

Scrutiny measures monitoring report

Community scrutiny - at Half Year 2020/21

Filtered by:

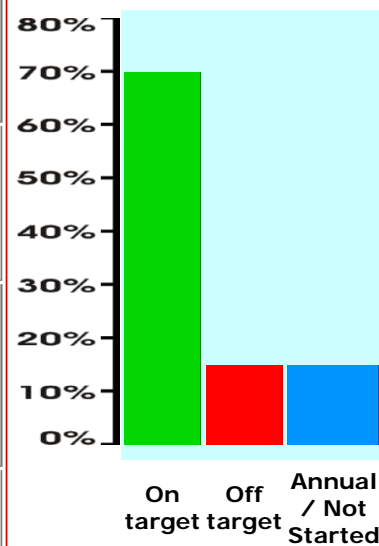
Organisation - Carmarthenshire County Council

Source document - Corporate Strategy 2020-21 - Measures Only

The table below provides a summary progress against target for the Measures contained within the selected document

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
2. Help children live healthy lifestyles (Childhood Obesity)	Measures	3	1	0	0	0	2	33%	33%
5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of	Measures	3	3	0	0	0	0	100%	100%
6. Create more jobs and growth throughout the county	Measures	6	6	0	0	0	0	100%	100%
7. Increase the availability of rented and affordable homes	Measures	3	2	1	0	0	0	67%	67%
8. Help people live healthy lives (tackling risky behaviour & Adult obesity)	Measures	3	2	0	0	0	1	67%	67%
12. Look after the environment now and for the future	Measures	2	0	2	0	0	0	0%	0%
Overall Performance	Actions and Measures	20	14	3	0	0	3	70%	

Performance against Target



There are five measures with no targets set which are not included in the above table but are included on pages 8 and 9 of this report.

OFF TARGET

Theme: 12. Look after the environment now and for the future
Sub-theme: A. Address requirements of the Environment (Wales) Act 2016

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of all planning applications determined in time PAM/018	Not applicable		Q2: 71.4 End Of Year: 71.6	Target: 68.0 Result: 66.3	Target: 68.0 Result: 60.1 Calculation: (292 ÷ 486) × 100	Target: 68.0	Target: 68.0
Comment	Q1 one has shown a reduction from previous quarters as it reflect the early impacts of the Covid lockdown and the fact that up to 50% of the Planning Division were redeployed as part of the Corporate Covid response in supporting vulnerable groups. The figure is also down on the Q1 figure that also occurred within lockdown as, in addition to redeployment, the turning off of certain service areas meant that no site visits were undertaken and the Authority was not able to undertake the requisite publicity. This, effectively, put the planning application process 'on hold' until the services were turned back on. Officers continue to utilise Extension of Time letters as a means of reflecting that timescales agreed with agents/applicants are then reflected in the Indicator as is the case across Wales, this is however voluntary and the applicants won't always agree to this. Various improvement measures are being put forward to assist with improving this target (see remedial action).						
Remedial Action	The Service remains the subject of a Strategic Review which has reported back in Jan with a number of recommendations to be delivered – it is aimed at improving the service overall. The recommendations have been, and are still being taken forward. It brings together various internal pieces of work including that of the former Improvement Group, on-going individual TIC reviews, client concerns/perceptions, and is also seeking to understand any constraints that may exist with, for example, pressures arising from securing all consultee responses in a timely manner. Some of the outcomes/actions are beyond the actions of the unit and will require input from other divisions in the Department and wider C.C. and may have resource implications. A new IT system has been developed and is now in place, and will assist with monitoring/performance management making it easier to track target dates and for managers to monitor caseloads and delivery. Consultants engaged to deal with backlog: 250+cases						

