

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2014 - 2015

**ENVIRONMENTAL
SERVICES SCRUTINY COMMITTEE**

6th October 2014.

**REPORT OF THE DIRECTOR OF
LEGAL & DEMOCRATIC SERVICES**

Agenda Item No. 3

**EXCEPTION REPORT – COUNCIL
PERFORMANCE REPORT – 30th JUNE
2014 (QUARTER 1)**

1. PURPOSE OF THE REPORT

The purpose of this report is to inform Members of the Exceptions agreed by the meeting of the Chairs and Vice Chairs of Scrutiny. The exceptions are drawn from the data presented to the Cabinet Performance and Resources Committee that met on the 23rd September 2014.

2. RECOMMENDATIONS

It is recommended that Members:-

- 2.1 Note the content of this report.
- 2.2 Scrutinise and comment on the information provided.
- 2.3 Consider whether they wish to scrutinise in greater depth, any matters contained in the report.

3. BACKGROUND

- 3.1 On the 29th June, 2005 Council endorsed the recommendation made by Scrutiny to create a Performance Management Coordinator role to bring added value to an already existing high quality of finance and performance information.
- 3.2 The Coordinator's role is to enable a sifting or prioritising exercise to be carried out to ensure that Members receive detailed reports on an exception basis on issues that require attention.
- 3.3 This process allows the Coordinator to coordinate capital and revenue budget monitoring and performance management information and WPI action plans in consultation with the Chairs and Vice Chairs of Scrutiny to ensure that scrutiny is presented with relevant and timely information
- 3.4 This process ensures that all Members still have access to the detailed financial and performance reports presented to the Cabinet Performance and Resources

Committee and will still be able to raise issues at the Scrutiny Committees, if not covered by the exception report.

4 EXCEPTION REPORT

- 4.1 The Exception report provides Members of this Scrutiny Committee with financial and performance management information for Environmental Services for the period to 30th June, 2014 and is attached as Appendix 1 to this report.
- 4.2 The report is based on the data set out in the report considered by the Cabinet Performance and Resources Committee on the 23rd September 2014, to which all Members have access. If Members wish to raise any matter contained therein and not covered by the exception report they are requested to contact the Scrutiny Team prior to the meeting, in order that officers may prepare a definitive response.
- 4.3 In addition, attached as Appendices A & B is the detailed action plan for the Wales Programme for Improvement priorities which lie within the remit of this Service Scrutiny Committee i.e.
 - Street Care – Keeping Rhondda Cynon Taf Clean & Green
 - Public Health & Protection – Protect people from harm and tackle anti social behaviour

5. KEY QUESTIONS FOR MEMBERS

- 5.1 Are Members in agreement with the exceptions highlighted in the report?

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

ENVIRONMENTAL SERVICES SCRUTINY COMMITTEE

6TH OCTOBER 2014

REPORT OF THE DIRECTOR OF LEGAL AND DEMOCRATIC SERVICES

Item: EXCEPTION REPORT – COUNCIL PERFORMANCE (QUARTER 1)

Background Papers

Report of the Group Director, Corporate Services “Council Performance Report – 30TH June 2014 (Quarter 1)” – presented to Cabinet Performance and Resources Committee 23rd September 2014.

Officer to contact: Miss E Coates – Tel. No: 01443 424098

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Environmental Services Scrutiny Committee 6th October 2014

Council Performance Report 30th June 2014 (Quarter 1)

In respect of Environmental Services:

1. Financial Performance:

a) Revenue Budgets:

| | Budget as at 30th June 2014/15 £M | Actual as at 30th June 2014/15 £M | Variance Over (Under) £M |
|------------------------|--|--|--|
| Environmental Services | 15.755 | 15.691 | (0.064) |

Key Revenue Issues:

- No material period variances to report as at June 2014

b) Capital Budgets:

| | Budget As At 30th June £M | 1st Quarter Actual £M | % of Total Budget spent in 1st Quarter |
|------------------------|---|---|--|
| Environmental Services | 24.984 | 2.093 | 8% |

Key Capital Issues:

- New grant approvals reflected in the programme including Welsh Government funding in respect of Transport Grant and Traffic Management, and Sports Council for Wales funding

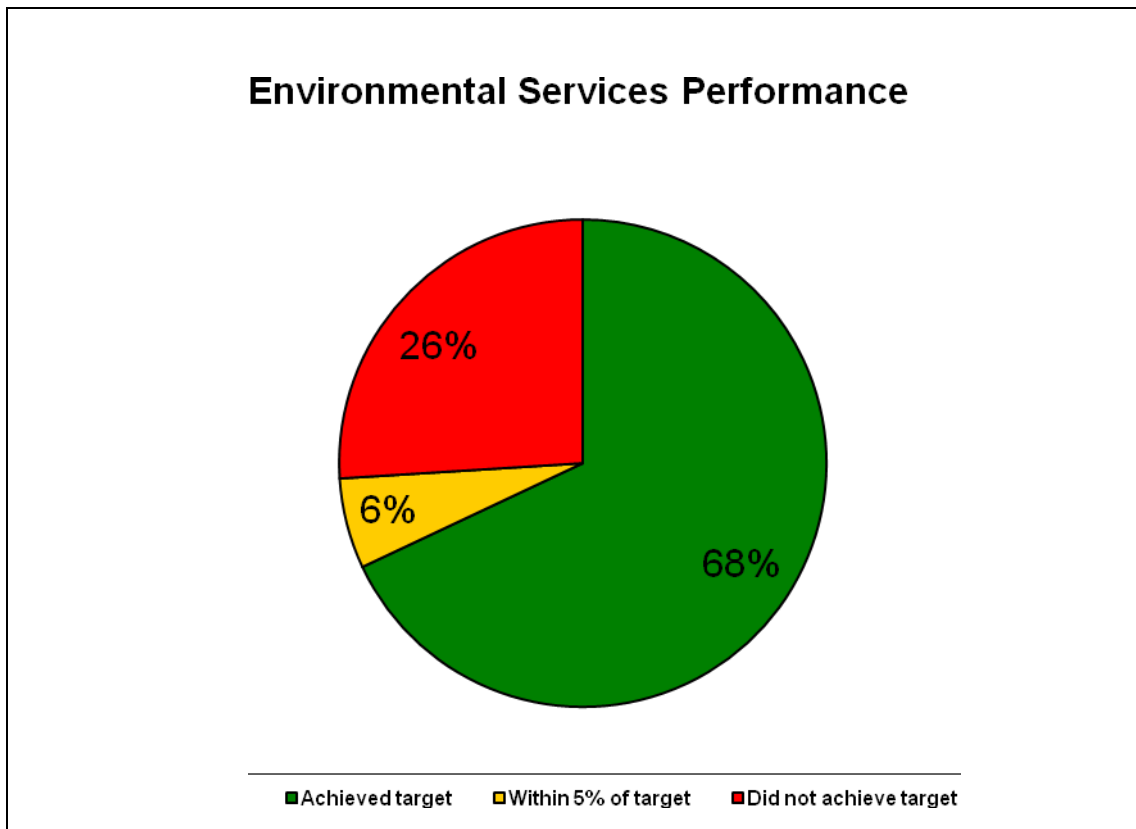
2. Wales Programme For Improvement:

Action Plans for Review:

- **Protect people from harm and tackle anti-social behaviour**
- **Keeping Rhondda Cynon Taf clean and ‘green’**

Full Action Plans attached at Appendix A and B.

