




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	Orange	Green	Red	Orange	Orange	Red	Red	Red
Gwynedd	Green	Orange	Green	Green	Green	Orange	Orange	Red
Conwy	Green	Red	Orange	Green	Orange	Orange	Orange	Red
Denbighshire	Green	Green	Green	Orange	Orange	Orange	Green	Green
Flintshire	Green	Green	Orange	Green	Green	Red	Orange	Orange
Wrexham	Green	Red	Red	Red	Orange	Orange	Orange	Orange
Powys	Red	Green	Green	Green	Orange	Orange	Green	Orange
Ceredigion	Orange	Orange	Red	Green	Green	Red	Red	Orange
Pembrokeshire	Green	Orange	Orange	Orange	Red	Green	Orange	Orange
Carmarthenshire	Orange	Green	Red	Orange	Red	Green	Orange	Orange
Swansea	Orange	Orange	Green	Orange	Orange	Orange	Orange	Green
Neath Port Talbot	Red	Orange	Orange	Green	Orange	Red	Green	Green
Bridgend	Orange	Orange	Orange	Orange	Orange	Green	Red	Orange
The Vale of Glamorgan	Red	Red	Orange	Orange	Green	Red	Green	Orange
Cardiff	Red	Red	Red	Red	Orange	Green	Green	Red
Rhondda Cynon Taf	Orange	Green	Green	Red	Red	Orange	Orange	Green
Merthyr Tydfil	Orange	Red	Orange	Red	Green	Green	Red	Orange
Caerphilly	Red	Orange	Orange	Red	Red	Orange	Red	Green
Blaenau Gwent	Orange	Orange	Red	Red	Red	Green	Orange	Green
Torfaen	Orange	Red	Orange	Orange	Orange	Orange	Red	Orange
Monmouthshire	Orange	Orange	Green	Green	Green	Orange	Green	Red
Newport	Red	Orange	Orange	Orange	Red	Red	Orange	Red



Cont'd

Housing			Environment		Transport	Community safety	Well being		
Rate of Additional Affordable Housing Units delivered	Empty dwellings returned to use	Disabled Facilities Grant	Recycling	Fly Tipping	Road condition	Percentage of respondents who felt safe after dark	Adults who are overweight or obese	Adults meeting physical activity guidelines	Adults drinking above guidelines
Green	Green	Yellow	Green	Yellow	Yellow	Yellow	Green	Green	Yellow
Yellow	Yellow	Yellow	Yellow	Yellow	Green	Green	Green	Green	Yellow
Red	Yellow	Green	Green	Yellow	Yellow	Yellow	Yellow	Yellow	Red
Yellow	Green	Green	Green	Red	Yellow	Yellow	Green	Green	Green
Red	Green	Red	Yellow	Red	Green	Yellow	Yellow	Yellow	Yellow
Red	Green	Yellow	Yellow	Green	Red	Red	Yellow	Yellow	Yellow
Yellow	Red	Red	Yellow	Yellow	Red	Green	Green	Green	Green
Red	Red	Red	Yellow	Yellow	Red	Yellow	Yellow	Yellow	Yellow
Yellow	Red	Yellow	Yellow	Yellow	Red	Green	Yellow	Green	Green
Yellow	Yellow	Yellow	Yellow	Green	Red	Yellow	Yellow	Yellow	Green
Yellow	Red	Yellow	Red	Yellow	Green	Red	Yellow	Red	Red
Green	Yellow	Yellow	Red	Yellow	Yellow	Red	Red	Yellow	Yellow
Red	Green	Green	Green	Yellow	Yellow	Red	Yellow	Yellow	Red
Yellow	Red	Red	Yellow	Red	Yellow	Green	Yellow	Yellow	Red
Green	Yellow	Green	Yellow	Red	Yellow	Yellow	Green	Red	Yellow
Red	Yellow	Yellow	Red	Green	Yellow	Yellow	Red	Red	Red
Green	Yellow	Green	Red	Yellow	Green	Red	Red	Yellow	Green
Yellow	Yellow	Yellow	Green	Green	Yellow	Yellow	Red	Red	Yellow
Green	Yellow	Yellow	Yellow	Green	Red	Yellow	Red	Yellow	Green
Yellow	Green	Red	Red	Red	Green	Yellow	Red	Red	Yellow
Yellow	*	Green	Green	Red	Green	Green	Yellow	Yellow	Red
Green	Yellow	Red	Red	Green	Yellow	Red	Yellow	Red	Yellow



