




General Information

LOCAL AUTHORITY SERVICE PERFORMANCE

The Welsh Government has now published its annual Local Authority Services Performance 2012–13 Report (January 2014). This document is the third annual report, which highlights the performance of Local Authorities and other public services, using a pre-selected suite of measures.

The data sets are compared on an all-Wales basis (22 authorities) and rated in accordance to levels of performance achieved, or response from surveys, using the following key:

Performance in bottom quarter	
Performance between top and bottom quarter	
Performance in top quarter	
Ranking (e.g. 1 st = Best in Wales to 22 nd = Worst)	

Across Wales, there are many nationally prescribed (Welsh Government) performance measures for Local Authorities, plus there are many more measures established through service benchmarking clubs, and National surveys.

The Local Authority Services Performance 2012–13 Report only reports on a limited number of measures, pre-selected by the Welsh Government for key services, in order to report to and stimulate citizen engagement, raising awareness of such information, and to signpost the public/reader to further reading/engagement with much more performance information and statistics on public services.

The majority of this information is not new and has been included in the Council's Annual Performance Report 2012/13 and reported to Council on the 23rd October 2013.

In the latest document, the Minister for Local Government and Government Business **Lesley Griffiths**, stated; *“The combination of challenging financial circumstances and increasing demand for many of the key services Authorities provide, make more important than ever the need to focus on improving performance”*.

The following information refers to an extract from the 2012/13 report namely, **Section 4 – Summary of Results** (page 6) for reference only. Followed by an extract specifically for Caerphilly, with supplementary (contextual) information as reported for 2012/13 and where available, a comparator with the 2011/12 results previously reported:

Further information on the full report can be obtained from:

LocalGovernmentSettlement@wales.gsi.gov.uk |

Tel: 029 2082 6292

Website: <http://wales.gov.uk>

4. Summary of Results

Summary of Local Authority Performance, 2012–13

Local Authority (Geographic Order)	Social care			Education		Leisure and Culture		Households with dependent children accepted as homeless
	Delayed transfers of care	Percentage of formerly Looked After Children known to be in education, training or employment at 19	Percentage of Looked After Children with three or more placements	Percentage of pupils aged 15 achieving a Level 2 threshold inclusive	Attendance	Free Swims	Public Library Visit	
Isle of Anglesey	Yellow	Green	Red	Yellow	Yellow	Red	Red	Red
Gwynedd	Green	Yellow	Green	Green	Green	Yellow	Yellow	Red
Conwy	Green	Red	Yellow	Green	Yellow	Yellow	Yellow	Red
Denbighshire	Green	Green	Green	Yellow	Yellow	Yellow	Green	Green
Flintshire	Green	Green	Yellow	Green	Green	Red	Yellow	Yellow
Wrexham	Green	Red	Red	Red	Yellow	Yellow	Yellow	Yellow
Powys	Red	Green	Green	Green	Yellow	Yellow	Green	Yellow
Ceredigion	Yellow	Yellow	Red	Green	Green	Red	Red	Yellow
Pembrokeshire	Green	Yellow	Yellow	Yellow	Red	Green	Yellow	Yellow
Carmarthenshire	Yellow	Green	Red	Yellow	Red	Green	Yellow	Yellow
Swansea	Yellow	Yellow	Green	Yellow	Yellow	Yellow	Yellow	Green
Neath Port Talbot	Red	Yellow	Yellow	Green	Yellow	Red	Green	Green
Bridgend	Yellow	Yellow	Yellow	Yellow	Yellow	Green	Red	Yellow
The Vale of Glamorgan	Red	Red	Yellow	Yellow	Green	Red	Green	Yellow
Cardiff	Red	Red	Red	Red	Yellow	Green	Green	Red
Rhondda Cynon Taf	Yellow	Green	Green	Red	Red	Yellow	Yellow	Green
Merthyr Tydfil	Yellow	Red	Yellow	Red	Green	Green	Red	Yellow
Caerphilly	Red	Yellow	Yellow	Red	Red	Yellow	Red	Green
Blaenau Gwent	Yellow	Yellow	Red	Red	Red	Green	Yellow	Green
Torfaen	Yellow	Red	Yellow	Yellow	Yellow	Yellow	Red	Yellow
Monmouthshire	Yellow	Yellow	Green	Green	Green	Yellow	Green	Red
Newport	Red	Yellow	Yellow	Yellow	Red	Red	Yellow	Red



