To ensure the opinion of Vale of Glamorgan residents is taken into account when carrying out a supported local bus service review. This review will allow officers, within budgetary constraints, to maintain a strong local bus network.	
The information will also allow officers to feed information to partners such as bus companies, rail franchises, Welsh government and internal departments (e.g. highways) on how residents feel about the current level of public transport services and facilities.	

PI Definition					
To see how satisfied the residents in the Vale of Glamorgan are with current public transport provision					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
The number of surveyed residents who answer a range of questions relating to public transport as very satisfied, fairly satisfied, fairly dissatisfied and very dissatisfied / The total number of residents who answered this question x 100					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
	All respondents to the related questions who chose a rating of very good, fairly good, fairly poor and very poor	On-line consultation survey / paper based surveys available in libraries or direct from Passenger Transport Team			
Log of changes made to the definition or collection system					
Description of change made			Date of change		

Section 1		PERFORMANCE INDICATOR DETAILS			
P.I. Ref.	P.I. Description				
CPM/164 (VS/M040)	Number of beach awards achieved.				
P.I. Frequency and type (mark relevant box)					
Annual	<input checked="" type="checkbox"/>	Quarterly (Cumulative)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location and Ownership of P.I. (please complete all fields)					
Service Area	Visible Services	PI owner	Emma Reed		
Wellbeing-Objective	4 – Promoting sustainable development and protecting our environment	PI escalator			
		PI updater	Colin Smith		

Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
To ensure we keep track of our efforts to maintain a positive and clean environment within the Vale as shown through our award winning beaches.					
PI Definition					
The number of award winning beaches within the Vale of Glamorgan as awarded by Keep Wales Tidy.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Calculation Method/ Formula Used</b>				
Number of beaches within the area that win an award				
<b>What/who is excluded from the definition?</b>	<b>What/who is included in the definition?</b>	<b>Where is the information obtained from?</b>		
	Beaches or Marinas within the Vale of Glamorgan	Keep Wales Tidy		
<b>Log of changes made to the definition or collection system</b>				
<b>Description of change made</b>		<b>Date of change</b>		

<b>Section 1</b>	<b>PERFORMANCE INDICATOR DETAILS</b>		
<b>P.I. Ref.</b>	<b>P.I. Description</b>		
CPM/017 (THS/007)	Percentage of adults 60+ who have a concessionary bus pass.		
<b>P.I. Frequency and type</b> (mark relevant box)			
<b>Annual</b>	<input checked="" type="checkbox"/>	<b>Quarterly (Cumulative)</b>	<input type="checkbox"/>
<b>Location and Ownership of P.I.</b> (please complete all fields)			
<b>Service Area</b>	Visible Services and Transport	<b>PI owner</b>	Emma Reed
<b>Wellbeing-Objective</b>	4 - Promoting sustainable development and protecting our environment.	<b>PI escalator</b>	
		<b>PI updater</b>	Kyle Phillips

<b>Section 2</b>	<b>HOW IS THE INDICATOR COLLECTED?</b>
<b>Purpose of the measure (Why is it important to collect this measure?)</b>	
To analyse the number of residents in the Vale of Glamorgan who have taken up the 60+ concessionary bus pass scheme	

PI Definition		
Total percentage of those aged 60+ who reside in the Vale and have applied for a concessionary bus pass (values worked out at the end of March)		
Unit of measure (Please put an X in the appropriate box)		
Percentage <input checked="" type="checkbox"/>	Number <input type="checkbox"/>	Average <input type="checkbox"/>
Rate <input type="checkbox"/>	Ratio <input type="checkbox"/>	Other, please specify
Calculation Method/ Formula Used		
A. Stats Wales (WG) – total population of adults 60 + residing in the Vale of Glamorgan <a href="https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Estimates/nationallevelpopulationestimates-by-year-age-ukcountry">https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Estimates/nationallevelpopulationestimates-by-year-age-ukcountry</a>		
B. Concessionary Bus Pass Database – total number of adults 60+ residing in the Vale of Glamorgan who possess a concessionary bus pass		
B/A * 100		
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
n/a	Residents aged 60 + residing in the Vale of Glamorgan	As above
Log of changes made to the definition or collection system		
Description of change made	Date of change	

Section 1				PERFORMANCE INDICATOR DETAILS			
P.I. Ref.		P.I. Description					
CPM/197 (VS/M044)		Number of Green Flag Parks.					
P.I. Frequency and type (mark relevant box)							
Annual			x		Quarterly (Cumulative)		
Location and Ownership of P.I. (please complete all fields)							
Service Area	Leisure			PI owner	Emma Reed		
Wellbeing-Objective	Objective 7: Encouraging and promoting active and healthy lifestyles.			PI escalator	David Knevett		
				PI updater	Jon Greatrex		

Section 2		HOW IS THE INDICATOR COLLECTED?	
Purpose of the measure (Why is it important to collect this measure?)			
Green Flag status for our parks demonstrates a mark of excellence, good amenities and community involvement in the parks.			