3. Operational Performance:



| | | |
|---|-----------|-----|
| Total number of indicators with data available | 31 | |
| Achieved Quarter 1 Target | 21 | 68% |
| Within 5% of Quarter 1 Target | 2 | 6% |
| Did Not Achieve Quarter 1 Target | 8 | 26% |

Key Performance Issues:

| | Positive Performance | Exceptions |
|-------------------------------|---|--|
| Environmental Services | % of clients who achieve a waiting time less than 20 working days between referral and treatment (substance misuse) - Quarter 1 performance was 84% compared to a target of 80%. | % of cases closed as treatment completed (substance misuse) - Quarter 1 performance was 60% compared to a target of 74%. Performance is derived from aggregated data from various schemes. It is anticipated that this will improve as the year progresses |
| | % of licensed premises due for inspection in category A & B* inspected by target date - Quarter 1 performance was 100% compared to a target of 75% | % of high risk businesses that were liable to a programmed Trading Standards inspection that were inspected – Quarter 1 performance was 66.67% compared to a target of 100%. There were occasions during quarter 1 where clients who needed to be present to complete inspections were unavailable. Officers have made appointments to complete the visits during the second quarter |
| | % of food businesses which are broadly compliant with food law - Quarter 1 performance was 89.39% compared to a target of 85.00% | % of clients reporting a complete cessation of abuse following IDVA intervention (domestic abuse / sexual violence) - Quarter 1 performance was 61% compared to a target of 80%. The ambitious target is affected by external factors that impact on performance e.g. the presence of children provides contact opportunities that may lead to the continuation of indirect abuse |
| | % of streets, highways & relevant land inspected of a high or acceptable standard of cleanliness – Quarter 1 performance was 99.5% compared to a target of 95.8%. | % of municipal waste that is sent to landfill - Quarter 1 performance was 49.2% compared to a target of 45.0%. The company that previously processed black bag waste stopped collecting in RCT. The Council is working with Amgen Cymru to look at alternative options which should commence in August. This, in addition to the Council's new policy on side waste, which will be introduced in September, will enable the service to return to target level |
| | % of reported fly tipping incidents on relevant land cleared within 5 working days - Quarter 1 performance was 95.82% compared to a target of 95.00% | % of local authority collected municipal waste prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way - Quarter 1 performance was 47.18% compared to a target of 55.00%. Reason as per '% of municipal waste that is sent to landfill' above |

*Category A & B premises are the higher risk categories

4. Health Check Measures:

| | |
|-------------------|--|
| SAFETY | <ul style="list-style-type: none"> • 4 test purchases of alcohol carried out resulting in 0 sales. 16 fixed penalty notice issued year to date in relation to underage sales • Average of 3.16 calendar days taken to repair street lamp failures, compared to 2.66 days in Quarter 1 of 2013/14 • 20 incidents of dangerous damage to roads and pavements made safe within 24 hours (100%) compared to 23 (100%) at Quarter 1 of 2013/14 |
| HEALTH | <ul style="list-style-type: none"> • 6,740 people paying by direct debit or corporate membership for the More Card leisure scheme (compared to 6,717 in Quarter 1 of 2013/14) |
| PROSPERITY | <ul style="list-style-type: none"> • 17,685 people attended events at the Council’s three theatre venues, compared to 12,205 in Quarter 1 of 2013/14 • 20 creative industry** practitioners/organisations supported to develop their businesses compared with 13 in Quarter 1 of 2013/14 • 1,803 tonnes of food waste collected, compared with 1,420 tonnes in Quarter 1 of 2013/14*** • 13,139 tonnes of waste were reused, recycled or composted, compared with 15,190 tonnes in Quarter 1 of 2013/14*** • 13,702 tonnes of municipal waste sent to landfill, compared with 9,535 tonnes in Quarter 1 of 2013/14*** • 1,381 warning letters issued for the following offences: <ul style="list-style-type: none"> 9 - Car Litter 1,323 - Domestic (Bins) 49 - Fly Tipping 0 - Fly Posting • 88 fixed penalty notices issued for the following offences: <ul style="list-style-type: none"> 54 - Car Litter 0 - Dog Fouling 0 - Fly Tipping 19 - Domestic 14 - Trade 1 - Fly Posting • All 51 incidents of graffiti were removed within 5 days – 100% (100% in 2013/14). 42 of these were offensive, all of which were removed within 1 day (100%). 79 were offensive in the same period last year and 100% were removed within 1 day • Of the 198 streets inspected, 197 were found to be of a high or acceptable standard of cleanliness (99.49% compared to 100% in Quarter 1 of 2013/14) • 893 reported incidents of fly tipping removed within 5 days (95.82%). On average it took 1.10 days to remove reported incidents of fly tipping (99.42% of fly tips cleared within 5 days in Quarter 1 of 2013/14, taking an average of 0.14 days) • 318 rodent treatments delivered, 294 within target times* (92%). 95%¹ of treatments were delivered within target times in Quarter 1 of 2013/14 |

*Target times are 1 working day for mice/rats within premises and 3 working days for mice/rats outside premises

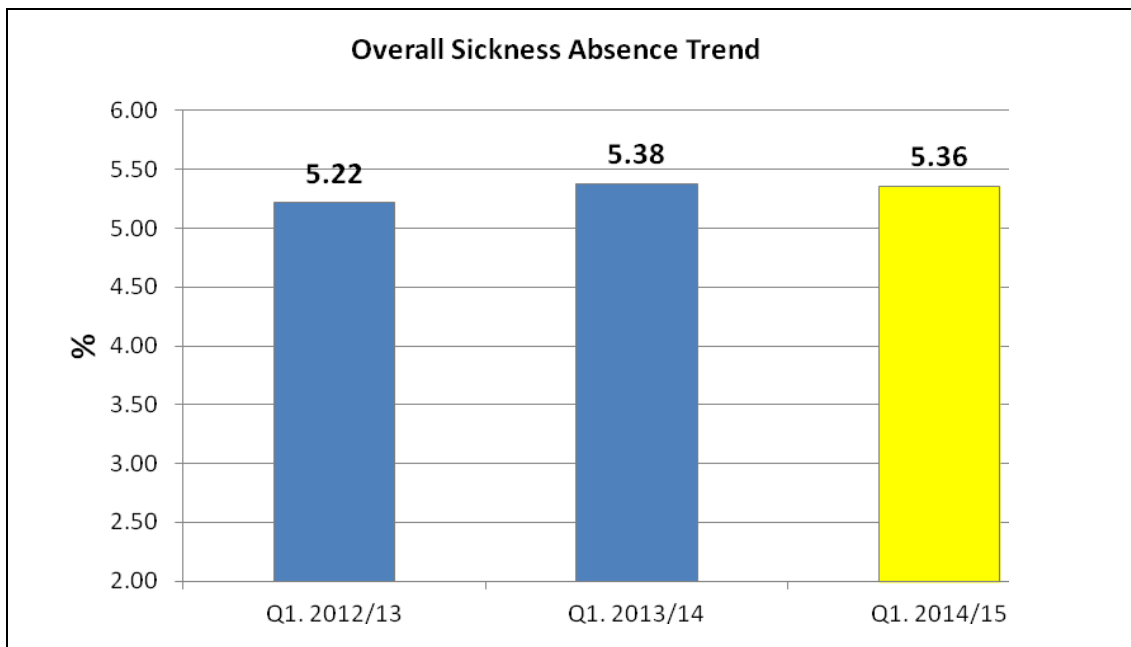
**The creative industries are those industries which have their origin in individual creativity, skill and talent and which have a potential for wealth and job creation through the generation and exploitation of intellectual property, for example film, photography, music and the visual and performing arts

***Waste data is provisional for 2014/15 and may be subject to minor amendments following data validation processes

¹ Data reported Qtr 1 2013/14 has been revised from 91% to 95%

5. Supplementary Performance Information:

| People Matter | Sickness Absence | % Total | % <28 days | % >28 days | % Staff Turnover |
|----------------------------|---|---|-------------|-------------|------------------|
| | Total (Headcount 1,399) | 5.36 | 1.21 | 4.15 | 2.43 |
| | Highways, Transportation & Strategic Projects (Headcount 163) | 4.43 | 1.21 | 3.22 | 3.68 |
| | Street Care Services (Headcount 432) | 6.09 | 1.25 | 4.84 | 3.47 |
| | Waste Services (Headcount 127) | 3.97 | 0.79 | 3.18 | 0.00 |
| | Public Health & Protection (Headcount 222) | 5.90 | 1.21 | 4.69 | 1.35 |
| | Leisure, Culture & Tourism (Headcount 451) | 5.17 | 1.31 | 3.86 | 2.22 |
| | Environmental Support (Headcount 4) | 0.00 | 0.00 | 0.00 | 0.00 |
| | Council Wide (for comparative purposes) | 4.82 | 1.21 | 3.61 | 3.51 |
| | Occupational Health Activities (from the 1st April to 30th June 2014): | | | | |
| No. of appointments | | Of the 427 appointments attended 181 (42.4%) were with technicians, 74 (17.3%) were with nursing staff, 91 (21.3%) with physiotherapists, 38 (8.9%) with counsellors and 43 (10.1%) with medical officers | | | |



Note:

Briefing paper summarises information presented to Cabinet Performance & Resources Committee on the 23rd September 2014.

