

Local Government Performance Bulletin 2015-16: City of Cardiff Council

Briefing Note – Local Government Performance 2015-16

The Bulletin issued by the Local Government Data Unit provides a range of performance information collated from the National Strategic Indicators(NSI) and Public Accountability Measures (PAM) set by the Welsh Government.

The City of Cardiff Council’s performance, in terms of the indicators and measures chosen by the Local Government Data Unit, is detailed in this Briefing Note.

Overall Performance 2015-16

The City of Cardiff Council has seen performance

- Improve in 67.5% (27 / 40* indicators) compared to 42.9% in 2014-15
- Maintain in 2.5% (1 / 40* indicators) compared to 4.8% in 2014-15
- Decline in 30.0% (12 / 40* indicators) compared to 52.4% in 2014-15

- *CAM/037 has been removed from the summary of performance nationally as this indicator was only introduced in 2015-16 and therefore has no historical data. All other data comparisons are based on 41 indicators.
- SCA/002a has been removed from the summary of performance nationally as it was not comparable between authorities however we are able to compare it with Cardiff’s historical data.

Service Improvement

This analysis is based on the National Strategic Indicators and Public Accountability Measures when compared to performance in 2014-15. This ranks the Council as **14th when compared to the other 21 Councils in Wales against this comparable basket of information, and since 2014-15 the Council has improved or maintained performance in 70% of these indicators. (** “The Western Mail” table places Cardiff in 19th place – this is based on a points system.)

Performance for 2015-16 can be broken down further:

Cardiff by Directorate	No of comparable indicators	No of indicators where performance has improved	% of indicators where performance improved
City Operations	10	6	60.0%
Communities, Housing & Customer Services	2	1	50.0%
Education & Lifelong Learning	11	8	72.7%
Resources	1	1	100%
Social Services	16	11	68.8%
Overall	40	27	67.5%

City Operations

- **Highways inspected of a high or acceptable standard of cleanliness**

Performance in this indicator has improved to 90.6% in 2015-16 compared to 86.8% in 2014-15 but is below the Wales average of 96.5%.

STS/005b	Wales Average	Quarter	Rank
2014-15	96.9%	4	22
2015-16	96.5%	4	20

- **Fly tipping incidents cleared within 5 working days**

Performance in this indicator has improved to 97.91% in 2015-16 compared to 82.61% in 2014-15 and is above the Wales average of 95.26%.

STS/006	Wales Average	Quarter	Rank
2014-15	93.05%	4	21
2015-16	95.26%	1	4

- **Adults aged 60+ who hold a concessionary bus pass**

Performance in this indicator has declined to 96.5% in 2015-16 compared to 100% in 2014-15.

A National Fraud Initiative took place between 2014-15 and 2015-16. This entailed the data checking and cleansing of the national ACT database, which collates the data for all local authorities and provides the numerator for each authority for this indicator. It was estimated that this piece of work identified approximately 4,000 Cardiff passholders who are very likely to have passed away. These figures were checked and where appropriate deceased cardholder records deleted from the records, explaining the decrease between years.

THS/007	Wales Average	Quarter	Rank
2014-15	85.8%	1	1
2015-16	85.6%	1	1

- **Principal (A) roads, non-principal/classified (B) roads and non-principal/classified (C) roads that are in overall poor condition**

Performance in this indicator has improved to 5.2% in 2015-16 when compared to 6.8% in 2014-15 and performance remains well above the Wales Average of 11.2%.

THS/012	Wales Average	Quarter	Rank
2014-15	11.9%	2	7
2015-16	11.2%	1	6

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- **Private sector dwellings, that had been vacant for more than 6 months, that were returned to occupation through direct action by the local authority**

Performance in this indicator has declined to 2.68% in 2015-16 compared to 6.54% in 2014-15 and is well below the Wales average of 11.08%.

“During 2015-16 there has been a transition period in managing the work in Cardiff in relation to Empty Homes. Responsibility for managing the Houses into Homes scheme and work to achieve the PI is now outside of the scope of the Shared Regulatory Service. Discussions are ongoing to decide how this function is resourced in future and who takes responsibility for this performance indicator for 2016-17.”

PSR/004	Wales Average	Quarter	Rank
2014-15	11.76	2	9
2015-16	11.08	4	19

- **Food establishments which are ‘broadly compliant’ with food hygiene standards**

Performance in this indicator has improved to 93.0% in 2015-16 compared to from 91.76% in 2014-15. However, performance remains below the Wales average of 94.22%.

