

The Vale of Glamorgan Council

Homes and Safe Communities Scrutiny Committee: 15th June 2016

Report of the Director of Environment and Housing

End of Year Performance Report 2015-16 and Target Setting for 2016-17

Purpose of the Report

1. To present end of year performance results for the period 1st April 2015 to 31st March 2016 for the Shared Regulatory Services.
2. To provide the Scrutiny Committee with an update on the developments of the Council's Performance Management Framework.
3. To present the proposed targets for improvement for 2016-17 for existing performance indicators aligned to Well-being Outcome 1, 'An Inclusive and Safe Vale' and Well-being Outcome 4, 'An Active and Healthy Vale'.

Recommendations

1. That Committee review the Shared Regulatory Service's performance results and the progress made towards achieving key outcomes as outlined in the Corporate Plan 2013-17, the Outcome Agreement with Welsh Government 2013-16 and the Improvement Plan Part 1 2015-16.
2. That Committee note the progress being made on developing the Council's Performance Management Framework.
3. That Committee review and endorse via recommendation to Cabinet, the proposed targets for 2016-17 aligned to Well-being Outcome 1, 'An Inclusive and Safe Vale' and Well-being Outcome 4, 'An Active and Healthy Vale'.

Reasons for the Recommendations

1. To ensure the Council is effectively assessing its performance in line with the requirement to secure continuous improvement outlined in the Local Government Measure (Wales) 2009.
2. To ensure Committee are aware of the progress being made on developing the Council's Performance Management Framework.

3. To ensure the Council reports a relevant set of performance indicators against which it can demonstrate achievement of its priorities and consistently sets challenging yet realistic performance improvement targets for those priorities in line with requirements under the Local Government (Wales) Measure 2009.

Background

4. The Council's Performance Management Framework is the mechanism through which our key priorities and targets are monitored and realised.
5. This will be the last year that performance linked Directorate Service Plans will be reported following the Council's review of its performance management framework during 2015. In future years, Committees will receive performance information linked with the Council's Well-being Outcomes, with which Scrutiny Committees are aligned.
6. This report presents performance information relating to the previous year's performance reporting framework and will support the Council in meeting its statutory performance reporting requirements for 2015/16. The 2015/16 performance report for the Shared Regulatory Service is attached at **Appendix 1**.
7. This report also provides Members with an update on the progress being made to develop the Council's Performance Management Framework, following the review undertaken in 2015 and changes subsequently approved by Cabinet and Full Council.
8. This report also contains information relating to the proposed targets aligned with the new Corporate Plan Well-being Outcomes. **Appendix 2** outlines the proposed targets for the Homes and Safe Communities Committee and includes all relevant performance indicators that fit within the remit of the newly formed Committee. Targets have been set for those performance indicators that are continuing into 2016-17.

Relevant Issues and Options

Directorate End of Year Performance (2015-16)

9. End of year performance reports for 2015-16 focus on the achievement of key objectives within each directorate which in turn contribute towards the achievement of identified outcomes in the Corporate Plan 2013-17, the Outcome Agreement with Welsh Government 2013-16 and the Improvement Plan Part 1 2015-16.
10. End of year (quarter 4) performance reports are cumulative and comprise performance information covering the period 1st April 2015 to 31st March 2016. The performance report (**Appendix 1**) is structured as follows:
 - An overview provides a snapshot of the progress made by the directorate towards achieving the objectives which contribute towards its service outcomes. The overview highlights progress made towards the delivery of key actions in the Corporate Plan 2013-17, the Outcome Agreement 2013-16 and the Improvement Plan Part 1 2014-15 for which the directorate has lead responsibility. Examples of exceptional performance during the quarter are highlighted as are any key areas of slippage and the planned remedial action.
 - A brief evaluation is provided of each service outcome which outlines the overall progress (including actions and performance measures) made towards achieving these outcomes.

- Detailed progress is reported for each service objective considering all actions and is categorised as being completed, on track, slipped and not due. All performance indicators are allocated a performance status (☺ relates to performance that has met or exceeded target, ☹ relates to performance within 10% of target and ☹ relates to performance that has missed target by more than 10%).
 - A direction of travel arrow is also provided against each measure indicating whether current performance has improved, stayed static or declined on the previous year's performance. An upward arrow indicates that performance has improved from the previous year's performance, a static arrow indicates performance has remained the same and a downward arrow shows performance has declined compared to the previous year.
11. The Council is subject to the national performance improvement framework and as such has a duty to collect, monitor and report on a number of performance indicators that are set by Welsh Government. These indicators measure the shared priorities between Welsh Government and local authorities. These indicators are National Statutory Indicators (NSIs) and Public Accountability Measures (PAMs). The Council also reports against a set of local performance indicators which it has developed to help measure progress against its own local priorities.
 12. All measures are reviewed annually to ensure they reflect changes in national policy and remain responsive to local priorities. This ensures residents, elected members and senior officers can scrutinise key areas of Council performance throughout the year.
 13. Members will note that due to the changes to Scrutiny Committee remits from 1 May 2016, the end of year report for 2015-16 will contain some performance information relating to activity that was previously scrutinised by the Housing and Public Protection Committee that is no longer within the remit of the newly formed Homes and Safe Communities and vice versa. For example, the Homes and Safe Communities Scrutiny Committee will receive end of year performance information relating to disabled facilities grants services which now forms part of the remit of the Healthy Living and Social Care Scrutiny Committee. By presenting the end of year performance to the Homes and Safe Communities Scrutiny Committee it will ensure that the Committee with knowledge and experience of the performance of disabled facilities grants during the 2015-6 year concludes this work by scrutinising its end of year performance.

Performance snapshot

14. Overall the Public Protection service has achieved all its priorities for 2015-16 as outlined in its Service Plan. 100% (9) of Service Plan actions have been completed at end of year. Of the 9 actions contained within the Service Plan, slippage was reported against no actions.
15. In terms of the contribution made to achieving corporate priorities, the Directorate has completed 8 of its 9 actions against the Corporate Plan. There are no actions relating to either Improvement Objectives or Outcome Agreement actions for which the service is responsible.
16. Of the 20 performance indicators reported at end of year, 14 (70%) have met or exceeded target, 4 (20%) were within 10% of target, and 2(10%) missed the target by more than 10%.

17. There is currently 1 performance indicator relating to the Improvement Objectives, this measure has met/exceeded target. There is also 1 Outcome Agreement measure for this Service, this measure has met/exceeded target.