**Wales Programme for Improvement
Protect people from harm and tackle anti-social behaviour**

| What we aim to achieve: | |
|--|---------------------------|
| <p>Many of our residents lives are blighted by the anti social behaviour of others, with some suffering harm such as domestic abuse, violence and criminal damage. We will support victims of domestic abuse and work to reduce the harm to individuals of their own alcohol and substance misuse. We will continue to use our licensing and public protection powers to reduce anti-social behaviour by effectively managing the late night economy and holding the perpetrators of anti-social behaviour and other offences to account. We will also work to protect people, particularly our most vulnerable residents, from harm and exploitation by using our enforcement powers to ensure that housing meets required standards, the safety of passengers using taxis is protected, consumers can eat safely from our food outlets, businesses are effectively regulated and rogue traders are prevented from operating.</p> | |
| Key Corporate Risks - What are the Strategic Risks being addressed by this plan and which Outcomes aim to mitigate them? | |
| Risk Description: | Outcome Reference: |
| If secondary and specialist services for substance misuse are not reconfigured appropriately with Partners then the ability to deliver a service that suits the needs of citizens across the Cwm Taf region may be compromised. | 3 |
| If Partners do not buy into and agree a new Cwm Taf Collaborative Arrangement for Sexual Violence and Domestic Abuse then the ability to tackle domestic violence effectively will be compromised. | 2 |

| How will we know if we are making a difference: | | | | | | | | | | | | | |
|--|---|-------|--|----|---|----|---|----------|-------|--|----|------------------|----|
| <p>KPI 1 - No. of service users reporting a reduction in their substance misuse</p> <table border="1"> <caption>Data for KPI 1</caption> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No. with a reduction in their substance misuse</td> <td>58</td> </tr> <tr> <td>No. leaving with no reduction or still in treatment</td> <td>57</td> </tr> </tbody> </table> | Category | Count | No. with a reduction in their substance misuse | 58 | No. leaving with no reduction or still in treatment | 57 | <p>KPI 2 - No. of domestic abuse clients reporting a complete cessation of abuse following IDVA intervention</p> <table border="1"> <caption>Data for KPI 2</caption> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Number reporting a complete cessation of abuse</td> <td>19</td> </tr> <tr> <td>Number remaining</td> <td>12</td> </tr> </tbody> </table> | Category | Count | Number reporting a complete cessation of abuse | 19 | Number remaining | 12 |
| Category | Count | | | | | | | | | | | | |
| No. with a reduction in their substance misuse | 58 | | | | | | | | | | | | |
| No. leaving with no reduction or still in treatment | 57 | | | | | | | | | | | | |
| Category | Count | | | | | | | | | | | | |
| Number reporting a complete cessation of abuse | 19 | | | | | | | | | | | | |
| Number remaining | 12 | | | | | | | | | | | | |
| <p>Story behind the data: 58 clients have shown a reduction in their substance misuse (50.43%). 57 clients have not shown a reduction in their substance misuse or are still in treatment (49.57%).</p> <p>During the same period last year 329 clients (57%) demonstrated a reduction in their substance misuse and 248 clients (43%) were either still in treatment (the outcome of which was not known at that time) or have left without reducing their substance misuse.</p> | <p>Story behind the data: This data represents 61% of clients reporting positive outcomes in the form of a complete cessation of abuse as a result of IDVA intervention. This complements the other reported indicators within this outcome with 77% (24) clients feeling safer as a result of IDVA intervention and 77% (24) clients experiencing improvements in their quality of life</p> | | | | | | | | | | | | |

Paul Mee (Service Director of Public Health and Protection) - June 2014

Key Priority: Protect people from harm and tackle anti-social behaviour (Public Health & Protection)

Lead Officer: Paul Mee Service Director of Public Health and Protection

Outcome 1: Fewer people in Rhondda Cynon Taf are the victims of anti social behaviour and public concern is reduced overall. People in Rhondda Cynon Taf are protected from the actions of repeat offenders

| Measures | | | | | | | | | |
|---|--------------------|------------------------------------|------|---------|---------------|--------------|-------------------|-----|----------------------|
| Title | 2013/14 | 2012/13 All Wales Comparative Data | | | 2014/15 | | | | Comment |
| | Annual Performance | Quartile | Rank | Average | Annual Target | Qtr 1 Target | Qtr 1 Performance | RAG | |
| Me01ai) - No. of vulnerable and or repeat victims of anti social behaviour that are no longer experiencing anti social behaviour / feel safer as a result of intervention (Local) | 80 | | | | N/A | N/A | 13 | | For information only |
| Me01aai) - % of vulnerable and or repeat victims of anti social behaviour that are no longer experiencing anti social behaviour / feel safer as a result of intervention (Local) | 78 | | | | 75 | N/A | N/A | | Reported in Qtr 4 |
| Me02 - No. of individual offenders that have ceased/reduced offending behaviour whilst participating in the scheme for ¹ : | 47 ³ | | | | N/A | N/A | N/A | | Reported in Qtr 4 |
| ai) Prolific & Priority Offenders (PPO) (Local) | | | | | | | | | |
| bi) Integrated Offender Management (IOM) (Local) | 67 ³ | | | | N/A | N/A | N/A | | Reported in Qtr 4 |
| Me03 - Proportion of individuals referred to the unit who are no longer perpetrators of ASB as a result of the intervention: | | | | | | | | | |
| a) No. of individuals referred to the unit who are no longer perpetrators of ASB as a result of intervention ² (Local) | 595 | | | | N/A | N/A | 524 | | For information only |
| b) % of individuals referred to the unit who are no longer perpetrators of ASB as a result of intervention ² (Local) | 74 | | | | 75 | N/A | N/A | | Reported in Qtr 4 |
| Me04 - % of residents surveyed in targeted town centres who feel Community Safety has improved following the intervention (New) (Local) | N/A | | | | N/A | N/A | N/A | | Reported in Qtr 4 |

Footnotes:

¹ Offenders are closely managed during their involvement in the schemes. The cohorts of offenders are dynamic and will change constantly as new offenders are identified and those whose behaviour has changed fall out of the schemes

² This will capture how many individuals referred to the ASB unit who drop out of the system at the earliest stages because they are no longer a source of ASB - the more that leave early the more effective the system.

