Performance Indicator Definition Library 2019/20

Introduction

The Performance Indicator definition library contains a detailed explanation of all the local indicators that the Council is collecting and reporting for 2019/20. 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 is 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:** Indicators 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:

WLGA02001_201920
_PI_Guidance_v1_en

2018-19 SSM
guidance.docx

Environment & Housing

Learning and Skills Service

Resources

Social Services

PI Reference	Description	Type of PI
Environment & Housing		
CPM/010	Average number of days to let an empty property (standard condition) (Housemark).	Local
CPM/012	Percentage of all households where a positive prevention action succeeded in preventing/relieving homelessness.	Local
CPM/013	The Cleanliness Index.	Local
CPM/016	The percentage of reported fly tipping incidents which lead to enforcement activity.	Local
CPM/017	Percentage of adults 60+ who have a concessionary bus pass.	Local
CPM/028	The number of sports clubs which offer either inclusive or specific disability opportunities.	Local
CPM/030	The percentage of tenants that were satisfied with the outcome of an anti-social behavioural complaint (Housemark).	Local
CPM/031	Percentage of people satisfied with cleanliness standards.	Local (POS)
CPM/107	Percentage of Supporting People service users who confirm that the support that they have received has assisted them to maintain their independence.	Local
CPM/112	Percentage of Supporting People clients satisfied with the support they have received	Local
CPM/124	Percentage of domestic abuse victims that report that they feel safer as a result of target hardening.	Local
CPM/130	Number of homeless households per 1,000 population.	Local
CPM/135	Rate of all offences per 1,000 population.	Local
CPM/151	Percentage reduction in business mileage undertaken by Council pool car fleet.	Local
CPM/154	Percentage of Council street lights that are LED.	Local
CPM/155	Satisfaction with public transport including a) accessibility and b) road safety.	Local
CPM/159	Number of m2 of Parks, Open Spaces & Highways land that has been sown with wildflowers or being maintained as a naturalised area	Local
CPM/161	Value of investment levered into the Council that is dedicated to transport improvement schemes.	Local
CPM/164	Number of beach awards achieved.	Local
CPM/191	Percentage of adults reporting that they participate in sports/physical activity three or more times a week.	Local
CPM/197	Number of Green Flag Parks	Local
CPM/246	Number of new Council Homes developed.	Local
CPM/247	Number of new Council Homes acquired.	Local
CPM/250	Percentage of pupils achieving the expected outcome at the end of the Foundation Phase	Local
CPM/258	Satisfaction with public transport in the Vale of Glamorgan	Local
CPM/259	Number of tenancies maintained 6 months after receiving money advice	Local
Learning and Skills		
CPM/005	The percentage of FSM pupils at Key Stage 2 who achieved the expected standard in Maths.	Local
CPM/034	The percentage of school days lost due to fixed-term exclusions during the academic year in primary schools.	Local

PI Reference	Description	Type of PI
CPM/035	The percentage of school days lost due to fixed-term exclusions during the academic year in secondary schools.	Local
CPM/038	Percentage of final statements of Special Educational Needs issued within 26 weeks including exceptions.	Local
CPM/039	Percentage of final statements of Special Educational Needs issued within 26 weeks excluding exceptions.	Local
CPM/041	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.	Local
CPM/042	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
CPM/043	Percentage success rate on accredited courses for priority learners.	Local
CPM/044	The percentage of all pupils at Key Stage 2 who achieve the expected standard in English.	Local
CPM/045	The percentage of FSM pupils at Key Stage 2 who achieve the expected standard in English.	Local
CPM/046	The percentage of non FSM pupils at Key Stage 2 who achieve the expected standard in English.	Local
CPM/047	The percentage of all pupils at Key Stage 2 who achieve the expected standard in Maths.	Local
CPM/048	The percentage of non FSM pupils at Key Stage 2 who achieve the expected standard in Maths.	Local
CPM/049	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
CPM/050	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
CPM/051	Number of visits to public libraries during the year per 1,000 population.	Local
CPM/091	Percentage of schools judged good or better by Estyn (in both judgements).	Local
CPM/092	Percentage of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths	Local
CPM/167b	The percentage of young people leaving year 12 who are not in education, employment or training at Year 12.	Local
CPM/167c	The percentage of young people who are known not to be in education, employment or training at Year 13.	Local
CPM/168a	Percentage of Year 11 pupils achieving 5 or more GCSE at grades A* to A for all pupils.	
CPM/168b	Percentage of Y11 FSM pupils achieving 5 or more GCSE at grades A* to A.	Local
CPM/168c	Percentage of Y11 Non FSM pupils achieving 5 or more GCSE at grades A* to A.	Local
CPM/170	Percentage of users showing satisfaction with a Families First service accessed.	Local
CPM/181	Number of adult Welsh learners.	Local
CPM/196	Percentage of Council catered schools that offer healthy food options.	Local

PI Reference	Description	Type of PI
CPM/261	The percentage of young people in contact with the youth service who achieve an accredited outcome	Local
Resources		
CPM/001	The percentage of customer enquiries to C1V resolved at first contact.	Local
CPM/002	The percentage of customers who are satisfied with access to services across all channels.	Local (POS)
CPM/006	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	Local
CPM/007	Percentage of Service Desk calls/tickets resolved within agreed timescales.	Local
CPM/008	Percentage of service availability of the top 20 ICT systems.	Local
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.	Local
CPM/145	Number of visitors to Barry Island weekender events.	Local
CPM/153	Percentage change (reduction) in carbon dioxide emissions in the non-domestic public building stock	Local
CPM/222	Percentage of customers satisfied overall with the services provided by the Council.	Local (POS)
CPM/021	The percentage of householder planning applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time.	Local
CPM/026	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
CPM/065	The total number of subscribers to Vale Connect.	Local
CPM/230	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 (POS)
CPM/076	Percentage of residents who are satisfied with communication from the Council.	Local (POS)
CPM/077	Percentage of black, minority and ethnic respondents to corporate consultations and engagement exercises	Local
CPM/078	Average vacancy rate in the Vale's main town centres.	Local
CPM/079	Number of facilitated visits to country parks and heritage coast.	Local
CPM/080	Percentage of customer satisfaction with country parks.	Local
CPM/081	Number of communities/groups supported to lead on the delivery of community projects.	Local
CPM/084	Average daily impressions achieved by @VOGCouncil Twitter account.	Local
CPM/086	Average daily reach of Vale of Glamorgan Life Facebook page.	Local

PI Reference	Description	Type of PI
CPM/087	Total number of visitors to the Vale of Glamorgan for tourism purposes (as measured by STEAM survey)	Local
CPM/088	Percentage visitor satisfaction with Heritage Coast Project as determined via satisfaction survey.	Local
CPM/158	Public satisfaction with facilities on Barry Island where they are rated as 'Good' or 'Excellent'.	Local
CPM/180	Percentage of Council staff completing Welsh language awareness training to increase understanding of the Council's duties under the Welsh Language Standards.	Local
CPM/206	Percentage of Telecare customers satisfied with the Telecare monitoring service	Local
CPM/210	Employee turnover (Voluntary)	Local
CPM/211	Percentage of staff appraisals complete	Local
CPM/212	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to short term sickness absence	Local
CPM/213	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to long term sickness absence	Local
CPM/214	Spend against approved Council revenue programme.	Local
CPM/215	Spend against approved Council capital programme.	Local
CPM/216	Performance against savings targets.	Local
CPM/217	Performance against agreed Reshaping Services targets.	Local
CPM/219	Percentage of Council contracts engaged in via the National Procurement Service framework.	Local
CPM/221	Number of assets transferred to the community.	Local
CPM/223	Percentage of corporate complaints dealt with within target time scales.	Local
CPM/226	Number of Ombudsman complaints upheld against the Council (including Social Services)	Local
CPM/237	Number of additional affordable housing units granted planning permission during the year as a percentage of all additional housing units granted planning permission during the year.	Local
CPM/238	Percentage of Dangerous Structures inspected within 1 working day of receipt.	Local
CPM/239	Percentage of Listed Building applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time.	Local
CPM/240	Percentage of corporate complaints that proceed to the Ombudsman stage	Local
CPM/241	Amount of s106 money secured in the financial year.	Local
CPM/242	Amount of s106 money spent in the financial year.	Local
CPM/243	Number of downloads of the Council app.	Local
Social Services		
CPM/096	Percentage of attendance at Flying Start childcare.	Local
CPM/098	Percentage of adult service users receiving a direct payment.	Local
CPM/104	Percentage of Flying Start children achieving at least the expected outcomes (outcome 5+) for Foundation Phase.	Local
CPM/111	Percentage of eligible Flying Start children that take up childcare offer.	Local

PI Reference	Description	Type of PI
CPM/207	Percentage of care and support plans for adults that were reviewed within agreed timescales. (WG interim data set).	Local
CPM/208	Percentage of care and support plans for children that were reviewed within agreed timescales (WG interim data set).	Local
CPM/209	Number of new telecare users.	Local

Environment & Housing

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
CPM/010	Average number of days to let an empty property (standard condition). (Housemark).		
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**	Mike Ingram
Well-being Objective	2 – Providing decent homes and safe communities	**PI escalator**	Rob Thompson
		PI updater	Nick Jones

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	Ratio	Other, please specify
		x			

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			

P.I. Ref.	P.I. Description			
CPM/012	Percentage of all households where a positive prevention action succeeded in preventing/relieving homelessness.			