Progress against service outcomes

18. Against Outcome 1 (Residents of the Vale live in safe, healthy, prosperous and sustainable communities) the development and implementation of the new collaborative structure to deliver Regulatory Services in Bridgend, Cardiff and the Vale of Glamorgan has been achieved; the Shared Regulatory Service is now in place (DS/A191).
19. 304 Empty Property packs were sent out this year to empty property owners advising them of the need to reduce their property back into use. The new loans administrator started work in quarter four to further promote and process loan products to empty property owners. The houses into homes loan continues to be offered and applications approved. (DS/A005)
20. In order to raise awareness and promote the National Landlord and Letting Agents Registration and Licencing Scheme we have dedicated one member of staff to publicise the Rent Smart Wales Legislation. This post has been supported through a Welsh Government fund and enforcement provisions will now not take effect until November 2016. The local protocols for who enforces which provisions of the Act are still being finalised with Rent Smart Wales. Across the Shared Regulatory Service we are preparing teams for the additional enforcement work associated with the legislation as a result of Housing legislation and through PRS properties that come to Local Authority attention as a result of mandatory Licensing and registration (DS/A190)
21. The Council continues to deliver the disabled facilities grant to target. The average delivery time for the disabled facilities grants (DFG) has continued to fall with further improvements made to the service. On average, works are being completed in client's homes within six months, on average 178 days, of them contacting the Council. This was an improvement again on the previous year's performance of 199 days. During 2015-16, the DFG service saw an increase in demand, despite this increase and increased workload for the team, the service still reduced its delivery time and retained a high level of satisfaction from their clients. (PSR002)
22. Of 164 clients helped to retain independence at home or remain living at home with less assistance to bathe, cook or mobilise around their homes, 100% felt their quality of life had improved. 97% of clients felt more confident or independent to live at home. (DS/M005)
23. Underperformance was reported in relation to 2 indicators aligned to Outcome 1.
24. PPN001ii: 88.89% of high risk businesses liable to a programmed inspection that were inspected for food hygiene failed to achieve the targeted 100%. The loss of food officers in previous quarters has resulted in us failing to meet target this year. However, the recruitment of new Food Safety Officers was completed at the end of March and performance suggests that with a fully staffed structure, the operating model is correct to achieve our targets.
25. DS/M002: The percentage of known Houses of Multiple Occupation licensed in the area. The performance relates to HMOs reported on Flare, however, these may not all fall under the Mandatory Scheme.
26. The detailed report of the Service's overall performance is provided at **Appendix 1**.

Development of new Performance Reporting Arrangements

27. Members will be aware of the significant developments to the Performance Management Framework which have taken place over the past few months. This includes the development and adoption of the new Corporate Plan, the publication of the Council's first whole annual Self-Assessment and the alignment of Scrutiny Committees with the Council's Well-being Outcomes contained in the Corporate Plan.
28. The Member Working Group established in December 2015 to consider the Performance Management Framework developments agreed the titles and the remits of the Council's Scrutiny Committees and these were approved by Full Council on 27th April and came into effect in May 2016. This will enable the Council to achieve a more cross-cutting approach to scrutinising the Well-being Outcomes contained in the Corporate Plan 2016-20, whilst reducing the potential for duplication in the work of the Committees.
29. Service Plans have been reported to Scrutiny Committees and the Cabinet during April and May 2016. This year the plans were developed at Head of Service level and focus on the contribution made to the Council's Well-being Outcomes and Objectives, and the way in which the service will manage its resources to do so.
30. Members will note that due to the changes to Scrutiny Committee remits from 1 May 2016, the end of year report for 2015-16 will contain some performance information relating to activity that was previously scrutinised by the Housing and Public Protection Committee that is no longer within the remit of the newly formed Homes and Safe Communities and vice versa. For example, the Homes and Safe Communities Scrutiny Committee will receive end of year performance information relating to disabled facilities grants services which now forms part of the remit of the Healthy Living and Social Care Scrutiny Committee. By presenting the end of year performance to the Homes and Safe Communities Scrutiny Committee it will ensure that the Committee with knowledge and experience of the performance of disabled facilities grants during the 2015-6 year concludes this work by scrutinising its end of year performance.
31. As reported previously, from 2016-17, the Corporate Plan will be monitored on a quarterly basis by an overall Corporate Health Report and this will be reported to the Corporate Performance & Resources Committee. This will be supplemented by specific quarterly performance reports for each of the four Well-being Outcomes, structured by Well-being objective. This will enable Members to focus on scrutinising the progress being made towards achieving the Council's Well-being Outcomes. Services will continue to report performance data quarterly to the Council's Performance Team. The Performance Team will then use this information to compile and present the more focused Well-being Outcome Reports.
32. The four Quarterly Well-being Outcome & Objectives Reports will demonstrate progress against each of the individual Well-being Outcomes and associated objectives. Informed by performance data collected from the 2016-17 Service Plans, these reports will demonstrate the cross-cutting nature of the Well-being Outcomes and draw together evidence from the range of the Council's service areas responsible for delivering the actions associated with the outcome. A brief position statement from the sponsoring Director will be provided for the quarter. A brief summary of achievements by objective will be provided and areas of underperformance/ key challenges highlighted, including a description of any remedial actions required to address them

33. In the coming months, the Scrutiny Committee Chairman as a member of the Working Group (comprising Scrutiny Committee Chairs, Group Leaders and senior Council officers) will be involved in developing the format of the quarterly performance reports including the basket of key measures that will be used to demonstrate the progress being made towards achieving the Council's Well-being Outcomes and Objectives.
34. Work has already commenced in reviewing the Council's existing performance indicator dataset with workshops held for all four Well-being Outcome areas chaired by the respective Sponsoring director and Lead officer/ Heads of Service. These workshops discussed and have outlined a proposed basket of measures for consideration by the Working Group for each Well-being Outcome. These measures will be presented to the Working Group in July as the basis for discussion and comprise some existing and some new measures. This will inform the quarter 1 reports that will be presented to Scrutiny Committees in September 2016.
35. The Performance Team is also considering best practice examples of performance reports from other local authorities and this will form the basis for creating a draft Quarterly Well-being Outcome and Objectives report to be discussed with the Member Working Group during July.