PPN/009	Wales Average	Quarter	Rank
2014-15	94.19%	4	18
2015-16	94.22%	3	14

- **Municipal waste collected by local authorities sent to landfill**

Performance in this indicator has improved to 7.51% in 2015-16 compared to 32.57% in 2014-15 and is below the Wales average of 18.14%.

The improvement in this indicator is due to the closure of the Lamby Way Landfill Site to active waste in October 2015; this was achieved by sending the residual waste to Viridor’s Energy Recovery Facility at Trident Park in Cardiff through the Prosiect Gwyrdd waste partnership.

WMT/004b	Wales Average	Quarter	Rank
2014-15	29.38%	3	13
2015-16	18.14%	1	3

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- **Municipal waste collected by local authorities and prepared for reuse and/or recycled, including source-segregated biowastes that are composted or treated biologically in another way**

Performance in this indicator has improved to 58.18% in 2015-16 compared to 53.38% in 2014-15. Performance, however, remains below the Wales Average of 60.19%.

WMT/009b	Wales Average	Quarter	Rank
2014-15	56.23%	4	17
2015-16	60.19%	4	19

- **The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided**

Performance in this indicator has declined to 64% (256 / 398) in 2015-16 compared to 93% in 2014-15 (457 / 494).

The difference in the results is related to the number of private sector leasing units that are included in the overall calculation. If these are removed, the actual difference in affordable housing units increased from 203 to 237 in the same period.

PLA/006b	Wales Average	Quarter	Rank
2014-15	41	1	1
2015-16	36	1	2

- **The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings**

This indicator was introduced in 2015-16 and therefore previous data is not provided within the data return. Percentage change between 2014 and 2015-16 was 5.3%.

CAM/037	Wales Average	Quarter	Rank
2014-15	Not available	Not available	Not available
2015-16	2.0	2	7

- **The number of visits to local authority sport and leisure centres**

Performance in this indicator has declined to 8028 in 2015-16 compared to 8744 in 2014-15, and is below the Wales average of 8409.

The closure and redevelopment of Eastern Leisure Centre and Splott Pool along with the Community Asset Transfer of the Cardiff International Sports Stadium impacted on the result. Adverse weather conditions also affected 15 weeks of outdoor sports bookings.

LCS/002b	Wales Average	Quarter	Rank
2014-15	8657	2	8
2015-16	8409	3	13

Communities, Housing and Customer Services

- **The average number of calendar days taken to deliver a Disabled Facilities Grant**

Performance in this indicator has declined to 247 calendar days during 2015-16 compared to 197 in 2014-15.

There has been a significant increase in demand, lack of resource and a lack of flexibility in contractor arrangements, which hinders the ability to cope with peaks in demand. The number of service requests received by the Directorate has increased from 2335 in 2013-14 to 2869 in 2015-16. Additional resource has now been made available but it will take some time before this will result in improved performance. Improved monitoring has been put in place for each stage of the process and work has commenced on designing the new contractual arrangements for 2017.

PSR/002	Wales Average	Quarter	Rank
2014-15	231	2	7
2015-16	241	3	13

- **The number of visits to Public Libraries**

Performance in this indicator has improved to 8660 in 2015-16 compared to 8376 in 2014-15. Performance remains well above the Wales Average of 5374.

LCL/001b	Wales Average	Quarter	Rank
2014-15	5526	1	1
2015-16	5374	1	1

Education & Lifelong Learning

- **All pupils that leave compulsory education, training or work based learning without an approved external qualification**

Performance in this indicator has improved to 0.5% during 2015-16 compared to 1.1% in 2014-15, against a Wales average of 0.2%. The result is placed in the 4th Quarter and in 22nd position. However, it should be noted that the numerator for this result accounts for 18 young people out of a cohort of 3324.

There has been an increased focus this academic year from Challenge Advisers and Local Authority officers on improving the provision in schools and by partners to ensure that the number of pupils who do not achieve a recognised qualification is reduced. However, there is further work to do to ensure that an appropriately accessible curriculum is available to all young people to meet their specific and individual needs, and ensure that all young people leave school with a recognised qualification to help them transition into further education, training or employment.

EDU/002i	Wales Average	Quarter	Rank
2014-15	0.3%	4	22
2015-16	0.2%	4	22

- **Pupils in local authority care that leave compulsory education, training or work-based learning without an approved external qualification**

Performance in this indicator has improved to 0% in 2015-16 compared to 6.3% in 2014-15.