P.I. Frequency and type (mark relevant box)

Annual		X	Quarterly (Cumulative)	

Location and Ownership of P.I. (please complete all fields)

Service Area	Housing and Building Services	PI owner	Ian Jones
Well-being Objective	2 – Providing decent homes and safe communities	PI escalator	Mike Ingram
		PI updater	Ian Jones

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

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.

PI Definition

This indicator all households eligible for assistance, threatened with homeless within 56 days or homeless.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

S66 & S73 cases with a successful prevention/relief outcome at the end of each financial year/ Total number of S66 & S73 cases x 100.

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
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.

Log of changes made to the definition or collection system

Description of change made	Date of change

Reference	CPM/013
Indicator	Percentage improvement in the Council Cleanliness Index rating.
Owner	Colin Smith
Updater	Ceri Evans
Guidance	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: • 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 To calculate the indicator, the following surveys need to be undertaken: • 6 bi-monthly surveys based on inspections of 2% of adopted highways of an authority, undertaken by the Local Authority or an organisation contracted to undertake the work on their behalf • Annual independent survey/s based on a minimum 6% overall sample of adopted highways of an authority undertaken by Keep Wales Tidy Include all roads for which the local authority is the highway authority, i.e. all roads excluding: • Motorways • Trunk roads • Private and/or unadopted roads Exclude land under the control of a local authority-maintained school or its board of governors, or land under the control of a housing association. Dog faeces is to be treated as refuse. Surveys should cover transects/streets for the following types of land use: • Retail, office and commercial • Housing land • Industrial areas • Roads For the bi-monthly surveys: At least 2% of streets should be inspected every two months. This random sample may cover the same streets in different months (i.e. the samples can overlap), or may even involve two inspections at different points on the same street within the same month, where this is thought to be appropriate for longer or busier streets. But the number of inspections should be equivalent to 2% of the total number of streets in the authority. The sample programme must be representative of the whole authority in terms of the location of the streets and the balance of streets. Inspections should be carried out at random times - this excludes monitoring carried

	out after cleansing solely for the purpose of monitoring a street-cleansing contract. However, random monitoring of an output-based contract would be acceptable. '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. For the independent surveys: • 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 • Keep Wales Tidy will undertake unannounced survey/s of 6% of the highways. • A report will be provided by Keep Wales Tidy to the relevant Local Authority of the survey/s within one month of completion.
Calculation	The following calculation will be used to determine the Cleanliness Indicator: Formula: $\dfrac{(X \times 100) + (Y \times 100)}{2}$ X is calculated by: $\dfrac{\text{Numerator X}}{\text{Denominator X}}$ Where: The equivalent numerical scores are: Grade A 3 Grade B+ 2.5 Grade B 2 Grade C 1 Grade D 0 **Numerator X** The total of the numerical scores for the local authority bi-monthly inspections **Denominator X** 3 x Number of streets inspected by the authority Where 3 is the maximum score achievable Y is calculated by: $\dfrac{\text{Numerator Y}}{\text{Denominator Y}}$ Where: **Numerator Y** The total numerical score of the independent inspections **Denominator Y** 3 x Number of streets independently inspected Where 3 is the maximum score achievable

Reference	CPM/016
Indicator	The percentage of reported fly tipping incidents which lead to enforcement activity
Owner	Colin Smith
Updater	Ceri Evans
Guidance	A fly tipping incident can be defined as a collection of fly-tipping waste i.e. waste that is too large to be removed by a normal hand-sweeping barrow.

In simple terms, a single full bin bag upwards would constitute a fly-tipping incident. Similarly several carrier bags full of rubbish dumped together would also constitute a single fly-tipping incident.

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.

The following Land types should be included:
Highway, Footpath/Bridleway, Back alleyway, Council Land, Watercourse/Bank

Exclude the following land types:
- Railway
- Agricultural
- Private – residential
- Commercial/Industrial
- Other

For the purpose of this indicator, the following actions should be counted:
Warning Letter, Statutory Notice, Fixed penalty notice, Formal Caution, Prosecution.

Regardless of how many of the above actions may be taken, for the purposes of this indicator, only the first action that is listed should be counted. It is the number of incidents which lead to enforcement that is being counted, not the number of enforcement actions. Investigations should be excluded. Successful investigations will lead to one of the above actions being taken, that action should then be counted. |
| Calculation | **Numerator:** The number of incidents of fly tipping against which enforcement action is taken

Denominator: The total number of fly tipping incidents recorded by the authority during the year

Formula: Numerator x 100
                  Denominator |

Section 1	PERFORMANCE INDICATOR DETAILS	
P.I. Ref.	**P.I. Description**	
CPM/017	Percentage of adults 60+ who have a concessionary bus pass.	

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 and Transport	PI owner	Emma Reed
Wellbeing-Objective	**4 - Promoting sustainable development and protecting our environment.**	PI escalator	
		PI updater	Kyle Phillips

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

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	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

    A. Stats Wales (WG) – total population of adults 60 + residing in the Vale of Glamorgan
    B.
https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Estimates/nationallevelpopulationestimates-by-year-age-ukcountry

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

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
CPM/028	The number of sports clubs which offer either inclusive or specific disability opportunities.		

P.I. Frequency and type (mark relevant box)

Annual		Quarterly (Cumulative)		X

Location and Ownership of P.I. (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?

Purpose of the measure (Why is it important to collect this measure?)

To show the number of disabled people taking part in disability specific/inclusive sport and physical activities.

PI Definition

.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

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	x				

Calculation Method/ Formula Used

Information gathered from Key Performance Indicators that each club give information to.

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
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/030	The percentage of tenants that were satisfied with the outcome of an anti-social behavioural complaint.(Housemark)		
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**	Mike Ingram
Well-being Objective	2 – Providing decent homes and safe communities	**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 measure the satisfaction of customers as we endeavour to improve our service	
PI Definition	
The percentage of tenants that were satisfied with the outcome of an anti-social behavioural complaint.	

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

Percentage of respondents answering yes to the question.

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Tenants who did not report ASB and tenants whose ASB case is ongoing.	Tenants who reported ASB during 2014 the quarter and whose case has been closed.	Telephone survey of closed ASB cases during 2014

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/031	Percentage of people satisfied with cleanliness 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	Visible Services	**PI owner**	Colin Smith
Well-being Objective	Objective 4 – Promoting sustainable development and protecting our environment	**PI escalator**	
		PI updater	Colin Smith / POS

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

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	Rate	Ratio	Other, please specify
x					

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

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
CPM/107	Percentage of Supporting People service users who confirm that the support that they have received has assisted them to maintain their independence.		

P.I. Frequency and type (mark relevant box)

Annual	X	Quarterly (Cumulative)	

Location and Ownership of P.I. (please complete all fields)

Service Area	Supporting People	**PI owner**	Mike Ingram
Wellbeing-Objective	1 – Reducing poverty and social exclusion	**PI escalator**	Pam Toms
	8 – Safeguarding those who are vulnerable and promoting independent living	**PI updater**	Kate Hollinshead

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

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.

PI Definition

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.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

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.

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
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.