Target Setting for 2016-17

36. The Council has a long standing commitment (as outlined in previous and the current Corporate Plan) to continuously improve the services it provides to citizens of the Vale. However, the severe reductions in public sector funding will inevitably impact on the availability of resources, and in addition, external factors such as the wider economic environment, bring into question the realism of continual improvement in service performance. However, having taken account of these factors, the Council still seeks to establish challenging but realistic targets that are commensurate with the available level of resource.
37. The Council's approach to target setting emphasises this by adopting a challenging approach to how targets are set by ensuring that there is an assessment of how we have performed. This involves evaluating how we have performed against targets and making best use of external benchmarking data (where this available). This is balanced against how much of a priority the indicator is to the Council and whether there is capacity to improve performance. All proposed targets must have an accompanying rationale that clearly explains the reasons for setting the targets at that level.
38. The annual target setting process for 2016-17 has been aligned with the new Corporate Plan Well-being Outcomes. **Appendix 2** outlines the proposed targets for the Homes and Safe Communities Committee and includes all relevant performance indicators that fit within the remit of the newly formed Committee. Targets have been set for those performance indicators that are continuing into 2016-17.
39. Members will note that whilst targets have been proposed for the existing performance indicator dataset aligned to this Committee, it is proposed that a smaller basket of key measures will be used in the Quarterly Well-being Outcome & Objectives Reports that will be presented to the Committee. The remaining indicators will become management information. These indicators will be collected by services and, whilst not being reported as part of the key indicator dataset, will provide important contextual information for the position statement on the progress being made to achieve the Objective and Well-being Outcome overall. This management

information will also provide important data for service managers to use operationally.

40. Of 17 indicators aligned to this outcome, 10 are proposed to be collected in 2016-17 and 7 to be deleted. The remaining indicators have proposed targets which are supported by a rationale, explaining why the target has been set at that level. The rationale should clearly provide the reason that has driven the decision to set target at that level.
41. The consideration of these proposed performance improvement targets by Members is a key feature of the internal challenge process. Following review/endorsement by the Committee, these performance targets will be reported to Cabinet in July for approval.
42. Members will note that final agreement on the format of the Quarterly Well-being Outcome & Objectives Reports will be sought via Cabinet in July prior to the reporting of quarter 1 performance in September 2016. This will include the final basket of performance indicators proposed to measure performance against each Well-being Objective and their associated targets. In addition to the consideration of this report and appendices by this Committee, the Member Working Group review of performance indicators and reporting formats will be instrumental in determining the final proposals made to Cabinet. Any new performance indicators agreed as part of this process will be set to establish baseline performance during 2016-17.

Resource Implications (Financial and Employment)

43. There are no additional budgetary implications arising from this report although underperformance in some areas may have a negative impact on external assessments of the Council and could put certain funding opportunities at risk.

Sustainability and Climate Change Implications

44. None directly from this report. The Corporate Plan emphasises the Council's commitment to promoting sustainable development and our understanding of our duties under the Well-being of Future Generations (Wales) Act. The many different aspects of sustainability (environment, economy, culture and social) are covered within the Corporate Plan as well as how the Council will maximise its contribution to the Well-being Goals.

Legal Implications (to Include Human Rights Implications)

45. The Local Government Act 1999, the Wales Programme for Improvement and the Local Government (Wales) Measure 2009 require that the Council secure continuous improvement across the full range of local services for which it is responsible.

Crime and Disorder Implications

46. None directly from this report. Activities to improve community safety are included in the Corporate Plan and one of the Well-being Outcomes is 'An Inclusive and Safe Vale' with a supporting objective 'providing decent homes and safe communities'. The Performance Management Framework will support the delivery of actions associated with these objectives.

Equal Opportunities Implications (to include Welsh Language issues)

47. None directly from this report. An Inclusive and Safe Vale' is one of the Well-being Outcomes in the Corporate Plan with a supporting objective 'reducing poverty and social exclusion'. There is also a Well-being Outcome 'An Aspirational and culturally vibrant Vale' with a supporting action 'valuing culture and diversity'. The Performance Management Framework will support the delivery of actions associated with these objectives.

Corporate/Service Objectives

48. The Performance Management Framework supports the delivery of all of the Council's Corporate and Service Objectives.

Policy Framework and Budget

49. This is a matter for Executive decision.

Consultation (including Ward Member Consultation)

50. The information contained within the report is based on quarterly returns provided by service directorates to the Performance Team. An overall Council report on performance and target setting for improvement will be considered by Cabinet in July 2016. Quarterly performance reports have been presented to relevant Scrutiny Committees throughout the year.

Relevant Scrutiny Committee

51. Homes and Safe Communities

Background Papers

Performance Management Framework, Report of the Leader, Cabinet, 25 April 2016

http://www.valeofglamorgan.gov.uk/Documents/_Committee%20Reports/Cabinet/2016/16-04-25/Reports/Performance-Management-Framework-Cabinet-Report.pdf

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Public Protection Performance: Quarter 4 (End of Year) Overview Report

Performance Summary

- Overall, the Public Protection service is well on course to achieving its Service Plan actions, with 100% of actions complete. There are a total of 9 actions in the plan; all have been completed.
- Our contribution to the Corporate Plan is on course, with 100% of actions completed. Of the 8 Corporate Plan actions, all are complete.
- There are no Improvement Objective Actions to be reported/ the one performance measure relating to the Improvement Objectives has met target.
- There are currently no Outcome Agreement actions. The one Outcome Agreement Measure has met target.
- Of the 20 Performance Indicators that are reported, 14 (70%) have met or exceeded target, 4 (20%) were within 10% of target, and 2 (10%) has missed target by more than 10%.
- Of the 11 actions reported, 91% (9) of actions are on track for completion, and 9% (1) action has missed target.
- The two indicators that have missed target relate to PPN001ii and DS/M002. Please see Annex A of the detailed report for the reasons for underperformance and any proposed remedial action where appropriate.

A summary of action plan and performance status for the directorate is provided below:

Service Plan Actions 2015/16	Total number	Complete	On Track	Slipped	Not due to have started	Performance Indicators	Total number	😊	😐	☹️	Status not applicable
All Actions	9	9 (100%)	0 (0%)	0 (0%)	(%)	All Measures	20	14 (70%)	4 (20%)	2 (10%)	0 (0%)
Corporate Plan Actions	8	8 (100%)	0 (0%)	0 (0%)	0 (0%)	Improvement Objective Measures	1	1 (100%)	0	0	0
Improvement Objective Actions	0	0	0	0	0	Outcome Agreement Measures	1	1 (100%)	0	0	0
Outcome Agreement Actions	0	0	0	0	0						

Understanding the Performance Symbols and referencing system

Key		
Measures:	Direction of travel:	Actions:
☺ Performance is on or above target	↑ Performance has improved on the same quarter last year	Completed: Completed in full by due date.
☹ Performance is within 10% of target	↔ Performance has remained the same as the same quarter last year	On track: Progressing and due to be completed by due date. On track actions reported at end of year relate to actions with an end date later than 31 March 2015.
☹ Performance missed target by more than 10%	↓ Performance has declined compared to the same quarter last year	Slipped: Limited progress has been made and an explanation must be provided including any planned remedial action(s) where appropriate. Not due: Action has been rescheduled for a later start date than that originally planned.