Cont'd

Housing

Local Authority (Geographic Order)	Households with dependent children accepted as homeless	Housing		
		Rate of Additional Affordable Housing Units delivered	Empty dwellings returned to use	Disabled Facilities Grant
Isle of Anglesey	Red	Green	Green	Yellow
Gwynedd	Red	Yellow	Yellow	Yellow
Conwy	Red	Red	Yellow	Green
Denbighshire	Green	Yellow	Green	Green
Flintshire	Yellow	Red	Green	Red
Wrexham	Yellow	Red	Green	Yellow
Powys	Yellow	Yellow	Red	Red
Ceredigion	Yellow	Red	Red	Red
Pembrokeshire	Yellow	Yellow	Red	Yellow
Carmarthenshire	Yellow	Yellow	Yellow	Yellow
Swansea	Green	Yellow	Red	Yellow
Neath Port Talbot	Green	Green	Yellow	Yellow
Bridgend	Yellow	Red	Green	Green
The Vale of Glamorgan	Yellow	Yellow	Red	Red
Cardiff	Red	Green	Yellow	Green
Rhondda Cynon Taf	Green	Red	Yellow	Yellow
Merthyr Tydfil	Yellow	Green	Yellow	Green
Caerphilly	Green	Yellow	Yellow	Yellow
Blaenau Gwent	Green	Green	Yellow	Yellow
Torfaen	Yellow	Yellow	Green	Red
Monmouthshire	Red	Yellow	*	Green
Newport	Red	Green	Yellow	Red



Caerphilly	Households with dependant children accepted as homeless and accommodated per 10,000 households	Rate of additional affordable housing units delivered (%)	Empty dwellings returned to use (%)	Disabled facilities grants (No days)
2012/13	~1.3 (3 rd)	42 (11 th)	3.07 (16 th)	299 (13 th)
All Wales Av.	7.7	45	5.11	271
2011/12	(5 th)	(11 th)	4.63 (8 th)	333 (14 th)

1. Households with dependent children accepted as homeless

Homelessness is one of the most extreme forms of social exclusion.

Across Wales, there was a general increase in the number of households accepted as homeless since 2009-10. However, across Wales homeless acceptances during 2012-13 was seen to fall by 11 per cent when compared to 2011/12.

Despite this trend change, increasing costs of living, housing benefit changes and other pressures, including job losses, mean more people are at risk of losing their homes.

The Housing Act 1996 places duties on Local Authorities to assist people who are homeless or threatened with homelessness. Priority need includes families with children, a woman who is pregnant, care leavers, young persons aged 16-17, people leaving the armed forces, people leaving prison and people escaping domestic abuse.

For this measure, the actual results reported for Caerphilly in 2012/13 were:

Households found to be eligible for assistance:	Couples	Male single parent	Female single parent	Total
Number of households with dependant children	25	9	31	65

2. Rate of Additional Affordable Housing Units Delivered

It is very difficult to set a target for this measure as the result is very much dependant on interested 3rd party investors and developers (such as housing associations and private sector housing). It should therefore be noted, that any number of additional affordable housing units built, is a benefit / improvement to our community/citizens. The 42% result achieved in 2012/13 represents 108 housing units out of a total of 257 and our performance position in Wales in the mid range. There is no direct comparative information available for 2011/12, as the guidance issued by the Welsh Government for data collection changed for 2012/13.

** This indicator is pre-populated with information from a third party source (the affordable housing data collection return and the new build data collection return). The 2012/13 figures have been qualified by the WAO for all 22 local authorities across Wales as they found the third party pre-populated data to be unreliable.*