* Data not available.

Leisure

Local Authority (Geographic Order)	Leisure
	Free Swims
Isle of Anglesey	Red
Gwynedd	Orange
Conwy	Orange
Denbighshire	Orange
Flintshire	Red
Wrexham	Orange
Powys	Orange
Ceredigion	Red
Pembrokeshire	Green
Carmarthenshire	Green
Swansea	Orange
Neath Port Talbot	Red
Bridgend	Green
The Vale of Glamorgan	Red
Cardiff	Green
Rhondda Cynon Taf	Orange
Merthyr Tydfil	Green
Caerphilly	Orange
Blaenau Gwent	Green
Torfaen	Orange
Monmouthshire	Orange
Newport	Red

Caerphilly	Free Swims
2012/13	69286 (12 th)
All Wales Av.	
2011/12	66372 (9 th)

1. Free Swims (aged 16 and under or 60 and over).

Over the past 5 years, across Wales, there has been a steady decline in the take up of free swims for the under 16's, and a steady increase in the take for those over 60.

However, for Caerphilly, over the same period, we have seen a gradual increase in the take up in both age groups.



Environment, Transport and Community Safety

Local Authority (Geographic Order)	Environment		Transport	Community safety
	Recycling	Fly Tipping	Road condition	Percentage of respondents who felt safe after dark
Isle of Anglesey	Green	Yellow	Yellow	Yellow
Gwynedd	Yellow	Yellow	Green	Green
Conwy	Green	Yellow	Yellow	Yellow
Denbighshire	Green	Red	Yellow	Yellow
Flintshire	Yellow	Red	Green	Yellow
Wrexham	Yellow	Green	Red	Red
Powys	Yellow	Yellow	Red	Green
Ceredigion	Yellow	Yellow	Red	Green
Pembrokeshire	Yellow	Yellow	Red	Green
Carmarthenshire	Yellow	Green	Red	Yellow
Swansea	Red	Yellow	Green	Red
Neath Port Talbot	Red	Yellow	Yellow	Red
Bridgend	Green	Yellow	Yellow	Red
The Vale of Glamorgan	Yellow	*	Yellow	Green
Cardiff	Yellow	Red	Yellow	Yellow
Rhondda Cynon Taf	Red	Green	Yellow	Yellow
Merthyr Tydfil	Red	Yellow	Green	Red
Caerphilly	Green	Green	Yellow	Yellow
Blaenau Gwent	Yellow	Green	Red	Yellow
Torfaen	Red	Red	Green	Yellow
Monmouthshire	Green	Red	Green	Green
Newport	Red	Green	Yellow	Red



Caerphilly	Recycling (%)	Fly Tipping cleared in 5 days (%)	Road Condition - Poor (%)	% of respondents who felt safe after dark
2012/13	57.07 (3 rd)	99.05 (3 rd)	8.6 (8 th)	~60.5 (8 th)
All Wales Av.	52.26	92.16	13.4	58
2011/12	55.91 (3 rd)	98.34 (7 th)	8.9 (6 th)	

1. Recycling

In 2012/13, we exceeded our target (56.6%) at 57.07%.

Whilst we are still performing excellently in this area, it should be noted that most of our major improvements to this service have now been made. As a result, we have seen significant increases (over 30%) in our recycling performances over the past 5 years. However, we recognise that it will be difficult for us to sustain this pace of improvement going forward.