Service Head: Llinos Quelch

Performance status: Off target




Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of planning appeals dismissed PAM/019	Not applicable		Q2: 87.5 End Of Year: 80.0	Target: 69.0 Result: 66.7	Target: 69.0 Result: 66.7 Calculation: (2 ÷ 3) × 100	Target: 68.0	Target: 70.0
Comment	Standalone for Quarter 2 = 0/0. The low total numbers of appeals remains a prime factor in influencing this measure. Given these low numbers, the result has the potential to be disproportionately influenced by any one decision, although the decreasing number of appeals received is an acknowledged indicator of quality of decision making.						
Remedial Action	The commitment remains, as per previous reporting, to on-going member training. Additionally, topic-based training has been, and will continue to be, provided for officers and members in relation to specific development types, such as One Planet developments. The Strategic Review of Planning made a recommendation to provide a bespoke package of Member Training on planning matters to be provided, and this timetable has now been drawn up (it will remain an ongoing and evolving list)						

Service Head: Llinos Quelch

Performance status: Off target



Theme: 7. Increase the availability of rented and affordable homes**Sub-theme: A. Affordable Homes Delivery Plan**

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of new additional properties managed by our internal social lettings agency 7.3.2.25	Not applicable		Q2: 29 End Of Year: 61	Target: 8 Result: 9	Target: 15 Result: 12	Target: 30	Target: 45
Comment	Due to the knock on effect of the Covid-19, opportunities of signing up additional properties to our social lettings agency are more difficult to achieve.						
Remedial Action	Continue to monitor performance and encourage property sign ups. Identifying new links with landlords to try and increase sign-ups						
Service Head: Jonathan Morgan			Performance status: Off target				

ON TARGET ETC.**Theme: 2. Help children live healthy lifestyles (Childhood Obesity)****Sub-theme: A. Increase physical activities for children**

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of attendances at Sporting Opportunities facilitated by Sport & Leisure Officers 3.4.2.8	Not applicable		Q2: 70274 End Of Year: 205278	Target: 0 Result: 0	Target: 0 Result: 0	Target: 49707	Target: 110937
Comment	Staff have been furloughed for a large part of QTR 2 therefore no services to report on						
Remedial Action	Staff have been re-introduced and inline with Welsh Government and NGB guidelines are able to re-commence services in schools and the community therefore we would expect to see an increase in provision from here on in.						
Service Head: Ian Jones			Performance status: On target				

Theme: 5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of**Sub-theme: B. Helping people into work**

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of adults that feel more positive with improved confidence about seeking work after receiving employability support through Communities 4 Work and Communities 4 Work Plus Programmes. EconD/020	Not applicable		Q2: 100 End Of Year: 100	Target: 100 Result: 100	Target: 100 Result: 100 Calculation: (147 ÷ 147) × 100	Target: 100	Target: 100
Service Head: Jason Jones			Performance status: On target				

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of residents that feel more confident in using a computer and gaining IT skills after receiving digital inclusion support through Communities 4 Work and Communities 4 Work Plus Programmes. EconD/021	Not applicable		Q2: 100 End Of Year: 100	Target: 100 Result: 100	Target: 100 Result: 100 Calculation: (148 ÷ 148) × 100	Target: 100	Target: 100
Service Head: Jason Jones			Performance status: On target				

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of accredited qualifications achieved by residents attending Employment related courses within the Communities 4 Work and Communities 4 Work Plus Programmes. EconD/022	Not applicable		Q2: 167 End Of Year: 258	Target: 1 Result: 1	Target: 3 Result: 4	Target: 30	Target: 116
Service Head: Jason Jones			Performance status: On target				

Theme: 6. Create more jobs and growth throughout the county**Sub-theme: G. Overarching Data**

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of undisputed invoices which were paid in 30 days CFH/006	Not applicable		Q2: 96.2 End Of Year: 96.1	Target: 93.5 Result: 97.7	Target: 93.5 Result: 97.6 Calculation: (68375 ÷ 70068) × 100	Target: 93.5	Target: 93.5

Comment Target met and an improvement compared to Q2 19/20

Service Head: Randal Hemingway

Performance status: On target

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Jobs created with Regeneration assistance EconD/001	Not applicable		Q2: 137.5 End Of Year: 393.0	Target: 0.0 Result: 0.0	Target: 15.0 Result: 38.0	Target: 30.0	Target: 184.0

Comment 38 Jobs created year to date from business development activity, business growth & start up fund and bureau