³ Data is provided by South Wales Police and represents an average of the first two quarters of 2013/14

Critical Improvement Action 1: Prevent repeat victimisation through the use of support including mediation services and restorative justice interventions where possible

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - Set up joint working practices with local mediation service to help tackle longstanding and serious neighbourhood ASB cases / disputes | Sep-14 | ● | On Target | |
| M02 - Evaluate the effectiveness of the mediation services and report outcome to Scrutiny Committee | Mar-15 | ● | On Target | |

Critical Improvement Action 2: Focus Interventions on those who commit most crime by targeting Repeat and Prolific Offenders

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Actively targeting repeat ASB offenders through multi-agency operations and the ASB process | Mar-15 | ● | On Target | |
| M02 - To undertake multi agency work with key Partner agencies using interventions that are shown to be best practice and revised collaborative working protocols to maximise effectiveness in dealing with re-offenders. | Mar-15 | ● | On Target | |

Critical Improvement Action 3: To undertake work targeting repeat locations of anti social behaviour, utilising ASB interventions for victims and perpetrators and crime reduction measures to reduce ASB

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Identify relevant ASB repeat locations to target resources and interventions | Jul-14 | ● | On Target | |
| M02 - Undertake multi agency operations including Friday Night Projects ¹ , Operation Streetwise and Operation Bernie (multi agency) to tackle ASB perpetrators at these locations | Jan-15 | ● | On Target | |
| M03 - Evaluate the ASB interventions at targeted locations and report findings to Scrutiny Committee | Mar-15 | ● | On Target | |

Footnote:

¹ Note the Friday Night Project is a term to describe multi agency operations that target hotspots for ASB and youth related disorder that occur on a Friday Night. The partners are SW Police, Youth Offending Service and Detached Youth Workers.]

Critical Improvement Action 4 - To undertake specific activities and campaigns aimed at improving the public's perception of Community Safety issues in town centres

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Identify areas to target and develop an action plan of specific activities and campaigns to be delivered in partnership | Sep-14 | ● | On Target | |
| M02 - Undertake community survey at identified locations pre and post intervention to determine effectiveness of activity in changing residents perceptions of community safety | Mar-15 | ● | On Target | |

Key Priority: Protect people from harm and tackle anti-social behaviour (Public Health & Protection)

Lead Officer: Paul Mee Service Director of Public Health and Protection

Outcome 2: Fewer people in Rhondda Cynon Taf are the victims of domestic abuse and sexual violence

| Measure | | | | | | | | | |
|---|--------------------|------------------------------------|------|---------|---------------|--------------|-------------------|-----|--|
| Title | 2013/14 | 2012/13 All Wales Comparative Data | | | 2014/15 | | | | Comment |
| | Annual Performance | Quartile | Rank | Average | Annual Target | Qtr 1 Target | Qtr 1 Performance | RAG | |
| Me01 - % of clients that reported feeling safer as a result of Independent Domestic Violence Advisor service (IDVA) intervention (Local) | 85 | | | | 85 | 85 | 77 | ● | Ambitious target set. Indicator is based on client perception which is often influenced by external factors beyond the control of the IDVA service |
| Me02 - % of clients reporting a complete cessation of abuse following IDVA intervention (Local) | 74 | | | | 80 | 80 | 61 | ● | <i>This performance indicator has also been shown graphically at the front of the plan.</i> Ambitious target set. Uncontrollable external factors affect performance e.g. the presence of children provides contact opportunities that may lead to the continuation of indirect abuse. |
| Me03 - % of clients that reported having an improved quality of life as a result of Independent Domestic Violence Advisor service (IDVA) intervention (Local) | 84 | | | | 85 | 85 | 77 | ● | The ambitious target has not been achieved due to external factors outside of the IDVA service control. The outcome may require referral to another agency for longer term contact and support |
| Me04 - % of clients experiencing reduced level of risk as a result of Independent Domestic Violence Advisor service (IDVA) intervention ¹ (case worker perception) (New) (Local) | N/A | | | | N/A | N/A | 68 | | For information only |
| Me05 (i) - No. of perpetrators of domestic violence who commence the voluntary perpetrator programme (New) (Local) | N/A | | | | N/A | N/A | N/A | | Reported in Qtr 4 |
| Me05 (ii) - % of perpetrators of domestic violence who complete the voluntary perpetrator programme (New) (Local) | N/A | | | | N/A | N/A | N/A | | Reported in Qtr 4 |

Footnote:

¹ This is quantified using a risk perceptor indicator checklist at the exit interview. The measure is collected as part of our external accreditation for the CAADA (Coordinating Action Against Domestic Abuse) leading lights. It is a well defined and robust measure

Critical Improvement Action 1: Sustain regional collaborative arrangements across Cwm Taf to coordinate a multi agency strategic response to Sexual Violence and Domestic Abuse

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|--|
| M01 - Review and reconfigure as necessary the Cwm Taf Collaborative Arrangements for Sexual Violence & Domestic Abuse Forum (CTSVDFAF) to ensure partners commit to and remain focussed in relation to regional collaborative arrangements | Sep-14 | ● | Not on Target | Date set to meet with key partners. Revised delivery date will be set following this meeting |
| M02 - Develop appropriate mechanisms to ensure service user perspectives are considered, through service user groups | Apr-15 | ● | On Target | |

Critical Improvement Action 2: Introduce a voluntary perpetrator programme to challenge and change perpetrator behaviour

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Commission an independent facilitator to provide a voluntary programme for perpetrators from RCT as a pilot | Jun-14 | ● | Complete | |
| M02 - Evaluate outcomes of voluntary programme and determine whether to recommission in 2015/16 | Jan-15 | ● | On Target | |
| M03 - Report outcomes and recommendations to Local Service Board (LSB) | Mar-15 | ● | On Target | |

Critical Improvement Action 3: Review commissioned support services provided from the Oasis centre in advance of contract renewal in 2015/16

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - Domestic Abuse Commissioning Group to undertake a review of the commissioned services currently provided to evaluate their performance and inform future commissioning decisions | Dec-14 | ● | On Target | |
| M02 - Report the findings of the review of the commissioned services to the LSB with recommendations for future commissioning decisions | Apr-15 | ● | On Target | |

Key Priority: Protect people from harm and tackle anti-social behaviour (Public Health & Protection)

Lead Officer: Paul Mee Service Director of Public Health and Protection

Outcome 3: Fewer people in Rhondda Cynon Taf misuse alcohol and drugs

| Measure | | | | | | | | | |
|--|--------------------|------------------------------------|------|---------|---------------|--------------|-------------------|-----|---|
| Title | 2013/14 | 2012/13 All Wales Comparative Data | | | 2014/15 | | | | Comment |
| | Annual Performance | Quartile | Rank | Average | Annual Target | Qtr 1 Target | Qtr 1 Performance | RAG | |
| Me01 - % of client who achieve a waiting time less than 20 working days between referral and treatment (Local) | 86 | | | | 80 | 80 | 84 | ● | |
| Me02 - % of cases closed as treatment completed (Local) | 74 | | | | 74 | 74 | 60 | ● | Performance is derived from aggregated data from various schemes. It is anticipated that this will improve as the year progresses |
| Me03 (i) - No. of service users reporting a reduction in their substance misuse (New) (Local) | 1,501 | | | | N/A | N/A | 58 | | For information only |
| Me03 (ii) - % of service users reporting a reduction in their substance misuse (Local) | 59 | | | | 59 | 59 | 50 | ● | <i>This performance indicator has also been shown graphically at the front of the plan. As above</i> |
| Me04 (i) - No. of service users reporting an improvement in quality of life (New) (Local) | 1,074 | | | | N/A | N/A | 84 | | For information only |
| Me04 (ii) - % service users reporting an improvement in quality of life (Local) | 54 | | | | 56 | 56 | 62 | ● | |

Critical Improvement Action 1: Review and further develop existing needle exchange services to ensure they address the needs of all injecting substance users

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Implement revised service model, subject to approval by the Area Planning Board | Jul-14 | ● | Complete | |
| M02 - Evaluate performance of new service model through contract management framework | Apr-15 | ● | On Target | |

Critical Improvement Action 2: Review the current performance and delivery of the specialist, secondary care substance misuse treatment service to ensure it meets the needs of its target clients¹

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Review existing service against core standards, performance data and the recovery framework | Jul-14 | ● | Complete | |
| M02 - Gather stakeholder views on existing provision | Aug-14 | ● | On Target | |
| M03 - Report findings and recommendations for change to the Area Planning Board | Nov-14 | ● | On Target | |
| M04 - Develop a new model of service for specialist secondary case substance misuse services | Jan-15 | ● | On Target | |
| M05 - Consult with stakeholders on any new model of service delivery | Feb-15 | ● | On Target | |
| M06 - Implement new service model for specialist secondary case substance misuse services | Apr-15 | ● | On Target | |
| M07 - Evaluate the performance of the new service through the contract management framework | Sep-15 | ● | On Target | |