3. Empty Dwellings returned to use

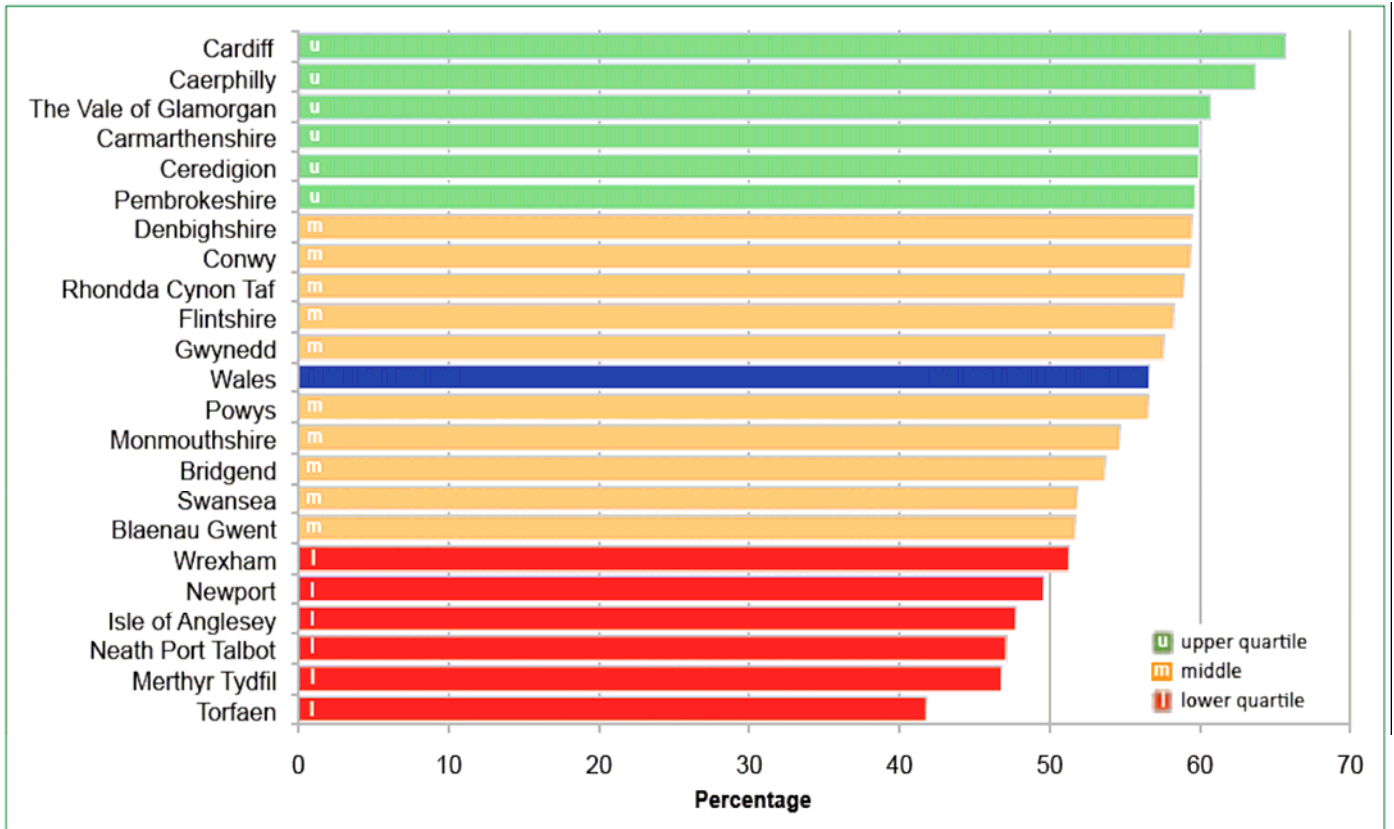
Bringing the newly introduced national “Houses into Homes” Loans scheme on line during 2012/13 diverted our internal resources to such a degree that we have been unable to improve on the 4.63% (36 properties out of 777) of private sector dwellings vacant for more than 6 months that were returned to occupation in 2011/12. In 2012/13, the percentage for Caerphilly dropped to 3.07% (29 properties out of 944), which is less than the all Wales average of 5.11% and 16th place in Wales. We have, however, now allocated additional resources to this function and hopefully we will see an improvement in the figures for 2013/14. Even though we did not meet our target, it should be noted, that any number of long-term empty properties returned to occupancy, is a benefit to the community/citizens.

4. Disabled Facilities Grant

We have been able to lower the average number of calendar days it takes us to deliver a Disabled Facilities Grant, with the average number of days dropping from 333 days in 2011/12 to 299 days in 2012/13. Although this is not quite as good as the All Wales average of 271 days, one of the key things that helped us to improve was the streamlining of our application procedure. For both 2011/12 and 2012/13, our performance position in Wales was in the mid range.

Also included in the Welsh Government's report for 2012/13 are some results from The National Survey for Wales. An important result to note (see Figure 2 below) is 'the percentage of respondents who felt their council provides a high quality service' Caerphilly was the 2nd highest scoring authority in Wales, with Cardiff being the 1st.

Figure 2: The percentage of respondents who felt their council provides a high quality service



Source: National Survey for Wales, April 2012 to March 2013, sample size 14,400 people

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