There are several reasons that have contributed to this improvement:

- Over the last year there has been a concerted effort to focus on increasing the transparency of data and a robust tracking system is now in place.
- A stronger working relationship between the Local Authority and the Consortium is ensuring that schools receive the appropriate degree of challenge. Challenge advisers have the names of all LAC pupils so that they can challenge individual performance.
- Stronger, effective partnerships with Children’s Services have ensured quicker responses to concerns and barriers impeding pupil progress.
- The progress of and provision for Looked After Children is now discussed in Team Around the School (TAS) meetings and ways forward are agreed if revisions need to be made.

EDU/002ii	Wales Average	Quarter	Rank
2014-15	1.2%	4	20
2015-16	0.5%	1	1

- **Pupils assessed at the end of Key Stage 2 achieving the Core Subject Indicator**

Performance in this indicator has improved to 87.8% in 2015-16 compared to 85.1% in 2014-15, however performance remains below the Wales average of 88.1%.

EDU/003	Wales Average	Quarter	Rank
2014-15	86.4%	3	16
2015-16	88.1%	3	13

- **Pupils assessed at the end of Key Stage 3 achieving the Core Subject Indicator**

Performance in this indicator has improved to 83.4% in 2015-16 compared to 81.5% in 2014-15, however performance remains below the Wales average of 84.1%.

EDU/004	Wales Average	Quarter	Rank
2014-15	81.2%	3	12
2015-16	84.1	3	13

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- **Pupils assessed, receiving a Teacher Assessment in Welsh at Key Stage 3**

Performance in this indicator has improved to 11.80% during 2015-16 compared to 11.22% in 2014-15, however performance is well below the Wales average of 17.8%.

EDU/006ii	Wales Average	Quarter	Rank
2014-15	17.2%	2	11
2015-16	17.8%	2	11

- **The average point score for pupils aged 15**

Performance in this indicator has improved to 497.2 in 2015-16 compared to 477.0 in 2014-15, however Cardiff's performance remains below the Wales Average of 538.6.

EDU/011	Wales Average	Quarter	Rank
2014-15	530.4	4	21
2015-16	538.6	4	20

- **Final statements of Special Education Need issued within 26 weeks**

Performance in this indicator has declined to 62% (132 cases out of 213) during 2015-16 compared to 62.6% (137 cases out of 319) in 2014-15.

There are four main factors which have had an adverse impact on performance:

An increase in the volume of work arising from increased number of statutory assessments and request.

Cardiff's commitment to working with parents/ carers and with children and young people to resolve issues without recourse to the SEN Tribunal whenever possible. Where parents ask for additional time in order to resolve disputes, this is always agreed.

The rise in the number of statements being issued means that some of the specialist provisions are oversubscribed, leading to delays in securing placement. This is especially noticeable with children with behavioural, emotional, and social difficulties.

The increased number of statutory assessments is impacting on the capacity of Local Health Board services and the Educational Psychology Service. The number of requests for assessments has also increased year on year: 198 requests in 2014-15 (Academic Year 2013 – 2014), 262 requests in 2015-16 (Academic year 2014 – 2015) and 278 by June 2016(Academic Year 2015-16).

EDU/015a	Wales Average	Quarter	Rank
2014-15	64.5%	3	15
2015-16	68.1%	3	14

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- **Final statements of Special Education Need issued within 26 weeks (excluding exceptions)**

Performance in this indicator has declined to 94.59% during 2015-16 (70 out of 74 cases) compared to 100.0% in 2014-15 (103 out of 103 cases).

The increase in the number of statutory assessment requests (see above) leads to Statementing, issue of Note in Lieu or Refusal to Assess letter with rights of appeal to Special Educational Needs Tribunal for Wales (SENTW), and further professional input. Therefore, an increase in number of assessment requests increases demand for casework, Educational Psychology input etc. regardless of whether the final outcome of the request is a statement of SEN.

EDU/015b	Wales Average	Quarter	Rank
2014-15	95.6%	1	1
2015-16	94.5%	4	17

- **Primary and Secondary School attendance**

Performance has improved to 95.2% in Primary schools and has been maintained at 93.9% in Secondary schools in 2015-16 when compared respectively to 94.9% and 93.9% in 2014-15. Performance is above the Wales average (95.0%) in Primary Schools and equal to the Wales average (93.9%) in Secondaries.