Footnote:

¹Specialist secondary care treatment services are services that only deal with substance misuse interventions for people with complex substance misuse issues outside of primary care

Critical Improvement Action 3: Develop and deliver a strategic "targeted" substance misuse training programme which delivers a whole organisation/departmental approach to transform operational practices and replaces existing arrangements

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Implement and deliver training plan in conjunction with partners from October 2013 | Apr-14 | ● | Complete | |
| M02 - Evaluate training plan to ensure outcomes are delivered and report the results to the Area Planning Board | Mar-15 | ● | On Target | |

Key Priority: Protect people from harm and tackle anti-social behaviour (Public Health & Protection)

Lead Officer: Paul Mee Service Director of Public Health and Protection

Outcome 4: People in RCT live in safe, appropriate housing in sustainable and prosperous communities

| Measure | | | | | | | | | |
|---|--------------------|------------------------------------|------|---------|---------------|--------------|-------------------|-----|-------------------|
| Title | 2013/14 | 2012/13 All Wales Comparative Data | | | 2014/15 | | | | Comment |
| | Annual Performance | Quartile | Rank | Average | Annual Target | Qtr 1 Target | Qtr 1 Performance | RAG | |
| Me01 - No. of private sector dwellings that had been vacant for more than 6 months at 1st April that were returned to occupation during the year through direct action of the local authority (Local) | 94 | | | | 75 | 75 | N/A | | Reported in Qtr 4 |
| Me02 - % of private sector dwellings that had been vacant for more than 6 months at 1st April that were returned to occupation during the year through direct action of the local authority (Statutory) | 3.05 | 3 | 15 | 5.11 | 3.00 | 3.00 | N/A | | Reported in Qtr 4 |
| Me03 - No. of category 1 and 2 Hazards that were reduced to an acceptable standard following a HHSRS assessment ¹ (New) (Local) | 233 | | | | 60 | N/A | 4 | | Reported in Qtr 4 |
| Me04 - No. of houses where an excess cold hazard was reduced to an acceptable level (Local) | 41 | | | | 25 | 25 | 41 | ● | |
| Me05 - No. of energy efficient insulation measures installed in all homes (Private) (New) (Local) | 1,734 | | | | 750 | 750 | N/A | | Reported in Qtr 4 |
| Me06 - No. of homes benefiting from improved domestic energy performance measures (Private) (New) (Local) | 1,550 | | | | 300 | 300 | N/A | | |
| Me07 - % of houses in multiple occupation that fully comply with licensing conditions ² (Local) | 69.7 | | | | 60.0 | 60.0 | 58.0 | ● | |

Footnotes:

¹ The housing health and safety rating system (HHSRS) is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings. It was introduced under the Housing Act 2004 and applies to residential properties in England and Wales. The HHSRS assesses 29 categories of housing hazard. Each hazard has a weighting which will help determine whether the property is rated as having category 1 (serious) or category 2 (other).

² A House in Multiple Occupation (HMO) is a property occupied by persons who are not members of the same family. Licensing is a mechanism for controlling, managing and improving standards in certain types of HMO.

Critical Improvement Action 1: To ensure the most effective use of the existing social housing stock in RCT in the context of welfare reform

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - To implement the recommendations of the Housing Allocation Scheme and Common Housing Register Review undertaken in 2013/14 | Sep-14 | ● | On Target | |
| M02 - To establish working groups to further develop the recommendations of the Strategic Review of the Social Housing Stock undertaken in 2013/14 for example to consider re-configuring some social rented units, utilising sheltered housing for general needs accommodation and evaluating local lettings policies | Dec-14 | ● | On Target | |
| M03 - To report to the 'Housing Leaders' group on the outcomes of the working groups in order to validate the recommended initiatives and agree a plan to implement them | Mar-15 | ● | On Target | |

Critical Improvement Action 2: To improve the energy efficiency of the housing stock and reduce the cost of energy for residents in RCT

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Continue with Heat & Save Scheme to provide discounted energy measures to private households | Mar-15 | ● | On Target | |
| M02 - Provide energy efficiency behaviour advice and signposting households to other grant assistance | Mar-15 | ● | On Target | |

Critical Improvement Action 3: To tackle the blight of long term vacant properties through effective interventions aimed at returning them to use

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - To deliver a holistic and effective borough wide empty property service which includes advice, guidance, financial incentives and enforcement | Mar-15 | ● | On Target | |
| M02 - To undertake a programme of targeted action in relation to certain types of empty properties to include: vacant properties in high demand areas and those properties that are having a detrimental impact on the sustainability of lower demand areas | Dec-14 | ● | On Target | |
| M03 - To develop and implement innovative models to bring empty properties back into use including Housing Association self funded low cost homeownership models, and private sector leasing schemes | Dec-14 | ● | On Target | |

Critical Improvement Action 4: To undertake robust housing enforcement in the private rented sector to improve the quality and standard of accommodation being offered in the borough

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - Implement the 'Additional Licensing (Houses in Multiple Occupation) Scheme 2014 from 1st April 2014 in accordance with the Action Plan for Year 1 of the scheme | Mar-15 | ● | On Target | |
| M02 - Provide an update report to Environmental Services Scrutiny committee on progress with implementation of the recommendations of the HMO Task and Finish Group Report 2013 | Sep-14 | ● | On Target | |
| M03 - To deliver an effective and efficient housing enforcement service that is based on providing advice and guidance to landlords who are willing to work with the Council to improve property conditions; or in the case of non compliant landlords, prompt investigation and legal enforcement action is taken to reduce hazards in properties | Mar-15 | ● | On Target | |

Critical Improvement Action 5: Provide a strategic area based approach to neighbourhood improvement and the promotion of well being utilising housing investment and activity as a catalyst for action by stakeholders, in particular partners in the Local Health Board

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - Using the agreed methodology, identify neighbourhoods that would benefit from targeted action and report recommendations to the SIP Board and obtain Cabinet Approval for the development of specific action plans | Mar-15 | ● | On Target | |
| M02 - Subject to the needs of the area specific plans, prepare a business case for Selective Licensing for decision by Cabinet Member for Housing | Sep-14 | ● | On Target | |
| M03 - Implement Action Plan for first area | Mar-15 | ● | On Target | |

Key Priority: Protect people from harm and tackle anti-social behaviour (Public Health & Protection)

Lead Officer: Paul Mee Service Director of Public Health and Protection

Outcome 5: People in Rhondda Cynon Taf are safe and feel safe

| Measure | | | | | | | | | |
|--|--------------------|------------------------------------|------|---------|---------------|--------------|-------------------|-----|----------------------|
| Title | 2013/14 | 2012/13 All Wales Comparative Data | | | 2014/15 | | | | Comment |
| | Annual Performance | Quartile | Rank | Average | Annual Target | Qtr 1 Target | Qtr 1 Performance | RAG | |
| Me01 - % of licensed premises due for inspection in category A & B* inspected by target date (Local) | 92 | | | | 75 | 75 | 100 | ● | |
| Me02 -% of test purchases for the sale of alcohol to underage volunteers that results in a refusal to sell (Local) | 90 | | | | N/A | N/A | 100 | | For information only |
| Me03 - No. of doorstep crime incidents responded to (investigated & action taken in response (Local) | 51 | | | | N/A | N/A | 16 | | For information only |
| Me04 -% of elderly people responding to a questionnaire at awareness raising events who are prepared to resist door step crime (Local) | 91.43 | | | | 75.00 | 75.00 | N/A | | Reported in Qtr 4 |
| Me05 - % of food businesses which are broadly compliant with food law (Statutory) | 88.23 | 3 | 14 | 86.03 | 85.00 | 85.00 | 89.39 | ● | |