It should be noted, whilst we have reported performance figures for 2011/12 above, they should not be 'directly compared' to the result reported for 2012/13 as the guidance issued by the Welsh Government for the way data is collected on this measure changed for 2012/13.

The 55.91% result for 2011/12 was a significant improvement from 2010-11 (51.4%). Also in 2011/12, Caerphilly's revenue expenditure on Local Environmental Services, which includes Waste Collection, was the 10th highest in Wales. This suggests, when comparing cost against performance, that Caerphilly's service is highly efficient and is achieving value for money.

2. Fly Tipping

The 99.05% reported for 2012/13 represents 1,663 incidents cleared out of 1679.

Proportionally, this was an improvement on 2011/12 where we reported 98.34%, 1,841 out of 1,872 incidents.

Our position in Wales has also improved from the mid range to the upper quartile and is well above the all Wales average.

3. Road Condition -The % of roads in poor condition 2011-12

Performance slightly improved in 2012/13 (8.6%) when compared to 2011/12 (8.9%) - lower is better. The results of this measure shows that the authority is still faced with a challenge to maintain its network and the unusual inclement weather experienced these past 3-4 years has also affected our highway conditions and its deterioration rates (particularly pot-holes). This was a new measure established in 2011/12.

For 2011/12 our performance position in Wales was considered to be in the upper quartile, and despite a slight improvement in performance during 2012/13, we have now moved to the mid range, despite being the 3rd highest in revenue expenditure for roads and transport per Km of road in 2012/13.

Wear and tear (residual life) on many of the road networks across authorities are difficult to

directly compare, due to the large variances and complexities in the types of networks, constructions, and road usage.

Therefore, the percentage result needs to be taken in context:

You can get a "Red" (poor) rating score even if your road has been 'surface dressed' but has poor ride quality. There maybe, no potholes, skid resistance is good, but the ride is not perfectly smooth and the road flags red and fails.

The Head of Engineering Services is a representative on a working group with the Welsh Government, trying to address such inconsistency.

This is a common problem, whereby we use preventative maintenance to seal the road.

For example, we could 'surface dress' 300 miles of road and when compared to an adjacent authority who 're-surfaced' 100 miles of road - our score would not change, theirs would improve.

4. Percentage of respondents who felt safe after dark

This information was captured from the National Survey for Wales, which covers a range of topics with a focus on wellbeing and peoples views on public services.

The [Programme for Government](#) commits the Welsh Government to make communities safer through reductions in anti-social behaviour, crime (including the fear of crime), substance misuse, the incidence and impact of fires and effective co-ordination of emergencies. The Home Office publication reporting on the [Crime Survey for England and Wales 2010-11](#) highlighted a gap between perceptions of crime, and crime reporting. Administrative data is available on reported crime, but perceptions of crime are monitored using survey data.

In the National Survey, 14,000 people across Wales were asked, 'how safe they felt in a variety of situations after dark' and the results were:

- 81% of people said they felt safe walking in their local area after dark;
- 58% of people felt safe walking in their nearest town or city centre after dark; and
- 74% of people felt safe on public transport after dark.

Against the all Wales result, Caerphilly came 8th best when comparing the responses for the % of people who felt safe walking in their nearest town or city centre after dark