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/112	Percentage of Supporting People clients satisfied with the support they have received.		

P.I. Frequency and type (mark relevant box)

Annual		X	Quarterly (Cumulative)	

Location and Ownership of P.I. (please complete all fields)

Service Area	Housing Services	**PI owner**	Mike Ingram
Well-being Objective	1 – Reducing poverty and social exclusion	**PI escalator**	Pam Toms
	8 – Safeguarding those who are vulnerable and promoting independent living	**PI updater**	Kate Hollinshead

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

To ensure the support being provided is person centres and meeting the individual needs of the service users.

PI Definition

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.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

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.

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/124	Percentage of domestic abuse victims that report that they feel safer as a result of target hardening.		

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 and Building service	PI owner	Mike Ingram
Wellbeing-Objective	To reduce crime and fear of crime to make the Vale a safe and secure environment for its residents, businesses and visitors.	PI escalator	Deb Gibbs
		PI updater	Deb Gibbs

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

To measure the effectiveness in making victims of domestic violence feel safer after target hardening has been put in place

PI Definition

Percentage of domestic abuse victims that report that they feel safer as a result of target hardening.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

Numerator – The number of domestic abuse victims that receive target hardening reporting they feel safer
Denominator – The total number of evaluations received from victims that have received target hardening

Numerator / Denominator x 100

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Victims who have not received target hardening	Victims who have received target hardening	Community Safety

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/130	Number of homeless households per 1,000 population		
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**	Mike Ingram
Wellbeing-Objective	Objective 2 – Providing decent homes and safe communities	**PI escalator**	Mike Ingram
		PI updater	Ian Jones

Section 2	HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)	
To ensure service provision and development meets the housing demand across the Vale of Glamorgan	
PI Definition	
Total number of Statutory S73 & S75 decisions as determined by the Housing (Wales) Act 2014	

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	X				

Calculation Method/ Formula Used

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

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
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		

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/135	Rate of all offences per 1,000 population		
P.I. Frequency and type (mark relevant box)			
Annual	x	**Quarterly (Cumulative)**	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Housing and Building service	**PI owner**	Mike Ingram
Wellbeing-Objective	To reduce crime and fear of crime to make the Vale a safe and secure environment for its residents, businesses and visitors.	**PI escalator**	Deb Gibbs
		PI updater	Deb Gibbs

Section 2	HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)	

To measure the rate of crimes that occur in the Vale of Glamorgan

PI Definition

Rate of all offences per 1,000 population in the Vale of Glamorgan.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
			x		

Calculation Method/ Formula Used

Numerator – number of crimes reported in the Vale
Denominator – Population in the Vale

N/DX1000

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Non recorded crimes	All recorded crimes	South wales Police

Log of changes made to the definition or collection system

Description of change made	Date of change
N/A	**N/A**

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
CPM/151	Percentage reduction in business mileage undertaken by Council pool car fleet.		

P.I. Frequency and type (mark relevant box)

Annual		X	Quarterly (Cumulative)	

Location and Ownership of P.I. (please complete all fields)

Service Area	Environment and Housing	PI owner	Jo Lewis
Wellbeing-Objective	Wellbeing Outcome 2: An Environmental responsible and prosperous Vale. Objective 4: Promoting sustainable development and protecting our environment.	PI escalator	Jo Lewis
		PI updater	Jo Lewis

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

Promoting sustainable development and protecting our environment

PI Definition

Vale of Glamorgan Council – Transportation Saving Programme – Pool Cars Scheme was identified as part of this project implementation.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

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.

XXXXX plus XXXXX = XXXX = total mileage for the year

(Total mileage for the year – total mileage the previous year)/total mileage for the previous year x 100

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/154	Percentage of Council Street Lights that are LED		
P.I. Frequency and type (mark relevant box)			
Annual		**Quarterly (Cumulative)**	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Neighbourhood Services - Operations	**PI owner**	Emma Reed
Wellbeing-Objective	04	**PI escalator**	
		PI updater	Anthony Rosser

Section 2	HOW IS THE INDICATOR COLLECTED?	
Purpose of the measure (Why is it important to collect this measure?)		
Conversion of the Council's street lights to LED will benefit the environment be reducing Co2 emissions and energy costs.		
PI Definition		
The percentage of council street lights that have been converted to LED lanterns.		
Unit of measure (Please put an X in the appropriate box)		

Percentage Number Average Rate Ratio Other, please specify

| X | | | | |

Calculation Method/ Formula Used		
N: Number of LED Lights / D:Total No of Street Lights x 100		
What/who is excluded from the definition?	**What/who is included in the definition?**	**Where is the information obtained from?**
N / A	N / A	Yotta/Mayrise Database
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/155	Satisfaction with public transport including a) accessibility and b) road safety.		

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 and Transport	**PI owner**	Emma Reed
Wellbeing-Objective	4 - Promoting sustainable development and protecting our environment.	**PI escalator**	
		PI updater	Kyle Phillips

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

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
X					

Calculation Method/ Formula Used

The number of surveyed residents who answer a range of questions relating to public transport as very satisfied or fairly satisfied/ 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/159	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

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: **M2**

| | X | | | |

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		
P.I. Ref.	**P.I. Description**		
CPM/161	Value of investment levered into the Council that is dedicated to transport improvement schemes.		
P.I. Frequency and type (mark relevant box)			
Annual	X	**Quarterly (Cumulative)**	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Environment and Housing	**PI owner**	Emma Reed
Wellbeing-Objective	WBO2: An environmentally responsible and prosperous Wales	**PI escalator**	
		PI updater	Kyle Phillips

Section 2	HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)	
To identify the amount of money the Council is successful in bidding for on an annual basis in order to put in transport improvement schemes.	
PI Definition	
Money spent on transport improvement schemes	

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	X				

Calculation Method/ Formula Used

Total amount of expenditure on transport improvement schemes.

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
	Grant Funding (Local Transport Fund, Active Travel, Ad-hoc grants, Metro, etc.)	Money allocated following application for schemes

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	Number of beach awards achieved.			
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		**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
	x				

Calculation Method/ Formula Used

Number of beaches within the area that win an award

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
	Beaches or Marinas within the Vale of Glamorgan	Keep Wales Tidy

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	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	Emma George

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
X					

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

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Respondents from any other local authority in Wales	Respondents from the Vale of Glamorgan	National Survey Wales

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	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	Parks	**PI owner**	Emma Reed
Wellbeing-Objective	Objective 7: Encouraging and promoting active and healthy lifestyles.	**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?)		
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

	x				

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/246	Number of new Council Homes developed.			
P.I. Frequency and type (mark relevant box)				
Annual		Annual	**Quarterly (Cumulative)**	
Location and Ownership of P.I. (please complete all fields)				
Service Area	Environment and Housing		**PI owner**	Andrew Treweek
Wellbeing-Objective	Well-being Outcome 1: An inclusive and safe Vale Objective 2: Providing decent homes and safe communities.		**PI escalator**	Richard Stopgate
			PI updater	Andrew Freegard

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

This measure is collated to monitor and report the number of new Council house completions during the financial year. It has significant impact on the Welsh Governments commitment to provide 20,000 new homes during the current term. This measure also demonstrates the Councils ability to directly increase the supply of social housing in the Vale of Glamorgan and meets specific need within the Vale of Glamorgan.

PI Definition

The number of new Council House completions achieved during the year. This will include all homes which have been completed ready for let during the financial year. This will not include homes which are commenced or partially complete prior to handover.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	X				

Calculation Method/ Formula Used

Number of homes completed and handed to the Council ready for letting. The number calculated is based on individual living units, e.g. each house or flat as a separate unit of living accommodation.

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Homes not returned to the Council ready for letting.	Homes returned to the Council and ready for letting or those which have been let.	Development team completion returns

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/247	Number of new Council Homes Acquired.			
P.I. Frequency and type (mark relevant box)				
Annual		Annual	**Quarterly (Cumulative)**	
Location and Ownership of P.I. (please complete all fields)				
Service Area	Environment and Housing		**PI owner**	Andrew Treweek
Wellbeing-Objective	Well-being Outcome 1: An inclusive and safe Vale		**PI escalator**	Richard Stopgate
	Objective 2: Providing decent homes and safe communities.		**PI updater**	Andrew Freegard

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

This measure is collated to monitor and report the number of prebuilt homes acquired during the financial year This measure demonstrates the Councils ability to directly increase the supply of social housing in the Vale of Glamorgan and meets specific need within the Vale of Glamorgan.