An explanation of the referencing used in this report:

E.g. **DS/A001**

- **DS:** This refers to the service plan, in this case, Development Services
- **A:** this refers to the fact that this is an action. Performance indicators will have an '**M**' for 'measure' here.
- **001:** this is the unique/individual number reference for the action.

Where our actions link to other strategic plans, the following references may be seen in brackets after the action name:

- **CP/CL1:** The **CP** refers to the Corporate Plan. **CL1** is the reference number of the Corporate Plan objective the action links to.
- **IO/06:** The **IO** refers to the Improvement Objectives. **06**, refers to the number of the Improvement Plan objective linked to.
- **OA/01:** The **OA** refers to the Outcome Agreement with Welsh Government. **01** refers to the number of the Agreement linked to.
- **WAO:** This refers to Wales Audit Office improvement proposals related to the service area.

What have we achieved and is anyone better off?

Outcome 1: Residents of the Vale live in safe, healthy, prosperous and sustainable communities.

Performance snapshot

- Of the 9 public protection actions, 100% (9) of actions are complete.
- Of the 20 performance indicators aligned to this outcome, 14 have met or exceeded their target, 4 were within 10% of target and 2 have missed target by more than 10%.
- The Development and implementation of the new collaborative structure to deliver Regulatory Services in Bridgend, Cardiff and the Vale of Glamorgan has been achieved; the Shared Regulatory Service is now in place **(DS/A191)**
- 304 Empty Property Packs were sent out this year to empty property owners advising them of the need to reduce their property back into use. The new loans administrator started work in quarter four to further promote and process loan products to empty property owners. The houses into homes loan continues to be offered and applications approved. **(DS/A005)**
- A member of staff has been dedicated to publicise the Rent Smart Wales legislation and this has been supported through a Welsh Government fund. The Enforcement provisions will not now take effect until November 2016 and the local protocols for who enforces which provisions of the Act are still being finalised with Rent Smart Wales. Across the Shared Regulatory Service we are preparing teams for the additional enforcement work associated with the legislation as a result of greater public awareness of Housing legislation and through PRS properties that come to Local Authority attention as a result of mandatory Licensing and registration. **(DS/A190)**
- The Council continues to deliver the disabled facilities grant to target. The average delivery time for the disabled facilities grants (DFG) has continued to fall with further improvements made to the service. On average, works are being completed in client's homes within six months, on average 178 days, of them contacting the Council. This was an improvement again on the previous year's performance of 199 days. During 2015-16, the DFG service saw an increase in demand, despite this increase and increased workload for the team, the service still reduced its delivery time and retained a high level of satisfaction from their clients. **(PSR002)**
- Of 164 clients helped to retain independence at home or remain living at home with less assistance to bathe, cook or mobilise around their homes, 100% felt their quality of life had improved. 97% of clients felt more confident or independent to live at home. **(DS/M005)**

What will we do to bring our slipped actions and measures back on track?

Action

- There are no Actions that have missed target.

Performance Measure

- **PPN001ii:** The percentage of high risk businesses liable to a programmed inspection that were inspected for food hygiene has missed target. The loss of food officers in previous quarters has resulted in us failing to meet our target for this year. However, the recruitment of new Food Safety Officers was completed at the end of March and performance suggests that with a fully staffed structure, the operating model is correct to achieve our targets.
- **DS/M002:** The percentage of known HMOs licensed in the area has missed target. These are HMOs reported on Flare, however, they may not fall under the Mandatory Scheme.

Annex A: Detailed Quarter 4 (End of Year) Report

Outcome 1: Residents of the Vale live in safe, healthy, prosperous and sustainable communities.

Objective 2: To promote safe, healthy and sustainable communities for residents and businesses

Actions - Quarter 4 Progress Update

Completed: 100%; On Track: 0%; Slipped: 0%

Action Ref	Completion Date	% Complete	Status	Progress/ Outcomes
DS/A023 Promote safer use of roads and implement a programme of road safety measures to reduce accidents and promote modal shift. (CP/CPS2)	31/03/2016	100	Complete	All WG funding for Road Safety initiatives fully utilised.
DS/A001 Implement the Castleland Renewal Area to improve the standard of housing and the local environment. (CP/R12)	31/03/2016	100	Complete	Upper Holton Road facelifting and shop front renewal nearing completion. New programme for final year of the Renewal Area being designed.
DS/A003 Facilitate the renewal of the private sector housing stock through a range of renewal and improvement initiatives. (CP/H5)	31/03/2016	100	Complete	New loan products launched for converting empty buildings into homes and improving homes.
DS/A005 Monitor and reduce the number of empty homes by promoting their return to use and implementation of the Empty Homes Strategy. (CP/H8)	31/03/2016	100	Complete	304 Empty Property Packs were sent out this year to empty property owners advising them of the need to reduce their property back into use. The new loans administrator started in Q4 to further promote and process loan products to empty property owners. The Houses into Homes loan continue to be offered and applications approved. VOG website updated with new products and estate and letting agents targeted with marketing information, press releases sent to GEM and Penarth Times to advertise the new loan products.

Action Ref	Completion Date	% Complete	Status	Progress/ Outcomes
DS/A006 Assist people to live independently in their homes by reducing the time taken to deliver Disabled Facilities Grants and delivering the Accessible Homes Policy. (CP/H11) (WAO/IP1&2/DFG/2011/12)	31/03/2016	100	Complete	The average delivery time for the disabled facilities grants (DFG) has continued to fall with further improvements made to the service. On average, works are being completed in client's homes within six months, on average 178 days, of them contacting the Council. This was an improvement again on the previous year's performance of 199 days. During 2015-16, the DFG service saw an increase in demand, despite this increase and increased workload for the team, the service still reduced its delivery time and retained a high level of satisfaction from their clients
DS/A191 Develop and implement the new collaborative structure to deliver Regulatory Services in Bridgend, Cardiff and the Vale of Glamorgan.	31/03/2016	100	Complete	This has been achieved
DS/A192 Work with partners in a campaign to target rogue traders and highlight the dangers of consenting to have work carried out by cold callers.	31/03/2016	100	Complete	Ongoing action against prolific rogue trader company. New and updated scams lists obtained from National Scams Team to cover all three SRS regions. Work commenced on Vale list, Bridgend list with SWP to distribute to PCSOs, work continuing with Cardiff list with PCSOs to be utilised to provide extended coverage. Vulnerable consumers assisted with civil matters. £10,000 redress secured for one consumer via county court (defendant was a 'cowboy builder'). Potential scam victims identified via partner organisations and Adult Services. Press releases issued in face of scam council calls. Safestyle Windows contacted for activity in a No Cold Calling Control Zone, Rogue Trader week completed with intel obtained in relation to activity of certain persons known to us. CAB continuing to identify potential victims of Rogue Trader activity and scams