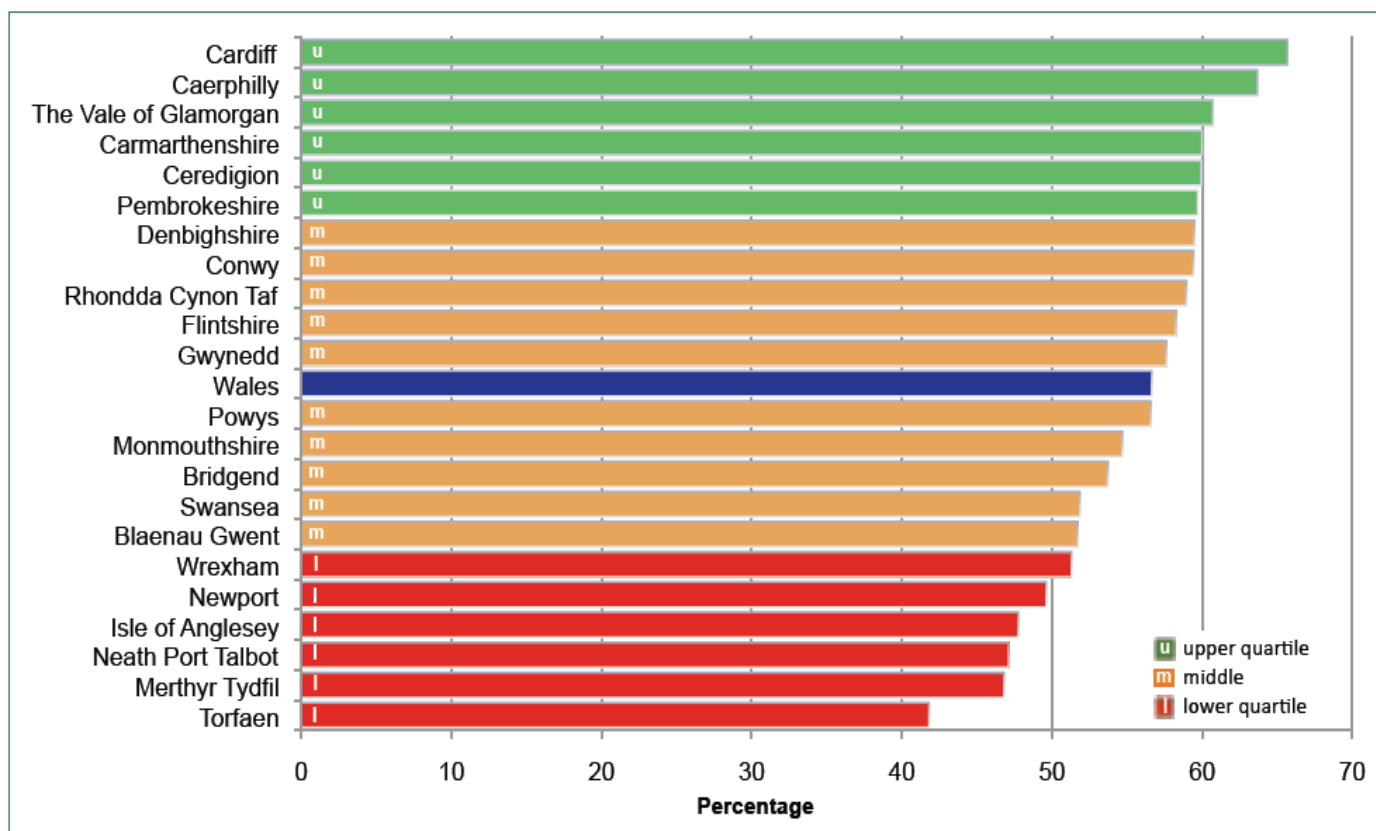
We have improved on the 2011/12 result and are equivalent to the Welsh average for feeling safe at home after dark. We remain better than the Welsh average for feeling safe in your town or city centre after dark at 8th position. Also, we can report that we are one percentage point below the Welsh average for feeling safe walking in your local area after dark.

The report details Revenue Outturn Expenditure on Local Environment Services (£ per head) and Percentage of Waste Recycled. Caerphilly is placed within the above average spend quadrant with well above average Waste Recycling achievement.

The report details Revenue Outturn Expenditure on Roads and transport per Km of road and percentage of roads in poor condition. Caerphilly is placed within the above average spend quadrant with below average percentage of roads in poor condition.

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

Colin Jones
Head of Performance & Property

6th March 2014.