PI Definition

The number of acquisition of homes already constructed and added to the Council's housing stock during the year.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	X				

Calculation Method/ Formula Used

Number of homes acquired from the private sector market either advertised for sale or purchased directly from developers, with all conveyancing documents exchanged with the Council being in a position to let. The number calculated is based on individual living units, e.g. each house or flat as a separate unit of living accommodation.

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Homes not conveyed to the Council ready for letting.	Homes where contracts have been exchanged and the property is now owned by the.	Development team completion returns

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/250	Percentage of pupils achieving the expected outcome at the end of the Foundation Phase		

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 & Skills	PI owner	Morwen Hudson
Wellbeing-Objective	To support and challenge schools and settings to improve the range and quality of teaching and learning in order to increase student 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

All pupils in their final year of Foundation Phase must be assessed through teacher assessments. Head teachers are responsible for reporting results for all learners on their school roll as at the second Tuesday in May – the 'specified date'.

Most pupils will be seven years old at the end of Foundation phase. The general expectation is that the majority of seven year olds will achieve Outcome 5 in each mandatory area of learning.

In the Foundation Phase, the mandatory areas of learning are:

- Personal and social development, well-being and cultural diversity (PSD);
- Language, literacy and communication skills (in English (LCE) or Welsh (LCW));
- Mathematical development (MDT).

This measures pupils achieving Outcome 5 or above in each of the mandatory areas of learning in combination at the end of the Foundation Phase This is known as the Foundation Phase Indicator.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

Numerator: Number of pupils achieving the expected outcome at the end of the Foundation Phase
Denominator: Number of pupils in the final year of Foundation Phase

Calculation: Numerator/Denominator x 100

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.	All Y2 pupils including those from Special schools and pupils referral unit.	Schools

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/258	**Satisfaction with public transport in the Vale of Glamorgan**			

P.I. Frequency and type (mark relevant box **X**)

Annual	X	Quarterly (Cumulative)	

Location and Ownership of P.I. (please complete all fields)

Service Area	Neighbourhood Services and Transport	PI owner	Emma Reed
Wellbeing-Objective	Objective 4: Promoting sustainable development and protecting our environment	PI escalator	Kyle Phillips
		PI updater	Andrew Eccleshare

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

To gauge public opinion of public transport provision in the Vale of Glamorgan

PI Definition

Percentage of residents satisfied with public transport provision in the Vale of Glamorgan

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

Annual Survey Data

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
n/a	Residents surveys	Annual VOG Public Opinion Survey

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/259	Number of tenancies maintained 6 months after receiving money advice			
P.I. Frequency and type (mark relevant box **X**)				
Annual		x	**Quarterly (Cumulative)**	
Location and Ownership of P.I. (please complete all fields)				
Service Area	Housing		**PI owner**	Pam Toms
Wellbeing-Objective	Reducing poverty and social exclusion		**PI escalator**	Pam Toms
			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 effectiveness of the Money Advice service, particularly in respect of supporting and maintaining tenancies		
PI Definition		
Number of tenancies maintained 6 months after receiving money advice		
Unit of measure (Please put an X in the appropriate box)		

Percentage   Number   Average   Rate   Ratio   Other, please specify

           x

Calculation Method/ Formula Used		
Uncalculated measure - Run OHMS report of tenants who have received money advice in a rolling 12 month period. - Exclude tenancies which have ceased within 6 months of receiving 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 report
	Tenancies which have lasted 6 months or more	

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

Learning & Skills

Reference	CPM/034
Indicator	The percentage of school days lost due to fixed-term exclusions during the academic year, in: a) Primary schools b) Secondary schools
Guidance	A fixed-term exclusion means that a definite date of return to the same school has been given. The exclusion period can last between 0.5 and 45 school days. Include any half day fixed term exclusions. Do not include: • Lunchtime exclusions. • Exclusions from PRUs or special schools. • Part time pupils 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. 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.
Calculation	Parts a) and b) **Numerator:** 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. **Denominator:** The total number of school days possible for all pupils **Formula:** <u>Numerator</u> x 100 Denominator

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
CPM/005	The percentage of FSM pupils at Key Stage 2 who achieved the expected standard in Maths.		

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	To support and challenge schools and settings to improve the range and quality of teaching and learning in order to increase student 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 FSM pupils at Key Stage 2 who achieved the expected standard in Maths.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

The number of Y6 FSM pupils at Key Stage 2 who achieved the expected standard in Maths./ The number of Y6 FSM 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 Non FSM pupils.	All Y6 FSM pupils including those from Special schools	Schools

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	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**	David Davies
Well-being Objective	5 – Raising overall standards of achievement		**PI escalator**	
			PI updater	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 x		
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 schools	30/09/16	

Reference	CPM/038 and CPM/039
Indicator	The percentage of final statements of special education need issued within 26 weeks: a) Including exceptions; and b) Excluding exceptions
Guidance	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. Children have a learning difficulty if they: • Have a significantly greater difficulty in learning than the majority of children of the same age • 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 • Are under compulsory school age and fall within either definition above or would do so if special educational provision was not made for them Special educational provision means: • 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 • For children under 2, educational provision of any kind 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. 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. 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: • A request is made for an assessment by the child's school or setting • A request is made for an assessment by the child's parent • A referral is made by another agency 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. 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: • Exceptional personal circumstances affect the child or the child's parent/guardian during the 26 week period • 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 • 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 • 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; • 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

	• 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 • 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 • 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 • 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 • 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 • 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. 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. For both parts exclude amendments to existing statements from this indicator.
Calculation	Part a) **Numerator:** 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 **Denominator:** The total number of pupils for whom statements of special educational needs were issued for the first time during the year, including exceptions **Formula:** $\frac{\text{Numerator} \times 100}{\text{Denominator}}$ Part b) **Numerator:** 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 **Denominator**: The total number of pupils for whom statements of special educational needs were issued for the first time during the year, excluding exceptions **Formula:** $\frac{\text{Numerator} \times 100}{\text{Denominator}}$
Validation	Indicator values that seem particularly high or low compared with the all Wales dataset for the previous year will require an explanation. 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.

Section 1	PERFORMANCE INDICATOR DETAILS

P.I. Ref.	P.I. Description
CPM/041	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.

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
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 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.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

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

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 non FSM pupils.	All FSM Y11 pupils including those from Special schools and PRUs	Schools
Non-FSM pupils	FSM pupils	

Log of changes made to the definition or collection system

Description of change made	Date of change
Amended for 15/16 year old to year 11 pupils	**08/09/2017**

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
CPM/042	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.		

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

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.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

Number 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./ The number of Y11 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 FSM pupils.	All Non FSM Y11 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**
Amended from 15/16 year old to year 11 pupils	**08/09/2017**

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

Section 2	HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)	
This is measure used by Welsh government and Estyn to judge service delivery success.	
PI Definition	
The % of learners enrolled that successfully achieve the qualification.	

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

Calculation is done by WG Lifelong Learning Wales Record (LLWR) database

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Those adult learners who are not sitting qualifications	All adult learners taking Qualifications	Lifelong Learning Wales Record (LLWR) database

Log of changes made to the definition or collection system

Description of change made	Date of change
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	The percentage of all pupils at Key Stage 2 who achieve the expected standard in English.		
CPM/045	The percentage of FSM pupils at Key Stage 2 who achieve the expected standard in English.		
CPM/046	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**	Morwen Hudson
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
x					

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.

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.	All Y6 pupils including those from Special schools and pupils referral unit.	Schools

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/047	The percentage of all pupils at Key Stage 2 who achieve the expected standard in Maths.		

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
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: Maths (All)

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

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: Maths (All). / The total number of pupils assessed at the end of KS2, in schools maintained by the LA x 100

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.	All Y6 pupils including those from Special schools and pupils referral unit.	Schools

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/048	The percentage of non FSM pupils at Key Stage 2 who achieve the expected standard in Maths.		
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 non FSM pupils at Key Stage 2 who achieve the expected standard in Maths.	