Action Ref	Completion Date	% Complete	Status	Progress/ Outcomes
DS/A009 Work with businesses to increase the percentage of businesses inspected achieving a food hygiene rating score of 3 or more. (CP/CPS5)	31/03/2016	100	Complete	The loss of Food Officers in previous quarters means that we have failed to reach our target by 0.31%, which equates to 3 establishments, however, the recruitment of new Food Safety Officers was completed at the end of March and the performance suggests that with a fully staffed structure, the operating model is correctly set to achieve our target.
DS/A190 Raise awareness and promote the National Landlord and Letting Agents Registration and Licensing Scheme at a local level through existing work programmes.	31/03/2016	100	Complete	We have dedicated one member of staff to publicise locally the Rent Smart Wales legislation and this has been supported through a Welsh Government fund. The Enforcement provisions will not now take effect until November 2016 and the local protocols for who enforces which provisions of the Act are still being finalised with Rent Smart Wales. Across the SRS we are preparing teams for the additional enforcement work associated with the legislation as a result of greater public awareness of Housing legislation and through PRS properties that come to LA attention as a result of mandatory Licensing and registration.

Performance Indicators - Quarter 4 Progress Update

PI Ref	Quarter 4 Actual 2015/16	Quarterly Target	Status	Direction of travel	Quarter 4 2014/15	Actual 2014/15	Comment
How Much?							
There are no measures applicable this quarter							
How Well?							
DS/M002 The percentage of know HMOs licensed in the area	3.23	40.00	☹	↓	22.81	22.81	These are HMO's reported on Flare, however, they may not fall under the Mandatory Scheme.
DS/M003 The percentage of customers satisfied with the Disabled Facilities Grant service.	98.13	95.00	☺	↓	98.73	98.73	
PSR002 The average number of calendar days taken to deliver a Disabled Facilities Grant. (OA3)	177.86	195.00	☺	↑	198.61	198.61	
DS/M008a The average number of calendar days taken to deliver a Disabled Facilities Grant through the Council's agency Service.	173.55	195.00	☺	↑	196.56	196.56	
DS/M008b The average number of calendar days taken to deliver a non-agency Disabled Facilities Grant.	226.54	210.00	☹	↓	213.94	213.94	This represents 8% of DFG's which are delivered other than through the Council's Agency service. Although this figure has improved from the 3rd quarter the performance is considerably behind that of the Council's own service. The major provider used is being encouraged to follow the Council's framework approach rather than tender for each project.

DS/M009a The average number of calendar days taken from OT 1st Contact to Recommendation in the delivery of a Disabled Facilities Grant.	51.29	53.00	😊	↑	53.80	53.80	
DS/M009b The average number of calendar days taken from Enquiry to Approval in the delivery of a Disabled Facilities Grant.	63.35	72.00	😊	↑	74.41	74.41	
DS/M009c The average number of calendar days taken from Approval to Certified in the delivery of a Disabled Facilities Grant.	63.79	62.00	😐	↓	62.87	62.87	The target of 62 days has been missed by an average of 2 days throughout the year. We have experienced high levels of cases requiring specialist equipment with longer lead in / programme periods. The new ESPO framework contract being considered for specialist equipment will enable the Vale to order directly from the supplier and control the delivery times of this equipment.
PPN009 The percentage of food establishments which are 'broadly compliant' with food hygiene standards.	90.69	91.00	😐	↓	90.73	90.73	The loss of Food Officers in previous quarters means that we have failed to reach our target by 0.31%, which equates to 3 establishments , however, the recruitment of new Food Safety Officers was completed at the end of March and the performance suggests
PSR006 The average number of calendar days taken to deliver low cost adaptation works in private dwellings where the Disabled Facilities Grant process is not used.	57.87	60.00	😊	↑	61.91	61.91	

<p>PSR009a The average number of calendar days taken to deliver a Disabled Facilities Grant for children and young people.</p>	<p>201.11</p>	<p>195.00</p>	<p>☹️</p>	<p>↓</p>	<p>197.80</p>	<p>197.80</p>	<p>Continual improvement has been made to reduce the PI for children cases from the high point in the 2nd quarter of 253 to 201 days at the end of the year, however, this is still higher than the target set. The performance has been adversely affected by one case. This case was a multi-faceted adaptation in a mid-terraced property with access only through the front entrance, therefore all the work within the property needed to be completed before the external step lift and access could commence. This one case had the highest approval figure for children's applications completed throughout the year at £21,000. There are 9 child cases being considered in this reporting period, and by removing this 1 complex case from the calculation, the average number of days falls to 186, below the target of 195. Many of the children's cases require specialist equipment - the new ESPO framework contract being considered encompasses these requirements and the Vale will be able to order directly from the supplier and control the delivery times of this equipment.</p>
<p>PSR009b The average number of calendar days taken to deliver a Disabled Facilities Grant for adults. (IO2)</p>	<p>176.47</p>	<p>195.00</p>	<p>☺️</p>	<p>↑</p>	<p>198.66</p>	<p>198.66</p>	

PPN001ii The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for food hygiene.	88.89	100.00	☹️	↓	100.00	100.00	The loss of Food Officers in previous quarters has resulted in us failing to reach our target for this year, however, the recruitment of new Food Safety Officers was completed at the end of March and the performance suggests that with a fully staffed structure, the operating model is correctly set to achieve our target.
PPN001iii The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for animal health.	100.00	100.00	😊	↔️	100.00	100.00	
PPN008ii The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	94.38	95.00	😊	↑	94.02	94.02	The loss of Food Officers in previous quarters has resulted in us failing to reach our target by 0.62% which equates to 1 business premise, however, the recruitment of new Food Safety Officers was completed at the end of March and the performance suggests that with a fully staffed structure, the operating model is correctly set to achieve our target.
PPN008iii The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for animal health.	100.00	100.00	😊	↔️	100.00	100.00	
PPN001i The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	100.00	100.00	😊	↔️	100.00	100.00	