*Category A & B premises are the higher risk categories

Critical Improvement Action 1: To control the availability of alcohol through effective licensing, promoting good management practice and tackling underage sales

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Maintain a programme of risk based inspections of licensed premises targeting the highest risk premises as a priority to ensure compliance with licensing conditions | Mar-15 | ● | On Target | |
| M02 - Provide training for staff working in the licensed trade to promote responsible management/good practice | Mar-15 | ● | On Target | |
| M03 - Report the outcomes of Members decisions on the review of alcohol premises licences to the Licensing Committee on a quarterly basis | Mar-15 | ● | On Target | |
| M04 - Maintain a programme of targeted intelligence led operations aimed at tackling underage sales of alcohol, including direct sales and proxy sales to control the availability of alcohol | Mar-15 | ● | On Target | |

Critical Improvement Action 2: To protect the public from exploitation by dishonest or predatory taxi drivers

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Evaluate the impact of the introduction of the Taxi Driver Qualification (including the number of new applicants applying with the BTEC and the number of drivers required to achieve BTEC by Committee and the number who subsequently gain the qualification) | Dec-14 | ● | On Target | |
| M02 - Report the findings of the evaluation to the Licensing Committee | Mar-15 | ● | On Target | |
| M03 - Review Taxi Policy to deliver a fair and efficient mechanism to licence and maintain a safe and trusted taxi fleet | Jan-15 | ● | On Target | |

Critical Improvement Action 3: Establish collaborative delivery arrangements for Trading Standards services in the Cwm Taf Region

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - Establish Joint Cwm Taf Service Delivery Plan for 14/15 and provide an update report to the Environmental Scrutiny Committee | May-14 | ● | Complete | |
| M02 - Evaluate the advantages of collaboration and report to Scrutiny Committee | Mar-15 | ● | On Target | |

Critical Improvement Action 4: To promote a fair trading environment by effective regulation targeting rogue traders whilst protecting vulnerable consumers and helping local businesses comply

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - Carry out formal criminal investigations and joint enforcement operations with South Wales Police in response to local demand | Mar-15 | ● | On Target | |
| M02 - Increase public reassurance by publicising doorstep crime issues to provide community reassurance and warnings for criminals | Mar-15 | ● | On Target | |
| M03 - Proactively identify and target vulnerable groups to run awareness raising sessions to help older people identify and resist bogus callers and seek help if they are targeted, improving their resilience to bogus traders | Mar-15 | ● | On Target | |

Critical Improvement Action 5: Improve the standards of hygiene and management practices at food premises following the introduction of the mandatory FHRs

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - Maintain the percentage of food establishments which are broadly compliant with food law | Mar-15 | ● | On Target | |

**Wales Programme for Improvement
Keeping Rhondda Cynon Taf clean and 'green'**

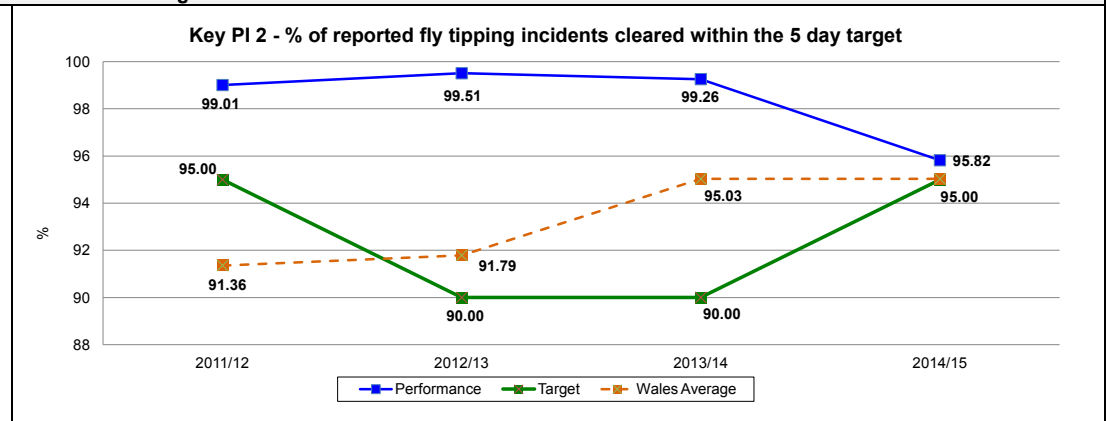
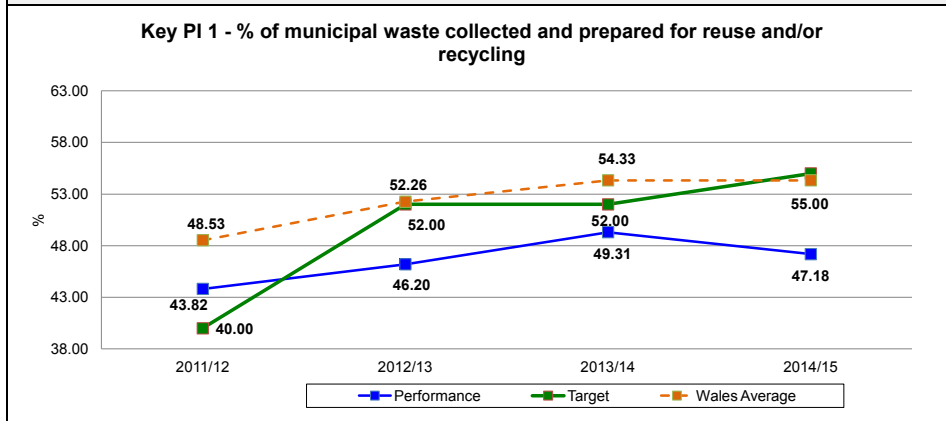
What we aim to achieve:

Dealing with our waste sustainably continues to be a high priority and in addition to continuing to increase our recycling rates, we are also working to minimise the level of waste produced by promoting reuse schemes and investigating alternatives to landfill for disposal of waste which cannot be recycled. We continue to work to deliver cleaner streets, both by education and awareness campaigns and strict enforcement of littering, graffiti, fly tipping and fly posting. Maintaining our highways and keeping traffic moving is a high priority for residents and we will target continued investment in our highways infrastructure and tackle problem parking through the introduction and appropriate enforcement of traffic regulations.

Key Corporate Risks - What are the Strategic Risks being addressed by this plan and which Outcomes aim to mitigate them?

| Risk Description: | Outcome Reference: |
|---|--------------------|
| If the specific root causes of areas where recycling is known to be low are not identified and addressed then the amount sent to landfill will not necessarily reduce resulting in financial penalties from the Welsh Government. | 2 |
| In light of the current budget reductions across the public sector, capital and revenue funding required for the Council's Highways infrastructure may reduce which could impair the Council's ability to maintain and improve the existing infrastructure. | 5 |

How will we know if we are making a difference:



Story behind the data: Key PI 1 - The graph shows performance has declined since 2013/14 from 49.31% to 47.18%. Performance since October 2013 has been adversely affected by waste processing issues with one of our suppliers, and our target of 55.00% for 2014/15 is challenging. Currently we are also performing under the 2012/13 Wales Average of 52.26%. Despite this, in the current year the amount of food waste recycled has increased by 383 tonnes compared to the same period last year. We are looking at alternative means of processing black bag waste which, once implemented, will have a positive impact on the amount recycled. The new Council policy on side waste will also encourage recycling.