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

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

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. Y6 FSM pupils.	All Y6 non FSM pupils including those from Special schools	Schools

Log of changes made to the definition or collection system

Description of change made	Date of change
New separate template created from CPM/047	08/09/2017

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
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.		
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 pupils (including LAC) 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 — x Number Average Rate Ratio Other, please specify		
Calculation Method/ Formula Used		
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.		
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.	All Y11 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	**08/09/2017**	

PERFORMANCE INDICATOR DETAILS		
Section 1		
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

x

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

P.I. Ref.	P.I. Description
CPM/051	Number of visits to public libraries during the year per 1,000 population

P.I. Frequency and type (mark relevant box)

Annual		Quarterly (Cumulative)		✓

Location and Ownership of P.I. (please complete all fields)

Service Area	Learning & Skills	PI owner	Phil Southard
Wellbeing-Objective	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?)

To monitor the activity and performance of our public libraries.

PI Definition

Visits to public libraries include:
- physical visits to libraries, including mobile libraries;
- virtual visits; and
- physical visits to other service points.

Other service points are spaces which allow access by the general public, and as a minimum, provide a staffed information point, stock loan facilities and a public access terminal linked to the internet (but not organisations for a limited number of people or closed communities).

This excludes visits to libraries run by external trusts or community councils where the authority is NOT formally contracting for the provision of services.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	✓				

Calculation Method/ Formula Used

Numerator/Denominator x 1,000

Numerator = Number of visits to public libraries during the year
Denominator = Total population

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Exclude any visits to external trust or community council run libraries where the authority is NOT formally contracting for the provision of services. In other words community council OWNED and run libraries are NOT considered part of local authority provision, and usage of them should be excluded.		Local Authority. Mid-year Population Estimates, Office for National Statistics.

Log of changes made to the definition or collection system

Description of change made	Date of change
Conversion from PAM/016 to Local Measure	April 2018

Section 1	PERFORMANCE INDICATOR DETAILS			
P.I. Ref.	**P.I. Description**			
CPM/091	Percentage of schools judged good or better by Estyn (in all 5 judgements)..			
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
Well-being Objective	5 – Raising overall standards of achievement		**PI escalator**	
			PI updater	Jacquie Jones

Section 2	HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)	
To ensure that all students are in receipt of the very best education available.	
PI Definition	
The percentage of schools inspected by Estyn during the year which were judged good or better.	
Unit of measure (Please put an X in the appropriate box)	

Percentage   Number   Average   Rate   Ratio   Other, please specify

| x | | | | |

Calculation Method/ Formula Used

= The number of schools inspected by Estyn during the year judged to be good or better in all 5 judgements/ The total number of schools inspected by Estyn during the year x 100

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
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.

Log of changes made to the definition or collection system

Description of change made	Date of change
Change in light of new Estyn inspection framework which has 5 judgements.	**19/6/2018**

Section 1	PERFORMANCE INDICATOR DETAILS			
P.I. Ref.	**P.I. Description**			
CPM/092	Percentage of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths			
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 & Skills		**PI owner**	Morwen Hudson
Wellbeing-Objective	To support and challenge schools and settings to improve the range and quality of teaching and learning in order to increase student 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

This includes all pupils who were registered as being on roll in Year 11 in a local authority maintained or funded school on the day of the annual school census in January. This includes pupil referral units (PRUs) and pupils educated other than at school (EOTAS) who did not attend a PRU.

Achieving the Level 2 threshold is equivalent to achieving 5 GCSEs at grade A*-C. The Level 2 inclusive threshold includes a GCSE grade A*-C in English or Welsh first language and Mathematics.

Any examinations achieved before the pupil is in Year 11 will be held back and included in the school year in which the pupil enters Year 11.

Only qualifications awarded up to the 31 August are included. New awards after that date, as well as any re-sits or re-marks after that date, are not included.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

Numerator: Number of Year 11 pupils achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths

Denominator: Number of pupils in Year 11
Calculation: Numerator/Denominator x 100

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.	All Y11 pupils including those from Special schools, pupil referral units and EOTAS provisions.	Welsh Government

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/167b	The percentage of young people who are known not to be in education, employment or training at Year 12.		
CPM/167c	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
x					

Calculation Method/ Formula Used

b) 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

c) 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

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/168a	Percentage of Y11 pupils achieving 5 or more GCSE at grades A* to A for all pupils.			

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

Percentage of Y11 pupils achieving 5 or more GCSE at grades A* to A for all pupils.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

The number of Y11 pupils achieving 5 or more GCSE at grades A* to A for all pupils / The number of Y11 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.	All Y11 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 – specifies year 11 instead of 15/16 year olds	08/09/2017

PERFORMANCE INDICATOR DETAILS

Section 1

P.I. Ref.	P.I. Description
CPM/168b	Percentage of Y11 FSM pupils achieving 5 or more GCSE at grades A* to A.

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

Percentage of Y11 FSM pupils achieving 5 or more GCSE at grades A* to A

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

The number of Y11 FSM pupils achieving 5 or more GCSE at grades A* to A for all pupils / The number of Y11 FSM 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 Non FSM pupils	All Y11 FSM 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 – specifies year 11 pupils instead of 15/16 year olds	08/09/2017

Section 1	PERFORMANCE INDICATOR DETAILS			
P.I. Ref.	**P.I. Description**			
CPM/168c	Percentage of Y11 Non FSM pupils achieving 5 or more GCSE at grades A* to A.			
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

Percentage of Y11 Non FSM pupils achieving 5 or more GCSE at grades A* to A.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

The number of Y11 Non FSM pupils achieving 5 or more GCSE at grades A* to A for all pupils / The number of Y11 Non FSM 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 FSM pupils.	All Y11 Non FSM 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

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
CPM/170	Percentage of users showing satisfaction with a Families First service accessed.		

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**	David Davies
Wellbeing-Objective	1 – Reducing poverty and social exclusion	**PI escalator**	Mark Davies
	5 - Raising overall standards of achievement	**PI updater**	Sarah Thomas
	8 – Safeguarding those who are vulnerable and promoting independent living		

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

To monitor the percentage levels of users satisfaction with the quality and delivery of all Families First Services

PI Definition

Number of users benefitting from a Families First service:
  a) children and young people
  b) families
  c) professionals

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

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

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
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	

Log of changes made to the definition or collection system

Description of change made	Date of change
Escalator and Updater have been updated	13/09/2017

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

Section 2	HOW IS THE INDICATOR COLLECTED?	
Purpose of the measure (Why is it important to collect this measure?)		
To note our contribution to the Welsh Government's Million Welsh Speakers Goal.		
PI Definition		
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.		
Unit of measure (Please put an X in the appropriate box)		

Percentage   Number   Average   Rate   Ratio   Other, please specify

	x				

Calculation Method/ Formula Used		
Verified data from LLWR Lifelong Learning Wales Record		
What/who is excluded from the definition?	**What/who is included in the definition?**	**Where is the information obtained from?**
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

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/196	Percentage of Council catered schools that offer healthy food options.		
P.I. Frequency and type (mark relevant box)			
Annual	X	**Quarterly (Cumulative)**	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Catering	**PI owner**	Paula Ham
Wellbeing-Objective	7 – Encouraging and promoting active and healthy lifestyles	**PI escalator**	Trevor Baker
		PI updater	Carole Tyley

Section 2	HOW IS THE INDICATOR COLLECTED?	
Purpose of the measure (Why is it important to collect this measure?)		
Ensure all schools are offering healthy foods to pupils based on the Healthy Eating in Schools Regulations (Wales) 2013		
PI Definition		
Percentage of Council catered schools that offer healthy food options		
Unit of measure (Please put an X in the appropriate box)		
Percentage — x Number Average Rate Ratio Other, please specify		
Calculation Method/ Formula Used		
What/who is excluded from the definition?	**What/who is included in the definition?**	**Where is the information obtained from?**
Schools not in the local authority catering contract	All schools in the local authority contract	Menus prepared and offered by the catering service
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/261	The percentage of young people in contact with the youth service who achieve an accredited outcome		
P.I. Frequency and type (mark relevant box **X**)			
Annual	x	**Quarterly (Cumulative)**	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Youth Service	**PI owner**	Martin Dacey
Wellbeing-Objective	Raising overall standards of achievement	**PI escalator**	
		PI updater	Tara Reddy

Section 2	HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)	
To raise overall standards of achievement	

PI Definition

The number of individual young people registered on our information system as active during the year within any youth service project (i.e. for whom a name, address and date of birth was known).