PPN008i The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	77.03	75.00	😊	↑	75.29	75.29	
Better Off?							
DS/M005 The percentage of people who have received a Disabled Facilities Grant who feel the assistance has made them safer and more independent in their own home.	96.97	90.00	😊	↑	96.30	96.30	
PSR004 The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action from the local authority.	40.23	10.00	😊	↑	17.61	17.61	

Objective 1: Reducing poverty and social exclusion

PI description	Local/ National	PI owner	Performance trend			National benchmarking		Other considerations	Target setting		
			2013/14	2014/15	2015/16	Wales top quartile 2014/15	Wales average 2014/15		National minimum standards/ statutory targets	Target 2016/17	Direction of travel (Proposed target compared to previous year's performance)
HS/M008 Tenant rent arrears as a percentage of current collectable rent.	Local	Alison Wood	0.74%	0.80%	1.06%	N/A	N/A	N/A	100%	↑	Target to remain the same as it reflects current performance which is top quartile in term of benchmarking and reflects the challenges posed by Universal Credit which will be rolled out further within 2015 / 2017.
HS/M024 Percentage of Service Users satisfied with their support.	Local	Pam Toms	N/A	92.86%	100.00%	N/A	N/A	N/A	98%	↓	In 2015/2016, 100% of service users were satisfied with their support, however, services are commissioned from external providers. Feedback is received during the service review process and used for service learning. Any issues identified during a service review will be addressed and monitored by the Contract Monitoring Officer to ensure service improvement.
RS/M029a Average speed of answer for incoming calls to the Customer Contact Centre is no more than 45 seconds. (CC/M003a)	Local	Tony Curliss	43	52	57	N/A	N/A	N/A	45	↑	Target is an improvement on the previous year's performance and continues to match customer expectations
RS/M029b The average speed of answer for calls on the Welsh language line. (CC/M003b)	Local	Tony Curliss	64	44	44	N/A	N/A	N/A	45	↓	Target although marginally lower, remains in line with current performance, which matches customer expectations.
RS/M030 Percentage of incoming calls to the Contact Centre not answered/abandoned. (CC/M004)	Local	Tony Curliss	7.22%	7.26%	7.81%	N/A	N/A	N/A	6.00%	↑	Industry standard used as part of resource calculation to maximise operational efficiency. 2015/16 performance indicates that this level of performance is achievable but stretching.
RS/M031 Percentage of incoming calls to the Contact Centre abandoned after 20 seconds. (CC/M005)	Local	Tony Curliss	2.67%	4.95%	4.66%	N/A	N/A	N/A	4.00%	↑	Industry standard used as part of resource calculation to maximise operational efficiency. 2015/16 performance indicates that this level of performance is achievable but stretching.
RS/M033 The percentage of customers who are satisfied with access to services across all channels. (CC/M007)	Local	Tony Curliss	98.97%	98.70%	98.87%	N/A	N/A	N/A	95%	↓	Target is slightly lower than current performance however, this will prove stretching and reflects the fact that many Council services will go through significant change during the period which may impact on customer satisfaction levels.
RS/M034 The percentage of customer enquiries to C1V resolved at first contact. (CC/M008)	Local	Tony Curliss	64.99%	64.09%	No data	N/A	N/A	N/A	70%	N/A	It was not possible to report accurately on this measure for 2015/16 due to a lack of reporting capability from CRM. A resolution is still being sought. In terms of target setting, performance in 2015/16 indicates that this remains a stretching target when compared to 2014/15 performance.
RS/M035 Percentage of citizens satisfied overall with the service provided by the Council. (CC/M012) (POS)	Local	Huw Isaac	93.00%	84.00%	84.00%	N/A	N/A	N/A	N/A	N/A	The next bi-ennial survey is due in 2017.

PI description	Local/ National	PI owner	Performance trend			National benchmarking		Other considerations	Target setting		
			2013/14	2014/15	2015/16	Wales top quartile 2014/15	Wales average 2014/15		National minimum standards/ statutory targets	Target 2016/17	Direction of travel (Proposed target compared to previous year's performance)
RS/M037a The total number of subscribers to Vale Connect. (CC/M014a)	Local	Tony Curliss	N/A	25,734	31,115	N/A	N/A	N/A	37,000	↑	Total subscribers at the end of 2015/15 was circa 33,000 with growth still being experienced
RS/M039 Percentage of the public who are satisfied with communication from the Council. (CC/M016) (POS)	Local	Huw Isaac	84.00%	88.00%	88.00%	N/A	N/A	N/A	N/A	N/A	The next bi-ennial survey is due in 2017.
DS/M043 Number of Communities First clients entering employment.	Local	Bob Guy	14	90	102	N/A	N/A	N/A	67	↓	The targets are those agreed with Welsh Government. A new programme, separate to Communities First, is proposed to start shortly in Communities First areas. This is entirely based around employability, and employment related targets in the Communities First programme have been adjusted accordingly.
DS/M044 Number of Communities First clients who report feeling more confident about seeking employment.	Local	Bob Guy	137	317	329	N/A	N/A	N/A	216	↓	The targets are those agreed with Welsh Government. A new programme, separate to Communities First, is proposed to start shortly in Communities First areas. This is entirely based around employability, and employment related targets in the Communities First programme have been adjusted accordingly.