Story behind the data: Key PI 2 - To date, there have been 932 reports of fly tipping, of which 893 were removed within 5 working days. The average time taken to remove these fly tipping incidents was 1.10 days. In comparison, 867 fly tipping incidents were recorded last year with 862 removed within 5 days taking an average of 0.14 days

Nigel Wheeler - Service Director of Streetcare and Nigel Brinn - Service Director - Highway Transportation & Strategic Projects - June 2014

Key Priority: Keeping Rhondda Cynon Taf Clean and Green (Streetcare Services & The Natural Environment)

Lead Officer: Nigel Wheeler (Service Director of Streetcare)

Outcome 1: Deliver Clean Streets

| Measures | | | | | | | | | Comment |
|---|--------------------|------------------------------------|------|---------|---------------|--------------|-------------------|-----|--|
| Title | 2013/14 | 2012/13 All Wales Comparative Data | | | 2014/15 | | | RAG | |
| | Annual Performance | Quartile | Rank | Average | Annual Target | Qtr 1 Target | Qtr 1 Performance | | |
| Me01 - The cleanliness index (Local) | 74.9 | 1 | 4 | 72.2 | 72.2 | N/A | N/A | | To be reported in Qtr 4 |
| Me02 - % of streets, highways & relevant land inspected of a high or acceptable standard of cleanliness (Statutory) | 99.8 | 1 | 2 | 95.8 | 95.8 | 95.8 | 99.5 | ● | |
| Me03 - % of streets, highways & relevant land inspected of a high or acceptable standard of cleanliness (LEAMS) (Local) | 96.8 | | | | 95.0 | N/A | N/A | | To be reported in Qtr 4 |
| Me04 - % of streets returned to Grade A standard within 1 working day (Local) | 91.18 | | | | 85.00 | 80.00 | 83.33 | ● | |
| Me05 - % of reported abusive graffiti removed within 1 day (Local) | 97 | | | | 95 | 95 | 100 | ● | |
| Me06 - % of all reported graffiti removed within 5 days (Local) | 98 | | | | 95 | 95 | 100 | ● | |
| Me07 - Average number of working days taken to remove fly tipping (Local) | 0.47 | | | | <5 | <5 | 1.10 | ● | |
| Me08 - % of reported fly tipping incidents on relevant land cleared within 5 working days (Statutory) | 99.26 | 1 | 2 | 92.16 | 95.00 | 95.00 | 95.82 | ● | <i>This performance indicator has also been shown graphically at the front of the plan</i> |
| Me09 - % of reported fly tipping incidents which lead to enforcement activity (Local) | 11.80 | 2 | 10 | 35.26 | 15.00 | 15.00 | 17.27 | ● | |

Critical Improvement Action 1: To ensure residents see clean streets

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Maintain high cleansing standards in town centres to ensure cleaner streets for residents and visitors | Mar-15 | ● | On Target | |
| M02 - Ensure complaints of cleansing problems are returned to a grade A within 1 working day | Mar-15 | ● | On Target | |
| M03 - Enforce and tackle hot spot areas where litter, dog fouling and fly tipping complaints have been received | Mar-15 | ● | On Target | |

Critical Improvement Action 2: Work in partnership with communities in relation to Enforcement, Street Cleansing and Waste

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Work with Keep Wales Tidy and Communities First to engage with the community and take part in local events and organised litter picks | Mar-15 | ● | On Target | |
| M02 - Carry out door knocking exercises in low participation areas where there are hot spots* of litter, dog fouling and fly tipping | Mar-15 | ● | On Target | |

* Throughout the year we will report back on hot spot work

Critical Improvement Action 3: To monitor and respond to complaints and requests from councillors, residents and community partners in a positive and timely manner

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - To investigate and provide a response to customer complaints and requests by target date set | Mar-15 | ● | On Target | |
| M02 - To investigate and provide a response to councillor complaints and requests by target date set | Mar-15 | ● | On Target | |
| M03 - To tackle areas of known environmental problems | Mar-15 | ● | On Target | |

Key Priority: Keeping Rhondda Cynon Taf Clean and Green (Streetcare Services & The Natural Environment)

Lead Officer: Nigel Wheeler (Service Director of Streetcare)

Outcome 2: To improve recycling rates through targeting areas of low participation and raising awareness with residents

| Measure | | | | | | | | | Comment |
|--|--------------------|------------------------------------|------|---------|---------------|--------------|-------------------|-----|---|
| Title | 2013/14 | 2012/13 All Wales Comparative Data | | | 2014/15 | | | RAG | |
| | Annual Performance | Quartile | Rank | Average | Annual Target | Qtr 1 Target | Qtr 1 Performance | | |
| Me01 - % of municipal waste that is sent to landfill (Statutory) | 41.56 | 2 | 5 | 41.03 | 45.00 | 45.00 | 49.20 | ● | This performance indicator has also been shown graphically at the front of the plan - A company that previously processed black bag waste stopped collecting in RCT. The Council is working with Amgen Cymru to look at alternative options which should commence in August. This, in addition to the Council's new policy on side waste which will be introduced in September, will enable the service to return to target level |
| Me02 - % of local authority collected municipal waste prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way (Statutory) | 49.31 | 4 | 22 | 52.26 | 55.00 | 55.00 | 47.18 | ● | |
| Me03 - % of local authority collected municipal waste diverted from landfill (Local) | 58.44 | | | | N/A | N/A | 50.80 | | For information only |
| Me04 - No. of visits, presentations, campaigns to discuss enviro-crimes and recycling including school visits (Local) | 432 | | | | 400 | N/A | 112 | | To be reported in Qtr 4 |
| Me05 - The percentage of residents in Glyncoch taking part in recycling scheme (New) (Local) | N/A | | | | N/A | N/A | N/A | | To be reported in Qtr 3. A review of participation will be undertaken following the distribution of the new recycling boxes |

Critical Improvement Action 1: Implement Green Glyncoch a zero waste village

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Set up a group of community volunteers in Glyncoch to collect and sort kerbside recycling and raise awareness in the village | Apr-14 | ● | Complete | |
| M02 - Undertake door knocking exercises to ensure all residents in Glyncoch are informed of the changes to their collection service | Apr-14 | ● | Complete | |
| M03 - Undertake door knocking exercises to ensure all residents are participating in recycling | Mar-15 | ● | On Target | |
| M04 - Deliver recycling boxes to residents of Glyncoch who are participating in the recycling scheme | Jul-14 | ● | On Target | |
| M05 - Monitor recycling participation and target non participating properties | Mar-15 | ● | On Target | |

Critical Improvement Action 2: To tackle areas of low recycling

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - Identify areas of low recycling participation | Mar-15 | ● | On Target | |
| M02 - Undertake door knocking exercises to ensure residents are participating in recycling in identified low participation areas | Mar-15 | ● | On Target | |
| M03 - Monitor recycling participation and target non participating properties | Mar-15 | ● | On Target | |

Critical Improvement Action 3: Extend nappy recycling scheme

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - Roll out scheme to all residents | Mar-15 | ● | On Target | |
| M02 - Monitor and measure the amount of material from the scheme that is now recycled as opposed to being sent to landfill | Mar-15 | ● | On Target | |

Key Priority: Keeping Rhondda Cynon Taf Clean and Green (Streetcare Services & The Natural Environment)

Lead Officer: Nigel Wheeler (Service Director of Streetcare)

Outcome 3: Develop a residual waste treatment plant with Merthyr Tydfil County Borough Council in line with Welsh Government requirements and to review options to achieve higher levels of recycling through the processes operated by the Service

| Measure | | | | | | | | | Comment |
|--|--------------------|------------------------------------|------|---------|---------------|--------------|-------------------|-----|---------|
| Title | 2013/14 | 2012/13 All Wales Comparative Data | | | 2014/15 | | | | |
| | Annual Performance | Quartile | Rank | Average | Annual Target | Qtr 1 Target | Qtr 1 Performance | RAG | |
| Refer to Outcome 2 - Me01: The total percentage of municipal waste that is sent to landfill (Statutory measure). | | | | | | | | | |

Critical Improvement Action 1: Progress with the formalities in securing a preferred contractor

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Produce contract documents and establish short list of potential companies via competitive dialogue stages of the bidding process | Jul-14 | ● | On Target | |
| M02 - Evaluate bids, select preferred bidder and award contract | Dec-14 | ● | On Target | |