Locally recognised awards are those successfully completed that are not part of the national programme and assessed locally, for example: individual modules of DofE or PSD; Mayor's Awards; In-house Certification; Children/Youth University; and John Muir Award

Nationally recognised accreditations are those successfully completed under nationally recognised programmes that are assessed and verified, for example: BELA; Agored Cymru/OCN; ASDAN; DofE and Personal Social Development (PSD)

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

Numerator: The number of individual young people who have achieved one or more locally or nationally recognised accreditations

Denominator: The number of individual young people registered on our information system as active during the year within a youth service project (i.e. for whom a name, address and date of birth was known)

Calculation: Numerator/Denominator x 100

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Anonymous youth service attendees	All active young people registered as attending youth service activity	Youth service information systems
	Locally and nationally recognised awards as listed above	Youth service information systems

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

Resources

Section 1	PERFORMANCE INDICATOR DETAILS

P.I. Ref.	**P.I. Description**
CPM/001	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**	TBC
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?)

To ensure that our services are offered to customers in a variety of ways to suit their individual needs.
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.
To ensure that customer enquiries are dealt with as quickly and efficiently as possible.
To increase the number of customers who use the lowest cost, most appropriate method for their enquiry.

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
x					

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

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/002	The percentage of customers who are satisfied with access to services across all channels.	

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**	
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?)	

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.

PI Definition

The percentage of customers who are satisfied with access to services across all channels. Based on information obtained from our customer satisfaction survey.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

= 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

Log of changes made to the definition or collection system	
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/006 (CAM/037)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.		
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**	Lorna Cross
Wellbeing-Objective	Objective 4: Promoting sustainable development and protecting our environment	**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?)	

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.

PI Definition

The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

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.

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Public buildings with gross internal floor areas less than 1000 m² are included	Public buildings with gross internal floor areas greater or equal to 1000 m² are included	Information obtained from approved energy assessors and the Council Energy Manager

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/007	Percentage of service desk calls/tickets resolved within agreed timescales.		
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**	Nick Wheeler
Well-being Objective	Corporate Health	**PI escalator**	Andrew Brain
		PI updater	Andrew Brain

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

To determine how effective the ICT service desk is in processing tickets and providing an IT solution for customers.

PI Definition

Proportion of all ICT Service Desk tickets (priority 1 -5) resolved within agreed timescales.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

Numerator: Number of calls to service desk (priority 1 - 5) processed within agreed timescales
Denominator: Total number of calls to the service desk (priority 1 – 5) processed

Numerator / Denominator x 100

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

Log of changes made to the definition or collection system

Description of change made	Date of change
Change from Calls to Tickets due to new system implementation	01/12/2014
Numerator updated to include all calls priority 1-5 as recommended in the internal audit report dated 21/01/2019	04/04/2019

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
CPM/008	Percentage of service availability of the top 20 ICT systems during core working hours.		

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**	Nick Wheeler
Well-being Objective	Corporate Health	**PI escalator**	
		PI updater	Emma Williams

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

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.

PI Definition

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.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

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

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/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
X					

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 that 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		
P.I. Ref.	**P.I. Description**		
CPM/145	Number of visitors to Barry Island weekender events		

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**	Marcus Goldsworthy
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?)

To record and monitor levels of interest in the 'Barry Island Weekender Events' to assist in future event planning.

PI Definition

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.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	x				

Calculation Method/ Formula Used

Estimated total based on headcounts at events. Verified by security and police presence if applicable.

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	Tourism & Events team data collection

Log of changes made to the definition or collection system

Description of change made	Date of change
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		
P.I. Ref.	**P.I. Description**		
CPM/153	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**	Carys Lord
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?)

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.
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.

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
x					

Calculation Method/ Formula Used

= 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

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
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.

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/222	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**	TBC
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
x					

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.

Log of changes made to the definition or collection system

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/021	The percentage of householder planning applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of 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

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.

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'.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

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/026	Percentage of customers who have received a Disabled 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	Elen Keen
Wellbeing-Objective	**Objective 2** – Providing decent homes and safe communities	PI escalator	
		PI updater	Fiona Lambert

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.

PI Definition

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

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

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

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/065	The total number of subscribers to Vale Connect.		

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**	
Well-being Objective	1 – Reducing poverty and social exclusion	**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?)	

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.

PI Definition

The number of subscribers to Vale Connect on the last day of the given quarter.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	x				

Calculation Method/ Formula Used

Exact value.

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
N/A	All topic subscribers (public)	GovDelivery website

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/230	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.		

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**	Phil Chappel
Well-being Objective	3 - Promoting regeneration, economic growth and employment	**PI escalator**	
		PI updater	Phil Chappel

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
x					

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
Owner and updated changed	06/06/2019

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
CPM/076	Percentage of residents who are satisfied with communication from 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**	TBC
Well-being Objective	Corporate Health	**PI escalator**	
		PI updater	Robert Jones

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

Research suggests that if a council communicates well, this has a significant, positive impact on its reputation. The measure helps the council, and in particular its communications unit, judge the effectiveness of it communications with residents.

PI Definition

This measure represents the number of people who are satisfied with the quality of information provided by the Council.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

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 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.

Log of changes made to the definition or collection system

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/077	Percentage of black, minority and ethnic respondents to corporate consultations and engagement exercises		
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**	TBC
Wellbeing-Objective	Objective 6 – Valuing culture and diversity 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?)	
To ensure that the Council's effectively engages all Vale residents in decision making.	
PI Definition	
Percentage of black, minority and ethnic respondents to corporate consultations and engagement exercises.	

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

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.

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
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.

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/078	Average vacancy rate in the Vale's main town centres		
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 and Planning)	**PI owner**	Phil Chappel
Wellbeing-Objective	Objective 3 – Promoting regeneration, economic growth and employment	**PI escalator**	
		PI updater	Russ Watts / Nia Hollins

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

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

- It is important to closely monitor how much of this space is either occupied or vacant.
- An annual survey is undertaken between July and September by a part time surveyor
- Summary spreadsheet is provided to the Senior Research Officer (Visible Services and Transport) for analysis.
- General Guidance:
- 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.
- These key shopping areas are reported as part (b) (i); (ii); (iii) etc and can be identified below.
- This guidance is common to all elements of the PI.

The Vale of Glamorgan has main shopping centres at the following locations:

Centre Type   **Location**

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
X					

Calculation Method/ Formula Used

The areas are recorded in a table under the following headings:

- Area vacant (i.e. floor area of unoccupied retail building)
- Percentage of total area ~(this will be the area vacant expressed as a percentage of the total retail area available at that particular location)
- Total area (total area available in the particular location)

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			
P.I. Ref.	**P.I. Description**			
CPM/079	Number of facilitated visits to country parks and heritage coast			

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	Phil Chappel
Wellbeing-Objective	Objective 4 – Promoting sustainable development and protecting our environment	PI escalator	
		PI updater	Steve Pickering

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

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.

PI Definition

- 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)
- Cosmeston Medieval Village is a reconstruction of a 14th century Welsh village and offers visitors the chance to step back in time and discover medieval life.
- Porthkerry Country park has a variety of habitats covering 10ha of land, consisting of woodland, meadows, ponds and amenity grassland.
- 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.
- 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.
- They also work closely with local volunteer/community groups and run environmental events for the public.
- Visitor numbers are recorded and monitored for feedback and forward planning purposes.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	X				

Calculation Method/ Formula Used

Number of visitors are extracted from site visitor records.

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
none	This relates to facilitated visits, so are prebooked activities. All such prebooked activities are included	Booking information

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/080	Percentage of customer satisfaction with country 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	Resources (Regeneration & Planning)	**PI owner**	Phil Cahppel
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
X					

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/081	Number of communities/groups supported to lead on the delivery of community projects.		
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**	Phil Chappell
Wellbeing-Objective	Objective 1 – Reducing poverty and social exclusion	**PI escalator**	
		PI updater	TBC

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

	X				

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**

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**	
		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
	X				

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 specified period	Twitter

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/086	Average daily reach of Vale of Glamorgan Life Facebook page.		