Objective 2: Providing decent homes and safe communities

PI description	Local/ National	PI owner	Performance trend			National benchmarking		Other considerations	Target 2016/17	Direction of travel (Proposed target compared to previous year's performance)	Target setting Rationale for target
			2013/14	2014/15	2015/16	Wales top quartile 2014/15	Wales average 2014/15				
New Measure 35 The percentage of care leavers who have experienced homelessness during the year	National	Rachel Evans	N/A	N/A	N/A	N/A	N/A		Establish baseline	N/A	New WG measure. Baseline performance to be established during 2016/17.
SCY003a The percentage of children and young people in the youth justice system identified via screening as requiring a substance misuse assessment that commences the assessment within 5 working days of referral.	Local	Rachel Evans	81.82%	N/A	Awaiting data from YJB	N/A	N/A	N/A	Not Set	N/A	YJB does not set numeric targets for this measure. The indicator measures the total number of young people identified as requiring an assessment and how many accessed this assessment within 5 working day, therefore giving a percentage of the total. Unable to set target.
SCY003b The percentage of those children and young people with an identified need for treatment or other intervention, who receive that within 10 working days of the assessment	Local	Rachel Evans	97.00%	N/A	Awaiting data from YJB	N/A	N/A	N/A	Not Set	N/A	See comments above, the measure operates on same basis as above, except it looks at access to treatment within 10 days.
PPN009 The percentage of food establishments which are 'broadly compliant' with food hygiene standards.	PAM	Dave Holland	85.29%	90.73%	90.69%	96.03%	94.19%	N/A	91%	↑	Target reflects current performance and is above the Welsh average.
PSR004 The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action from the local authority.	NSI	Dave Holland	49.15%	17.61%	40.23%	16.19%	11.76%	N/A	10%	↓	Target reflects the fact that most empty home owners have been contacted. The remainder of empty home owners will be contacted during 2016/17 to encourage further empty properties to be brought back into use. Target is above the current Welsh average.
HHA016 The average number of days all homeless families with children spent in Bed and Breakfast accommodation.	Local	Ian Jones	6	0	0	N/A	N/A	N/A	0	↔	Alternative housing options will continue to be used in order that B&B is only utilised in the event of an emergency.
HHA017a The average number of days that all homeless households spent in Bed and Breakfast accommodation.	Local	Ian Jones	91	58	0	N/A	N/A	N/A	0	↔	Alternative housing options will continue to be used in order that B&B is only utilised in the event of an emergency.
HHA017b The average number of days that all homeless households spent in other forms of temporary accommodation.	Local	Ian Jones	127	111	122	N/A	N/A	N/A	120	↑	The calculation for this target has changed. We are now required to record the average number of days that all households spend in Temporary Accommodation rather than just those for whom we have discharged our homelessness duty. For this reason the target has had to be increased from 2015/16 as it will include many more households.
HS/M001 The total number of households in bed and breakfast accommodation.	Local	Ian Jones	1	0	0	N/A	N/A	N/A	0	↔	Alternative housing options will continue to be identified ensuring to the use of B&B continue to be used only in the event of emergency.
HS/M002 Percentage of housing stock where work that meets the WHQS has been completed. (OA4)	Local	Richard Stopgate	54.20%	95.00%	No data	N/A	N/A	N/A	97	N/A	The indicator monitors the progress of WHQS works across the Housing Stock.
HS/M003 The average satisfaction score (between one and ten) for how tenants rated the overall process improving homes to meet the WHQS. (OA4)	Local	Richard Stopgate	8.60	8.80	8.66	N/A	N/A	N/A	9	↑	This indicator monitors tenant satisfaction on their experience during the work. A score of 9/10 has been set which means tenants must be highly satisfied and award high marks to achieve this score.

HS/M004 The average satisfaction score (between one and ten) from tenants on the quality of the final improvements undertaken as part of the WHQS.	Local	Richard Stopgate	9.10	9.41	No data	N/A	N/A	N/A	9	N/A	The predominance of work undertaken in 2015 / 2016 will be external works which has previously not been part of the WHQS programme. A 9 out of 10 score reflects an assumption that the external works may be disruptive to some tenants and impact on satisfaction rates.
HS/M005 Average number of working days to let an empty property (standard condition). (Housemark)	Local	Rob Thompson	67.36	47.60	35.18	N/A	N/A	N/A	28	↑	Changes to the Client Management function and the ability to use sub-contractors via the newly finalised framework will support the improvement by giving more capacity to complete void repairs during busy periods.
HS/M007 The percentage of gas services carried out within the 365 day target.	Local	Richard Stopgate	99.46%	99.97%	99.92%	N/A	N/A	N/A	100	↑	Target set to reflect legislative requirements and achieve best possible service performance.
HS/M009 The percentage of tenants that were satisfied with the outcome of an anti-social behaviour complaint. (Housemark)	Local	Nick Jones	N/A	0.00%	78.00%	N/A	N/A	N/A	95	↑	Will be adopting Housemark definition - ASB cases closed successfully. The target reflects median performance achieved by social landlords who currently collate this data.
HS/M011 Number of empty properties (excluding empty and available lets). (Housemark)	Local	Rob Thompson	N/A	63	79	N/A	N/A	N/A	40	↑	Improvement reflects closer management of void process and ensuring voids are let as quickly as possible. Changes to maintenance including the client function and use of sub contractor will also support the improvements.
HS/M013 Percentage of tenants satisfied with the lettings process.	Local	Rob Thompson	N/A	N/A	No data	N/A	N/A	N/A	80%	N/A	Data will be collected at new tenancy visit. No data currently available so next year will provide a baseline.
HS/M020 Percentage of properties with a valid electrical certificate.	Local	Richard Stopgate	N/A	57.54%	74.45%	N/A	N/A	N/A	98%	↑	This indicator provides important information on the performance of electrical compliance for the housing stock. Electrical systems have been systematically checked and certified by contractors completing WHQS work and an exercise is being undertaken to check all certificates now loaded onto Keystone before a gap analysis is completed and a programme establishment for checking the remaining electrical systems.
HS/M021 Percentage of homes under local authority ownership brought up to WHQS.	Local	Andrew Treweek	N/A	26.00%	24.53%	N/A	N/A	This is an Outcome Agreement indicator that has target agreed with Welsh Government for 2015/16 of 50%	90%	↑	This indicator measures the percentage of stock where all WHQS elements are achieved through a range of work programmes. 2016 / 2017 will concentrate on the external work programme.
HS/M022 Percentage of tenants satisfied with the WHQS works.	Local	Heather Powney	N/A	N/A	0.48	N/A	N/A	N/A	95%	↑	This is a further measure of customer services and provides an alternatives perspective from M003 & M004 into satisfaction rates. The challenging target reflects recent service improvements.
HS/M023 The percentage of leaseholders satisfied with the WHQS works.	Local	Heather Powney	N/A	N/A	No data	N/A	N/A	N/A	90%	N/A	Leaseholder work not complete in 2015 / 2016. Relevant questionnaires to be issued in first part of 2016 / 2017.
HS/M025 The total number of additional affordable homes delivered.	Local	Pam Toms	N/A	169	158	N/A	N/A	N/A	250	↑	158 additional affordable housing units delivered in 2015 / 2016. Target has increased based on the number of schemes due to be delivered in 2016 / 2017 through subsidy and planning gain.
HS/M026 The total number of those additional affordable homes delivered in the rural Vale.	Local	Pam Toms	N/A	9	64	N/A	N/A	N/A	180	↑	64 delivered in 2015 / 2016. Target has increased based on the number of schemes due to be delivered in the rural Vale in 2016 / 2017 through subsidy and planning gain.
HS/M027 The number of additional adapted properties delivered.	Local	Pam Toms	N/A	53	55	N/A	N/A	N/A	6	↓	55 additional adapted / accessible properties delivered in 2015 - 2016. The target has decreased as there are only 3 affordable housing sites using subsidy due to be delivered in 2016 / 2017 by RSL's who are required under the Vale of Glamorgan Partnership Agreement to deliver at least two adapted properties on all 100% affordable housing developments.