Key Priority: Keeping Rhondda Cynon Taf Clean and Green (Streetcare Services & The Natural Environment)

Lead Officer: Nigel Wheeler (Service Director of Streetcare)

Outcome 4: Develop a food waste treatment plant with Merthyr Tydfil and Newport County Borough Councils in line with Welsh Government requirements and to review options to achieve higher levels of recycling through the processes operated by the Service

| Measure | | | | | | | | | Comment |
|---|--------------------|------------------------------------|------|---------|---------------|--------------|-------------------|-----|---------|
| Title | 2013/14 | 2012/13 All Wales Comparative Data | | | 2014/15 | | | | |
| | Annual Performance | Quartile | Rank | Average | Annual Target | Qtr 1 Target | Qtr 1 Performance | RAG | |
| Refer to Outcome 2 - Me01: The total percentage of municipal waste that is sent to landfill (Statutory measure) | | | | | | | | | |

Critical Improvement Action 1: Progress the food waste treatment facility to operational commencement

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Manage contract during mobilisation and enabling works | Apr-14 | ● | Complete | |
| M02 - Manage contract to end of construction phase | Dec-14 | ● | On Target | |
| M03 - Manage contract to end of commissioning phase and start of operations | Jul-15 | ● | On Target | |

Key Priority: Keeping Rhondda Cynon Taf Clean and Green (Streetcare Services & The Natural Environment)

Lead Officer: Nigel Brinn (Service Director - Highway Transportation & Strategic Projects)

Outcome 5: A well maintained highways infrastructure that will support our Prosperity Priority through contributing to the economic, environmental and social development within the County Borough. The single most important element of our highway network is our extensive carriageway asset. It extends to 1,260km and is the Authority's largest single asset

| Measure | | | | | | | | | Comment |
|---|--------------------|------------------------------------|------|---------|---------------|--------------|-------------------|-----|-------------------------|
| Title | 2013/14 | 2012/13 All Wales Comparative Data | | | 2014/15 | | | RAG | |
| | Annual Performance | Quartile | Rank | Average | Annual Target | Qtr 1 Target | Qtr 1 Performance | | |
| Me01 - % of Principal (A) roads in poor condition (Local) | 8.1 | 4 | 21 | 5.3 | 8.7 | N/A | N/A | | To be reported in Qtr 4 |
| Me02 - % of Non-Principal / Classified (B) roads in poor condition (Local) | 8.4 | 4 | 21 | 7.5 | 8.2 | N/A | N/A | | |
| Me03 - % of Non-Principal/ Classified (C) roads in poor condition (Local) | 13.6 | 3 | 13 | 18.8 | 13.0 | N/A | N/A | | |
| Me04 - % of Principal (A) roads and Non-Principal / classified (B) and (C) roads that are in overall poor condition (Statutory) | 9.9 | 3 | 13 | 13.4 | 10.0 | N/A | N/A | | |
| Me05 - % of maintained streetlights 'in-light' (Local) | 95.18 | | | | 95.00 | 95.00 | 98.43 | ● | |
| Me06 - The average number of days taken to repair street lamp during the year (Local) | 2.74 | | | | 4.00 | 4.00 | 3.80 | ● | |

Critical Improvement Action 1: As part of the Council's Carriageway Investment Programme, continue to improve the Council's highways infrastructure utilising appropriate recycling techniques including energy efficient tarmac and sustainable road surface treatments

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - Undertake traditional ¹ and preventative ² treatments on Council highways, and monitor against investment programme - Phase 4 - £30.0M | Mar-15 | ● | On Target | |
| M02 - Undertake repairs to footways e.g. replacing uneven footpaths with a new surface, and monitor against investment programme | Mar-15 | ● | On Target | |

Footnotes:

¹ Corrective treatments include reconstruction, strengthening, inlays, overlays and in-situ recycling of existing road construction

² Preventative treatments seal the highway against water ingress and include Surface Dressing, Microasphalt and Asphalt Preservation Systems

Critical Improvement Action 2: As part of the Council's Structure Investment Programme, continue to strengthen and maintain Council structures in order to ensure safety and reduce hazards

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - Undertake programmed work on RCT structures and monitor against investment programme- Victoria Bridge, Pontypridd - £1M+ | Dec-14 | ● | On Target | |

Critical Improvement Action 3: Street Lighting – continue with the lighting column and cabling replacement programme and improve energy efficiency. Noting that the introduction of energy efficient measures is included within the phase 2 MTFP proposals

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Based on an assessment continue with the programme to replace and upgrade concrete and steel lighting columns | Mar-15 | ● | On Target | |

Key Priority: Keeping Rhondda Cynon Taf Clean and Green (Streetcare Services & The Natural Environment)

Lead Officer: Nigel Brinn (Service Director - Highway Transportation & Strategic Projects)

Outcome 6: A safe environment for RCT residents through increased protection from flooding and improved road safety awareness and training for our residents within our most vulnerable groups

| Measure | | | | | | | | | |
|---|--------------------|------------------------------------|------|---------|---------------|--------------|-------------------|-----|-------------------------|
| Title | 2013/14 | 2012/13 All Wales Comparative Data | | | 2014/15 | | | | Comment |
| | Annual Performance | Quartile | Rank | Average | Annual Target | Qtr 1 Target | Qtr 1 Performance | RAG | |
| Me01 - No. of homes / businesses where the risk from flooding has been minimised by flood alleviation schemes (New) (Local) | 7 | | | | 375 | N/A | N/A | | To be reported in Qtr 4 |

Critical Improvement Action 1: Provide services related to flood risk to manage flood risk from surface water and watercourses

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Complete flood risk management plans | Dec-15 | ● | On Target | |
| M02 - Complete Nant Cae Dudwg Flood Alleviation Scheme (14 Properties) | Oct-14 | ● | On Target | |
| M03 - Complete Nant Gwawr (Phase 1) Flood Alleviation Scheme (232 Properties) | Jan-15 | ● | On Target | |
| M04 - Complete Nant Yr Fedw flood Alleviation Scheme (123 properties) | Jan-15 | ● | On Target | |
| M05 - Complete Bwlfa Road (Cwmdare) Flood Alleviation Scheme (6 Properties) | Mar-15 | ● | On Target | |

Critical Improvement Action 2: Provide grant funded road safety initiatives with partners to raise awareness and aid in the prevention of accidents

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Kerbcraft and Cycle training with Primary schools (Minimum of 350 pupils to attend Kerbcraft) | Mar-15 | ● | On Target | |
| M02 - Megadrive offered to all 6th Form pupils and Pass Plus Cymru delivered to 120 young drivers | Mar-15 | ● | On Target | |
| M03 - Mature Drivers Courses for older drivers in partnership with South Wales Police | Mar-15 | ● | On Target | |
| M04 - Motorcycle training (as publicised on the Road Safety Wales website) in partnership with South Wales Police | Mar-15 | ● | On Target | |

Critical Improvement Action 3: Continue the delivery of traffic management schemes that contribute to making the use of our roads safer

| Title | Delivery Date | RAG | Overall Status | Comment |
|--|---------------|-----|----------------|---------|
| M01 - Continuing works on safer routes in the communities (SRIC) at Rhydfelin and Maerdy | Mar-15 | ● | On Target | |
| M02 - Commence work on new crossing and signals on Sardis Road (A4058) | Mar-15 | ● | On Target | |

Critical Improvement Action 4: Implement new Residential Parking arrangements to improve on street parking arrangements*

| Title | Delivery Date | RAG | Overall Status | Comment |
|---|---------------|-----|----------------|---------|
| M01 - Scheme implementation in Pontypridd and Treforest | Mar-15 | ● | On Target | |
| M02 - Scheme development in Aberdare | Mar-15 | ● | On Target | |
| M03 - Monitor enforcement activity to ensure compliance with the scheme | Mar-16 | ● | On Target | |

* Milestones and delivery dates have been revised since the publication of the 2014/15 Corporate Plan

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