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	
		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
	X				

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

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	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**	Phil Chappel
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

- STEAM, an acronym for Scarborough Tourism Economic Activity Monitor.
- The survey was first developed as a concept in Canada in 1983.
- It is owned by Global Tourism Solutions (UK) Ltd.
- Most of the 22 local authorities within Wales are signed up to STEAM.
- 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
- The VOG Tourism Section supplies raw data to Global Tourism Solutions, for input into the STEAM model.
- Annual reports issued in May of each year, for the preceding year for Jan-Dec (i.e. May 2006 report contains data for 1st Jan – 31st Dec 2005)

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	X				

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/088	Percentage of customers satisfied with the Heritage Coast Project

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	Phil Chappel
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
X					

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	Public satisfaction with facilities on Barry Island where they are rated as 'Good' or 'Excellent'.

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	Phil Chappel
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
x					

Calculation Method/ Formula Used

Numerator = the number of visitors whose overall level of expectation was either reached/better than expected/far exceeded (Q1 of survey)

Denominator = the total number of responses received from visitors regarding their expectations with Barry Island (Q1 of survey)

X 100

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/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**	Phil Chapel
Wellbeing-Objective	Objective 6: Valuing culture and diversity.	**PI escalator**	
		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.	

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

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	Various sources such as team held spreadsheet and an online system

Log of changes made to the definition or collection system

Description of change made	Date of change
No longer exclusively online training	**24/05/2018**

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
CPM/206	Percentage of Telecare customers satisfied with the Telecare monitoring service		

P.I. Frequency and type (mark relevant box)

Annual		X	Quarterly (Cumulative)	

Location and Ownership of P.I. (please complete all fields)

Service Area	Customer Relations	PI owner	Tony Curliss
Wellbeing-Objective	Objective 8 – Safeguarding those who are vulnerable and promoting independent living	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?)

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.

PI Definition

The measure is calculated using annual survey responses of Telecare customers.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

=(number of respondents who report being satisfied with the service / 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?
	All Telecare customers	Survey Responses

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/210	Employee turnover (Voluntary)		

P.I. Frequency and type (mark relevant box)

Annual		Quarterly (Cumulative)	X

Location and Ownership of P.I. (please complete all fields)

Service Area	Human Resources	PI owner	Adrian Unsworth
Wellbeing-Objective	3: Promoting regeneration, economic growth and employment	PI escalator	
		PI updater	Gareth Pritchard

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

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.

PI Definition

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)

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

= 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

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Non-Vale employees and Agency workers	Employees	Oracle

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/211	Percentage of staff appraisals complete		

P.I. Frequency and type (mark relevant box)

Annual		X	Quarterly (Cumulative)	

Location and Ownership of P.I. (please complete all fields)

Service Area	Human Resources	PI owner	Adrian Unsworth
Wellbeing-Objective	3: Promoting regeneration, economic growth and employment	PI escalator	
		PI updater	Gemma Williams

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

To monitor the completion of PDR/ TDRs with all Corporate staff across the Council.

PI Definition

The percentage of employees (corporate only) who have had an appraisal (#itsaboutme) conducted within the year if they are eligible (e.g. leavers).

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

= Number of #itsaboutme (formally PDRs) / #itsaboutus (formally TDRs) that have been returned that have been accounted for / Average Headcount across the Council x 100

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
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)	

Log of changes made to the definition or collection system

Description of change made	Date of change
Named updater changed and description updated to reflect the new staff appraisal method of #itsaboutme for the old method of PDRs	19/09/2017
Change in updater	30/05/2018

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

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

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.

PI Definition

The number of working days/shifts per full time equivalent (FTE) local authority employees lost due to short term sickness absence.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	X				

Calculation Method/ Formula Used

= Total number of short term working days/shifts lost to sickness absence / Average number of full-time equivalent (FTE) employees

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Non-Vale employees and Agency workers	Employees	Oracle

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/213	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to long term sickness absence		
P.I. Frequency and type (mark relevant box)			
Annual		**Quarterly (Cumulative)**	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Human Resources	**PI owner**	Adrian Unsworth
Wellbeing-Objective	Corporate Health	**PI escalator**	
		PI updater	Gareth Pritchard

Section 2	HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)	

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.

PI Definition

The number of working days/shifts per full time equivalent (FTE) local authority employees lost due to long term sickness absence.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	X				

Calculation Method/ Formula Used

= Total number of long term working days/shifts lost to sickness absence / Average number of full-time equivalent (FTE) employees

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
Non-Vale employees and Agency workers	Employees	Oracle

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	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?
Purpose of the measure (Why is it important to collect this measure?)	

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

PI Definition

The percentage of revenue expenditure incurred

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

Actual revenue expenditure / Annual revenue 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 revenue expenditure	Revenue 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/215	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
X					

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	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?

Purpose of the measure (Why is it important to collect this measure?)

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

PI Definition

The percentage of the annual savings target achieved

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

Actual savings achieved / Annual savings target 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 approved saving targets	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/217	Performance against agreed Reshaping Services 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	Finance	**PI owner**	TBC
Wellbeing-Objective	Corporate Health	**PI escalator**	
		PI updater	Tom Bowring

Section 2	HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)	

To enable the monitoring of savings associated with the Reshaping Services Programme and identify where any remedial action is required.

PI Definition

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.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

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 Reshaping Services Programme within the year	Accountancy, budget monitoring reports, all projects summary highlights report.

Log of changes made to the definition or collection system

Description of change made	Date of change
04/05/2018	**Owner changed**

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
CPM/219	Percentage of Council contracts engaged in via the National Procurement Service framework.		
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
Well-being Objective	Corporate Health	**PI escalator**	
		PI updater	Yvette Campbell

Section 2	HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)	

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 & NPS have a pipeline of future new frameworks)

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
X					

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
04/05/2018	**Yvette Campbell added as updater**

Section 1	PERFORMANCE INDICATOR DETAILS			
P.I. Ref.	**P.I. Description**			
CPM/221	Number of assets transferred to the community.			
P.I. Frequency and type (mark relevant box)				
Annual		x	**Quarterly (Cumulative)**	
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	Ratio	Other, please specify
	x				

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

Section 1	PERFORMANCE INDICATOR DETAILS			
P.I. Ref.	**P.I. Description**			
CPM/223	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**	TBC
Wellbeing-Objective	Corporate Health	**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?)

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
X					

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

Section 1	PERFORMANCE INDICATOR DETAILS			
P.I. Ref.	**P.I. Description**			
CPM/226	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**	TBC
Wellbeing-Objective	Corporate Health	**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?)	
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
	X				

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 – 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**

Section 1	PERFORMANCE INDICATOR DETAILS		
P.I. Ref.	**P.I. Description**		
CPM/237	Number of additional affordable housing units granted planning permission during the year as a percentage of all additional housing units granted planning permission during the year.		
P.I. Frequency and type (mark relevant box)			
Annual	x	**Quarterly (Cumulative)**	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Regeneration and 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 monitor the number of affordable housing units granted planning permission		
PI Definition		
Housing units that are granted planning permission are defined as affordable or market units		
Unit of measure (Please put an X in the appropriate box)		

Percentage   Number   Average   Rate   Ratio   Other, please specify

| X | | | | |

Calculation Method/ Formula Used

Numerator = the number of affordable housing units granted planning permission
Denominator = total number of housing units granted planning permission

Numerator/Denominator x 100

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
	Planning applications which include 1 or more housing unit	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/238	Percentage of Dangerous Structures inspected within 1 working day of receipt.		

P.I. Frequency and type (mark relevant box)			
Annual		**Quarterly (Cumulative)**	X

Location and Ownership of P.I. (please complete all fields)

Service Area	Regeneration and 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 monitor the Councils' response to the delivery of this statutory function

PI Definition

A dangerous building or structure can be anything on or about a building or structure that may be a danger to members of the public.

This includes:

•loose or falling roof tiles

•walls or fences that are in danger of collapse

•unstable chimneys

•larger buildings that become unstable

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

Numerator = the number of dangerous structures inspected within 1 working day of receipt
Denominator = total number of dangerous structures reported to the Council

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 reports to the Council of Dangerous Structures	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/239	Percentage of Listed Building applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of 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	Regeneration and 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

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.

Listed Building applications should be determined with 8 weeks of receipt of a valid application.