PI Definition					
The number of Green Flags awarded to Council owned Parks.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
N/A	The number of Council owned Parks that achieve the Green Flag award	Keep wales Tidy who administer the Green Flag awards			
Log of changes made to the definition or collection system					
Description of change made			Date of change		

Section 1		PERFORMANCE INDICATOR DETAILS			
P.I. Ref.	P.I. Description				
CPM/105	Number of tenancies sustained as a result of Money Advice Service/Council support.				
P.I. Frequency and type (mark relevant box)					
Annual	<input checked="" type="checkbox"/>	Quarterly (Cumulative)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location and Ownership of P.I. (please complete all fields)					
Service Area	Housing	PI owner	Nick Jones		
Wellbeing-Objective	1 – Reducing poverty and social exclusion	PI escalator	Mike Ingram		
		PI updater	Nick Jones		

Section 2		HOW IS THE INDICATOR COLLECTED?	
Purpose of the measure (Why is it important to collect this measure?)			
To gauge the impact of money advice in sustaining tenancies			

PI Definition					
Number of tenancies sustained as a result of Money Advice Service/Council support.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
Number of current tenancies which are still 'active' 6 months or longer following money advice session divided by the total number of tenancies which received money advice					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
Tenants who have not received money advice	Tenants who have received money advice	OHMS Housing management system			
Log of changes made to the definition or collection system					
Description of change made			Date of change		

Section 1		PERFORMANCE INDICATOR DETAILS			
P.I. Ref.	P.I. Description				
CPM106	Percentage of tenants who have access to a bank account/credit union as a consequence of the Money Advice Team's intervention/support.				
P.I. Frequency and type (mark relevant box)					
Annual		<input checked="" type="checkbox"/>	Quarterly (Cumulative)		
Location and Ownership of P.I. (please complete all fields)					
Service Area	Housing	PI owner	Nick Jones		
Wellbeing-Objective	1 – Reducing poverty and social exclusion	PI escalator	Mike Ingram		
		PI updater	Nick Jones		
Section 2		HOW IS THE INDICATOR COLLECTED?			
Purpose of the measure (Why is it important to collect this measure?)					
Assess extent of tenants able to access a high street bank account					

PI Definition					
Percentage of tenants who have access to a bank account/credit union as a consequence of the Money Advice Team's intervention/support.					
Unit of measure (Please put an X in the appropriate box)					
Percentage	Number	Average	Rate	Ratio	Other, please specify
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calculation Method/ Formula Used					
Number of tenants who have received advice about opening a bank account divided by tenants receiving money advice x100					
What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?			
	Tenants who have received money advice – all who receive money advice receive advice on opening a bank account	OHMS			
Log of changes made to the definition or collection system					
Description of change made	Date of change				

Service/policy area	<b>Environment and Transport – Transport and Highways</b>
Domain	Service Quality
Reference	CPM/252 THS/C/F/012/01-033 (THS/012)
Headline	<b>Condition of Roads</b>
Indicator	The percentage of principal (A) roads, non-principal/classified (B) roads and non-principal/classified (C) roads that are in overall poor condition
Guidance	<p>The figure for this indicator 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>



	<p>Detailed guidance on how to produce the information required to report this indicator can be found in the relevant UKPMS Technical note.</p> <p>The figures are to be derived from Scanner surveys (formerly known as SCANNER surveys) carried out in the financial year.</p> <p>The following provisions apply for the programming and reporting of Scanner surveys of principal (A) roads:</p> <ul style="list-style-type: none"> <li>• 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 present year</li> <li>• The surveys must be Scanner accredited surveys and a UKPMS accredited pavement management system used to produce the report</li> <li>• 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</li> </ul> <p>The following provisions apply for the programming and reporting of Scanner surveys of non-principal/classified (B) roads:</p> <ul style="list-style-type: none"> <li>• 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 present year</li> <li>• The surveys must be Scanner accredited surveys and a UKPMS accredited pavement management system used to produce the report</li> <li>• 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.</li> <li>• All road surface types are included</li> </ul> <p>The following provisions apply for the programming and reporting of Scanner surveys of non-principal/classified (C) roads:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• The surveys must be Scanner accredited surveys and a UKPMS accredited pavement management system used to produce the report</li> <li>• 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.</li> <li>• All road surface types are included</li> </ul>
Calculation	<p><b>Numerator:</b> The total length of principal (A), non-principal (B) roads and non-principal (C) roads greater than or equal to the RED threshold (Kms)</p> <p>The numerator is calculated as <math>(X+Y+Z)</math>, where:  X = The total length of principal (A) roads greater than or equal to the RED threshold (Kms) (Formerly, THS/011aN)  Y = The total length of non-principal (B) roads greater than or equal to the RED threshold (Kms) (Formerly, THS/011bN)  Z = The total length of non-principal (C) roads greater than or equal to the RED threshold (Kms) (Formerly, THS/011cN)</p> <p><b>Denominator:</b> The total length of principal (A), non-principal (B) and non-principle (C) roads surveyed (Kms)</p> <p>The denominator is calculated as <math>(A+B+C)</math>, where:  A = The total length of principal (A) roads surveyed (Kms)</p>

	(Formerly, THS/011aD) B = The total length of non-principal (B) roads surveyed (Kms) (Formerly, THS/011bD) C = The total length of non-principal (C) roads surveyed (Kms) (Formerly, THS/011cD)  <b>Formula:</b> $\frac{\text{Numerator} \times 100}{\text{Denominator}}$		
Data Source	-	Decimal Place	1
Explanation	To give an indication of the proportion of road that requires planned maintenance soon.		
Disaggregation	Disaggregation should be considered to suit local context and knowledge.		