Service Head: Jason Jones

Performance status: On target

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Jobs accommodated with Regeneration assistance EconD/002	Not applicable		Q2: 0.0 End Of Year: 85.0	Target: 0.0 Result: 0.0	Target: 0.0 Result: 0.0	Target: 0.0	Target: 36.0

Comment projects have returned to construction following covid 19 and will deliver outputs later in year following completion of construction

Service Head: Jason Jones

Performance status: On target

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of people placed into jobs with Regeneration assistance. EconD/003	Not applicable		Q2: 78.0 End Of Year: 131.0	Target: 0.0 Result: 0.0	Target: 15.0 Result: 40.0	Target: 30.0	Target: 130.0

Comment 40 people helped into employment via Communities 4 work and workways plus initiatives

Service Head: Jason Jones

Performance status: On target

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter	Quarter 2	Quarter 3	End of Year
				1			
The number of people helped into volunteering with Regeneration assistance EconD/005	Not applicable		Q2: 301 End Of Year: 614	Target: 0 Result: 0	Target: 150 Result: 1036	Target: 450	Target: 1030
Comment	Annual target has been exceeded due to work with volunteers during the Covid 19 lockdown via the Community Development team						
Service Head: Jason Jones			Performance status: On target				
Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter	Quarter 2	Quarter 3	End of Year
				1			
The level of Private Sector Investment / external funding secured (£) EconD/008	Not applicable		Q2: 4277562 End Of Year: 16247339	Target: 0 Result: 0	Target: 200000 Result: 3127227	Target: 2000000	Target: 6325568
Comment	Private Sector Investment secured via Community Bureau projects, Leader, Arfor, Business Development activity and Carmarthenshire Rural Enterprise Fund						
Service Head: Jason Jones			Performance status: On target				
Theme: 7. Increase the availability of rented and affordable homes							
Sub-theme: A. Affordable Homes Delivery Plan							
Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter	Quarter 2	Quarter 3	End of Year
				1			
The number of affordable homes delivered as part of the affordable homes plan 2016-21 7.3.2.24	Not applicable		Q2: 143 End Of Year: 316	Target: 27 Result: 29	Target: 58 Result: 95	Target: 108	Target: 195
Service Head: Jonathan Morgan			Performance status: On target				
Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter	Quarter 2	Quarter 3	End of Year
				1			
Average number of calendar days taken to complete all housing repairs PAM/037	Not applicable		Q2: 12.0 End Of Year: 13.8	Target: 14.0 Result: 2.7	Target: 14.0 Result: 4.0 Calculation: 28525.61 ÷ 7212	Target: 14.0	Target: 14.0
Service Head: Jonathan Fearn			Performance status: On target				

Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)**Sub-theme: B. Physical Activity**

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of visits to leisure centres per 1,000 population PAM/017	Not applicable		Q2: 3714 End Of Year: 7768	Target: 0 Result: 0	Target: 159 Result: 176 Calculation: (33296 ÷ 188771) × 1000	Target: 484	Target: 1146
Service Head: Ian Jones			Performance status: On target				

Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)**Sub-theme: C. Mental Health**

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of library visits per 1,000 population LCL/001	Not applicable		Q2: 3838 End Of Year: 7535	Target: 130 Result: 243	Target: 454 Result: 769 Calculation: (145118 ÷ 188771) × 1000	Target: 1006	Target: 1641
Comment	A click, collect & deliver service was launched in July followed by a phased reopening of IT facilities, physical visits in regional & branch/ mobile libraries in Aug/ Sept. The click & collect service has been well utilised & physical visits are increasing daily as customers gain the confidence to visit libraries again. We continue to promote our excellent range of free online resources. Digital book issues increased by 80% & visits to the newspaper app 'Pressreader' increased by over 26,000 compared to Q2 last year.						
Remedial Action	Visits have declined during Q2 compared to last year due to the continued closure of 13 library buildings due to Covid-19. We hope visits will gradually increase as we market our online resources offer as well as progressing through the phases of reopening regional libraries, mobile & larger branch libraries.						
Service Head: Ian Jones			Performance status: On target				