EDU/016a	Wales Average	Quarter	Rank
2014-15 Primary	94.8%	2	7
2015-16 Primary	95.0%	1	5

EDU/016b	Wales Average	Quarter	Rank
2014-15 Secondary	93.6%	2	10
2015-16 Secondary	93.9	2	11

- **Pupils who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics – Level 2+**

Performance in this indicator has improved to 59.3% in 2015-16 compared to 54.0% in 2014-15, and is above the Wales average of 58.3%.

EDU/017	Wales Average	Quarter	Rank
2014-15	55.5%	3	13
2015-16	58.3%	2	10

Resources

- **The number of working days, per full-time equivalent local authority employee, lost due to sickness absence**

Introduced in 2014-15, the performance in this indicator improved to 9.6 in 2015-16 compared to 10.11 in 2014-15 and is above the Wales average of 10.2.

CHR/002	Wales Average	Quarter	Rank
2014-15	9.85	3	12
2015-16	10.2	1	4

Social Services - Adults

- **Adult protection referrals where the risk has been managed**

Performance in this indicator has improved to 95.88% in 2015-16 compared to 91.14% in 2014-15 but is still below the Wales Average of 97.00%.

SCA/019	Wales Average	Quarter	Rank
2014-15	95.60%	4	20
2015-16	97.00	3	15

- **The rate of delayed transfers of care for social care reasons**

Performance in this indicator has declined to 11.18 (263 people) in 2015-16 compared to 10.92 (254 people) in 2014-15.

Whilst further work has been carried out in this area, performance has not improved. However, data shows that at the end of the year there was a 24% reduction in the number of Delayed Transfers of Care when compared to the previous year. The Community Resource Teams moved to a seven day working week to enable weekend discharges, and the Housing resettlement officers continued to support discharges from hospital.

SCA/001	Wales Average	Quarter	Rank
2014-15	4.83	4	21
2015-16	4.87	4	22

- **The rate of older people (aged 65 or over) supported in the community**

Performance in this indicator has declined to 41.53 in 2015-16 compared to 44.12 in 2014-15.

However the Council's Policy now focusses on a preventative agenda, signposting service users to community-based independent living solutions as opposed to traditional packages of care, therefore we no longer use this indicator to measure our performance. SCA/002a has been removed from the summary of performance nationally as it was not comparable between authorities however we are able to compare it with Cardiff's historical data.

- **The rate of older people (aged 65 or over) whom the authority supports in care homes**

Performance in this indicator has improved to 17.61 in 2015-16 compared to 18.00 in 2014-15, despite an increase in our population aged 65+. This shows that there is an ongoing need for people aged 65+ with complex needs to be supported within a care home setting.

SCA/002b	Wales Average	Quarter	Rank
2014-15	18.82	2	10
2015-16	18.02	2	10

- **Clients with a care plan at 31 March whose care plans should have been reviewed that were reviewed**

Performance in this indicator has improved to 88.82.0% in 2015-16 compared to 82.0% in 2014-15 and is above the Wales average of 83.0%.

SCA/007	Wales Average	Quarter	Rank
2014-15	80.0%	2	9
2015-16	83.0%	2	7

- **Carers (of adults) aged 18 or over known to Social Services who were offered an assessment or review of their needs in their own right**

Performance in this indicator has improved to 76.8% in 2015-16 compared to 64.4% in 2014-15. However, performance remains well below the Wales Average of 91.4%.

In 2015-16, 2735 carer assessments were offered compared to 2079 in 2014-15, and 771 assessments were completed, compared to 596 in 2014-15.

SCA/018a	Wales Average	Quarter	Rank
2014-15	88.3%	4	21
2015-16	91.4%	4	19

Social Services - Children

- **Looked After Children who have experienced one or more changes of school**

Performance in this indicator has improved to 9.1% in 2015-16 compared to 17.8% in 2014-15 and is above the Wales average of 11.9%.

SCC/002	Wales Average	Quarter	Rank
2014-15	13.5%	3	16
2015-16	11.9%	1	6

- **Looked After Children who have had three or more placements during the year**

Performance in this indicator has improved to 9.9% in 2015-16 compared to 10.46% in 2014-15.