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'.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
x					

Calculation Method/ Formula Used

Numerator = the number of listed building planning applications determined in time
Denominator = total number of listed building 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	Applications that affect a Listed Building	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/240	Percentage of corporate complaints that proceed to the Ombudsman stage		
P.I. Frequency and type (mark relevant box)			
Annual		**Quarterly (Cumulative)**	
Location and Ownership of P.I. (please complete all fields)			
Service Area	Customer Services / Contact Centre	**PI owner**	Tony Curliss
Wellbeing-Objective	Corporate Health	**PI escalator**	
		PI updater	

Section 2	HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)	
To be completed (not received)	
PI Definition	
To be completed (not received)	

Unit of measure (Please put an X in the appropriate box)

Percentage ☐   Number ☐   Average ☐   Rate ☐   Ratio ☐   Other, please specify

Calculation Method/ Formula Used

To be completed (not received)

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/241	Amount of s106 money secured in the financial year.		

P.I. Frequency and type (mark relevant box)

Annual		x	**Quarterly (Cumulative)**	

Location and Ownership of P.I. (please complete all fields)

Service Area	Regeneration and Planning	**PI owner**	Victoria Robinson
Wellbeing-Objective	Objective 2: Providing decent homes and safe communities – increasing the number of sustainable, affordable homes delivered within the Vale of Glamorgan. Objective 3: Promoting regeneration, economic growth and employment – Objective 4: Promoting sustainable development and protecting our environment -. Objective 5: Raising overall standards of achievement Objective 7: Encouraging and promoting active and healthy lifestyles	**PI escalator**	Marcus Goldsworthy
		PI updater	Charlotte Pugh

Section 2	HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)	
To monitor the amount of s106 money secured	
PI Definition	
S106 monies are secured via planning applications. This amount secured is recorded on a database once the s106 agreement has been signed and the decision has been issued.	

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	X				

Calculation Method/ Formula Used

Add up the amounts secured within all agreements that have been signed within the financial year

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
	All s106 agreements	S106 Officer

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/242	Amount of s106 money spent in the financial year.		

P.I. Frequency and type (mark relevant box)			
Annual	x	**Quarterly (Cumulative)**	

Location and Ownership of P.I. (please complete all fields)			
Service Area	Regeneration and Planning	**PI owner**	Victoria Robinson
Wellbeing-Objective	Objective 2: Providing decent homes and safe communities – increasing the number of sustainable, affordable homes delivered within the Vale of Glamorgan. Objective 3: Promoting regeneration, economic growth and employment – Objective 4: Promoting sustainable development and protecting our environment -. Objective 5: Raising overall standards of achievement Objective 7: Encouraging and promoting active and healthy lifestyles	**PI escalator**	Marcus Goldsworthy
		PI updater	Charlotte Pugh

Section 2	HOW IS THE INDICATOR COLLECTED?
Purpose of the measure (Why is it important to collect this measure?)	
To monitor the amount of s106 money spent	
PI Definition	
S106 monies are secured via planning applications. The Council receives these monies to implement infrastructure, services and facilities to mitigate the impacts of new development. The s106 officer then allocates the monies in accordance with the s106 protocol. Examples such as education facilities, public open space, transport improvements. The amount spent is determined at the end of each financial year	

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	X				

Calculation Method/ Formula Used

Add up the amount spent via capital and revenue accounts in the financial year (as verified by the Finance Team).

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
	All contributions spent	S106 officer

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/243	Number of downloads of the Council app

P.I. Frequency and type (mark relevant box)

Annual		Quarterly (Cumulative)	

Location and Ownership of P.I. (please complete all fields)

Service Area	Customer Services / Contact Centre	PI owner	Tony Curliss
Wellbeing-Objective	Corporate Health	PI escalator	
		PI updater	

Section 2	HOW IS THE INDICATOR COLLECTED?

Purpose of the measure (Why is it important to collect this measure?)

To be completed (not received)

PI Definition

To be completed (not received)

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify

Calculation Method/ Formula Used

To be completed (not received)

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

Social Services

Section 1	PERFORMANCE INDICATOR DETAILS		

P.I. Ref.	P.I. Description		
CPM/096	Percentage of attendance at Flying Start childcare.		

P.I. Frequency and type (mark relevant box)

Annual		X	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	Gareth Powel

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
X					

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		
P.I. Ref.	**P.I. Description**		
CPM/098	Percentage of adult service users receiving a direct payment.		

P.I. Frequency and type (mark relevant box)

Annual		**X**	**Quarterly (Cumulative)**	

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
X					

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		
P.I. Ref.	**P.I. Description**		
CPM/104	Percentage of Flying Start children achieving at least the expected outcomes (outcome 5+) for Foundation Phase.		

P.I. Frequency and type (mark relevant box)

Annual	X	Quarterly (Cumulative)	

Location and Ownership of P.I. (please complete all fields)

Service Area	Social Services	PI owner	Rachel Evans
Wellbeing-Objective	1 – Reducing poverty and social exclusion 5 – Raising overall standards of achievement	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?)

To track the performance of Flying Start pupils attainment at Foundation Phase

PI Definition

All pupils in their final year of Foundation Phase must be assessed through teacher assessments. Head teachers are responsible for reporting results for all learners on their school roll as at the second Tuesday in May – the 'specified date'.

Most pupils will be seven years old at the end of Foundation phase. The general expectation is that the majority of seven year olds will achieve Outcome 5 in each mandatory area of learning.

In the Foundation Phase, the mandatory areas of learning are:

- Personal and social development, well-being and cultural diversity (PSD);
- Language, literacy and communication skills (in English (LCE) or Welsh (LCW));
- Mathematical development (MDT).

This measures pupils achieving Outcome 5 or above in each of the mandatory areas of learning in combination at the end of the Foundation Phase. This is known as the Foundation Phase Indicator. This PI focuses on the attainment of Flying Start pupils.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

Number of Flying Start pupils achieving the expected outcome at the end of the Foundation Phase/Number of pupils in the final year of Foundation Phase x100

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
All non Flying Start pupils	Flying Start pupils in the foundation phase	National teacher assessment data collection, Welsh Government
Pupils in years other than the foundation phase		

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/111	Percentage of eligible Flying Start children that take up childcare offer.		
P.I. Frequency and type (mark relevant box)			
Annual	**X**	**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	Gareth Powell

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

Percentage of eligible Flying Start children that take up childcare offer.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

The number of offers of child care / Total number of offers of eligible child care

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

P.I. Ref.	P.I. Description
CPM/207	Percentage of care and support plans for adults that were reviewed within agreed timescales. (WG Interim Data Set)

P.I. Frequency and type (mark relevant box)

Annual		Quarterly (Cumulative)		X

Location and Ownership of P.I. (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?

Purpose of the measure (Why is it important to collect this measure?)

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 client's needs.

PI Definition

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.

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.

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.

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.

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.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

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)

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
	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 adults in the secure estate and support plans for carers.	

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/208	Percentage of care and support plans for children that were reviewed within agreed timescales. WG Interim Data Set		
P.I. Frequency and type (mark relevant box)			
Annual		**Quarterly (Cumulative)**	X
Location and Ownership of P.I. (please complete all fields)			
Service Area	Children's Services	**PI owner**	Rachel Evans
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 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 client's needs.

PI Definition

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.

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.

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.

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.

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.

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
X					

Calculation Method/ Formula Used

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)

What/who is excluded from the definition?	What/who is included in the definition?	Where is the information obtained from?
	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.	

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/209	Number of new Telecare users. (OA3)		

P.I. Frequency and type (mark relevant box)

Annual		**Quarterly (Cumulative)**	X

Location and Ownership of P.I. (please complete all fields)

Service Area	Social Services	**PI owner**	Suzanne Clifton
Well-being 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?)

Peoples independence and healthy living are promoted and sustained for as long as possible

PI Definition

The number of people over 65 who are provided with new telecare services during the year

Unit of measure (Please put an X in the appropriate box)

Percentage	Number	Average	Rate	Ratio	Other, please specify
	x				

Calculation Method/ Formula Used

Count of new users during the period

What/who is excluded from the definition?	**What/who is included in the definition?**	**Where is the information obtained from?**
People aged under 65	People over 65	C1V – PNC system

Log of changes made to the definition or collection system

Description of change made	**Date of change**