HS/M032(a) Percentage of customers satisfied with the public buildings/schools responsive repairs service in terms of the (a) process	Local	Glyn Davies	N/A	93%	100%	N/A	N/A	N/A	95%	↓	Improved service delivery has seen the current performance at 100%. With these continued improvements a stretch target of 95% has been set. Improved service delivery has seen the current performance at 100%. With these continued improvements a stretch target of 95% has been set. Target set at 95% as 100% is too high a target to set and one which could easily fail.
HS/M032(b) Percentage of customers satisfied with the public buildings/schools responsive repairs service in terms of the (b) final repair.	Local	Glyn Davies	N/A	92%	97%	N/A	N/A	N/A	95%	↓	Improved service delivery has seen the current performance increase to 97%. With these continued improvements a stretch target of 95% has been set. Target stretched to 95% as this is a realistic target for where the service improvements are at this present time.
HS/M35 Percentage of tenants satisfied with a responsive repair.	Local	Glyn Davies	N/A	92%	No data	N/A	N/A	N/A	95%	N/A	To evaluate and monitor the quality of repair and service delivery. This will help improve the service being provided to customers and will assist in reinforcing the a first time fix policy.
HS/M36 Percentage of tenants satisfied with the process associated with responsive repairs.	Local	Glyn Davies	N/A	93%	No data	N/A	N/A	N/A	95%	N/A	To evaluate and monitor the quality of repair and service delivery. This will help improve the service being provided to customers and will assist in reinforcing the a first time fix policy.
HS/M40 Homes benefitting from improved domestic energy performance measured by Average SAP rating. (OA4)	Local	Andrew Treweek	N/A	69.81	64.05	N/A	N/A	N/A	Average SAP Score 70	↑	To meet WHQS the Housing SAP rating must be over 65. A number of properties will be receiving external wall insulation improvements, therefore we envisage the average SAP to remain the same as the previous year. The target reflects current performance.
RS/M043 Percentage of residents who feel they are able to influence decisions affecting their local area. (CC/M022) (POS)	Local	Huw Isaac	58%	25%	25%	N/A	N/A	N/A	N/A	N/A	Biennial survey expected 2017.
HS/M039 Percentage of all households where a positive prevention action succeeded in preventing/relieving homelessness	Local	Hayley Selway	N/A	N/A	44.08%	N/A	N/A	N/A	75%	↑	Target is an improvement on current performance, we will aim for realistic continuous improvement, however we must be aware that there are a number of factors outside our control e.g. reasons for homelessness and threatened with homelessness being non-preventable.
HS/M044 Percentage of victims that are satisfied with the support they have received from the Anti-Social Behaviour Unit.	Local	Hayley Selway	N/A	N/A	80.30%	N/A	N/A	N/A	85%	↑	To evaluate and monitor the quality of repair and service delivery. This will help improve the service being provided to Victims of Anti-Social Behaviour. Target is set at 85% with a view to improve the support provided.
HS/M045 Percentage of people satisfied with the service provided by the Sanctuary Referral Programme	Local	Hayley Selway	N/A	N/A	100%	N/A	N/A	N/A	100%	↔	To evaluate and monitor the quality of repair and service delivery. This will help improve the service being provided to Victims of Domestic abuse. Target is to maintain 100%
WG SD Indicator 3. The number of dwellings granted planning permission during the quarter	Local	Victoria Robinson	N/A	N/A	N/A	N/A	N/A	N/A	Establish baseline	N/A	Baseline performance data will be collected during 2016/17

Well-being Outcome 1: Proposed performance indicator deletions 2016/17
Appendix 2

PI description	Local/ National	PI owner	Rationale for deletion
DS/M039 Number of work programme clients completing employment related courses.	Local	Bob Guy	Scheme is being reviewed by WG.
PPN001i The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	Local	Dave Holland	All Wales benchmarking data no longer available. We continue to maintain best possible performance of 100% in this measure.
PPN001ii The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for food hygiene.	Local	Dave Holland	All Wales benchmarking data no longer available. We continue to maintain best possible performance of 100% in this measure.
PPN001iii The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for animal health.	Local	Dave Holland	All Wales benchmarking data no longer available. We continue to maintain best possible performance of 100% in this measure.
PPN008i The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	Local	Dave Holland	All Wales, benchmarking data no longer available. Collecting this as local management information. Performance of 100% targeted and achieved for 2016/17 and we continue to maintain best possible performance in this measure.
PPN008ii The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	Local	Dave Holland	All Wales, benchmarking data no longer available. Collecting this as local management information. Performance of 95% targeted for 2016/17, which is an improvement on current performance of 94.37%
PPN008iii The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for animal health.	Local	Dave Holland	All Wales benchmarking data no longer available. We continue to maintain best possible performance of 100% in this measure.
DS/M007 Percentage of customers overall, satisfied with Regulatory Services.	Local	Dave Holland	Data no longer being collected. New set of Pis being created, one of which will look at measuring satisfaction.
HS/M010 The number of families with children placed in Bed and Breakfast accommodation.	Local	Ian Jones	This is information that is already reported in HHA016.
HS/M029 The number of families/individuals in all forms of temporary accommodation.	Local	Ian Jones	This is information that is already reported in HHA017b.
DS/M011 - The number of crimes recorded in the Vale of Glamorgan throughout the year.	Local	Deb Gibbs	This target is to be deleted as it was only added as a monitoring figure and cannot be used as a target, however we will include this type of statistic within our Strategic Plan associated with Community Safety.
RS/M026 Percentage of homes under LA ownership brought up to WHQS.	Local	Jane Wade	WHQS work is now being solely coordinated within Housing and Building Services and the service has existing measures in place.
DS/M038 Number of Communities First clients completing employment-related courses. (OA1)	Local	Bob Guy	More meaningful outcome focussed indicators already in place to demonstrate success of the Communities First programme.
DS/M002 The percentage of known HMOs licensed in the area.	Local	Dave Holland/Will Lane	The SRS is currently reviewing all of its performance indicators as part of its review of its performance monitoring arrangements. New, more appropriate measures will be developed during 2016.