SCC/004	Wales Average	Quarter	Rank
2014-15	9.0%	3	14
2015-16	9.8%	3	15

- **Initial assessments that were completed during the year where there is evidence that the child has been seen alone by the Social Worker**

Performance in this indicator has improved to 29.2% in 2015-16 compared to 26.4% in 2014-15 but is well below the Wales average of 49.5%.

SCC/011b	Wales Average	Quarter	Rank
2014-15	44.8%	4	22
2015-16	49.5%	4	21

- **Young people formerly looked after with whom the authority is in contact at the age of 19**

Performance in this indicator has improved to 94.0% in 2015-16 compared to 90.5% in 2014-15 and is above the Wales average of 93.2%. The service attempts to keep in touch with all care leavers as required, however the young people determine for themselves whether they wish to respond and remain in contact.

SCC/033d	Wales Average	Quarter	Rank
2014-15	93.3%	3	13
2015-16	93.2%	3	13

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

Performance in this indicator has declined to 85.7% in 2015-16 (54 out of a cohort of 63 young people) compared to 91.2% in 2014-15 (52 out of a cohort of 57 young people), meaning that whilst there was a decline in performance, the actual number of young people supported increased between the two years.

Of a cohort of 63 young people, nine young people were not considered to be in suitable non-emergency accommodation; four were in custody. In all other instances, where a young person was in accommodation deemed unsuitable, Personal Advisers worked with them to offer accommodation options to resolve the situation. However, ultimately, the young people make their own choices and often refuse options that are deemed to be more suitable. The new accommodation project (Young Person's Housing Gateway) that was initiated as part of the Organisational Development Programme in 2015-16 has improved accommodation offers for young people and we would expect this to impact more significantly for this group of young people during the forthcoming year.

SCC/033e	Wales Average	Quarter	Rank
2014-15	93.1%	2	11
2015-16	93.5%	4	20

- **Young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19**

Performance in this indicator has declined to 52.4% (33 out of a cohort of 63 young people) in 2015-16 compared to 56.1% in 2014-15 (32 out of a cohort of 57 young people). Whilst only one more young person was NEET in 2015-16 compared to 2014-15, the size of the cohort has impacted considerably on the percentage outcome for this indicator.

However, the Looked After Children Trainee Scheme has gone from strength to strength. Over the year 31 young people have had experience of work through Cardiff Council as trainees compared with five in 2014-15. This year corporate apprenticeships were offered to two young people as a result of their work as trainees and a total of 15 staff across the Council have been trained as youth mentors. It is anticipated that the impact of this scheme for care leavers at 19 will become evident as the young people benefitting from the scheme reach the age of 19.

SCC/033f	Wales Average	Quarter	Rank
2014-15	59.5%	3	14
2015-16	60.7%	4	17

- **The average external qualifications point score for 16 year old Looked After Children**

Performance in indicator has improved to 257 in 2015-16 compared to 191 in 2014-15 but is below the Wales average of 269.

SCC/037	Wales Average	Quarter	Rank
2014-15	276	4	21
2015-16	269	2	10

- **Reviews of Looked After Children, Children on the Child Protection Register and Children in Need carried out in line with the statutory timetable**

Performance in this indicator has improved to 81.7% in 2015-16 compared to 70.8% in 2014-15 but is below the Wales average of 90.3%. This performance indicator is aggregated from three separate performance indicators, i.e. Looked After Children, Children on the Child Protection Register and Children in Need. The primary issue has been with Children in Need reviews.

SCC/045	Wales Average	Quarter	Rank
2014-15	88.9%	4	22
2015-16	90.3%	4	21

- **Eligible, relevant and former relevant children that have pathway plans as required**

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Performance in this indicator has improved to 73.3% in 2015-16 compared to 60.5% in 2014-15. However, performance is well below the Wales average of 93.5%.

SCC/041a	Wales Average	Quarter	Rank
2014-15	91.2%	4	22
2015-16	93.5%	4	21

- **Statutory visits to Looked After Children due in the year that took place in accordance with regulations**

Performance in this indicator has declined to 86.6% in 2015-16 compared to 88.9% in 2014-15 and is below the Wales average of 88.1%.

Regular monitoring reports for managers in the Looked After Children Service were introduced in January 2016 and the benefit of this was evident in the Quarter 4 result (91.10%). It is anticipated that the ongoing provision of these reports will support continued improvement in 2016-17 as this area of work is receiving close scrutiny and monitoring by managers on a weekly basis.

SCC/025	Wales Average	Quarter	Rank
2014-15	87.7%	3	14
2015-16	88.1%	3	12