NO TARGET SET

Theme: 10. Support the growing numbers of older people to maintain dignity and independence in their later
Sub-theme: A. Improved population health and wellbeing

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The average number of calendar days taken to deliver a Disabled Facilities Grant PAM/015	Not applicable		Q2: 169 End Of Year: 176	No Target Result 116 Calculation 116/1	No Target Result 275 Calculation 3026/11	--	Target: NO TARGET
Comment	During the lockdown period a limited number of assessments were undertaken, the team focussed on hospital discharge and fast track assessments which resulted in a small number of DFG's being delivered quickly. During this time a backlog of applications was created, the adaptations function has restarted mid Qtr 2 and we are working on the backlog on a priority basis. The backlog in days of the lockdown is now significantly affecting the average number of days for delivery.						
Remedial Action	Continue to prioritise adaptations and work through the backlog of applications.						
Service Head: Jonathan Morgan			Performance status: No Target Set				

Theme: 5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of
Sub-theme: A. Preventing Poverty

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of households successfully prevented from becoming homeless PAM/012	Not applicable		Q2: 41.0 End Of Year: 46.4	No Target Result 53.8 Calculation 49/91 x 100	No Target Result 51.7 Calculation 90/174 x 100	--	Target: NO TARGET
Comment	As a result of COVID-19 Welsh Government changed the law around homelessness in that all single homeless people regardless of their previous history were deemed a priority and local authorities were required to provide both temporary and permanent accommodation. This new demand resulted in a new cohort of people presenting themselves to us (rough sleeping and sofa surfers) Their circumstances made it difficult to for us to undertake prevention work. Regardless of these increased new demands overall we were able to maintain and improve our homeless prevention work compared to last year.						
Service Head: Jonathan Morgan			Performance status: No Target Set				

Theme: 7. Increase the availability of rented and affordable homes**Sub-theme: A. Affordable Homes Delivery Plan**

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of empty private properties brought back into use PAM/013	Not applicable		Q2: 3.63 End Of Year: 7.72	No Target Result 0	No Target Result 3.31 Calculation 78/2354 x 100	--	Target: NO TARGET
Comment	Due to the implications of Covid restrictions no empty property inspections haven't been possible for Qtr 1 and most of Qtr 2. Additionally the construction industry which is crucial to restoring empties has seen a significant reduction in productivity and access to materials. However empty property delivery was restored mid qtr 2. The team has however utilised this time productively, by investing the available EPO's time into the Valleys Taskforce Empty Property Grant scheme, preparing grant schemes which is externally funded by WG, by preparing 68 applications which amount to £1.67million of improvement works (net cost), which will attract an approximate grant allowance of £1.36million (assuming £20,000 maximum allocated per surveyed property) to the County.						
Remedial Action	Due to the implications of Covid-19 no inspections to empty properties have been possible, additionally the construction industries productivity has been significantly reduced.						
Service Head: Jonathan Morgan			Performance status: No Target Set				

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of rent lost due to properties being empty PAM/039	Not applicable		Q2: 3.2 End Of Year: 3.4	No Target Result 4.3 Calculation 502895/11688734 x 100	No Target Result 4.3 Calculation 1049795/24357023 x 100	--	Target: NO TARGET
Comment	During the 2nd quarter contractors have become available to carry out the necessary void property work on a limited basis. Additionally our letting cycles have been restarted. This has meant that by the end of september we have reduced the number of void properties to 415 from a peak of 435 properties in June. During the period a few urgent property lettings have taken place via a direct match.						
Remedial Action	It is expected that there will be further reductions in Void properties over the coming months, hopefully this will result in a reduction in Void loss.						
Service Head: Jonathan Morgan			Performance status: No Target Set				

Measure Description	2019/20 Comparative Data			2020/21 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of new homes created as a result of bringing empty properties back into use PAM/045	Not applicable		Q2: 0 End Of Year: 0	No Target Result 0	No Target Result 0	--	Target: NO TARGET
Comment	Despite bringing back 78 empty properties by the end of Qtr 2, none of these properties resulted in creating additional properties.						
Service Head: Jonathan Morgan			Performance status: No target Set				