

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
MUNICIPAL YEAR 2014 - 2015

**ENVIRONMENTAL SERVICES
SCRUTINY COMMITTEE**

20th APRIL 2015.

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

Agenda Item No.3

**EXCEPTION REPORT – COUNCIL
PERFORMANCE REPORT –31st
DECEMBER 2014 (QUARTER 3)**

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 19th March 2015.

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 the Education & Lifelong Learning Group for the period to 31st December, 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 19th March 2015, 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 Appendix A(i) and A(ii) respectively are the detailed action plans for the Wales Programme for Improvement priority which lie within the remit of this Service Scrutiny Committee i.e. *Protect people from harm and tackle anti-social behaviour* and *Keeping Rhondda Cynon Taf clean and 'green'*. Attached at Appendix B is an example of how the priority plan is making a difference.
- 4.4 The Outcome Agreement areas within the remit of this Committee are:-
Welsh Homes Supporting People – Welsh Homes-Improving Quality and, Safer Communities for All – Reducing Harm Associated with Substance Misuse
However, as there is no significant change in the performance position to that reported in quarter 2 no specific update has been provided.

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

20th APRIL 2015

REPORT OF THE DIRECTOR OF LEGAL AND DEMOCRATIC SERVICES

Item: EXCEPTION REPORT – COUNCIL PERFORMANCE (QUARTER 3)

Background Papers

Report of the Group Director, Corporate & Frontline Services “Council Performance Report – 31ST December 2014 (Quarter 3)” – presented to Cabinet Performance and Resources Committee 19th March 2015.

Officer to contact: Julia Nicholls – Tel. No: 01443 424098

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Environmental Services Scrutiny Committee 20th April 2015

Council Performance Report 31st December 2014 (Quarter 3)

In respect of Environmental Services:

1. Financial Performance

a) Revenue Budgets:

	Budget as at 31st December 2014/15 £M	Projected Actual Expenditure as at 31st December 2014/15 £M	Variance Over / (Under) £M
Environmental Services	62.290	62.205	(0.085)

Key Revenue Issues:

- No material variances to note

b) Capital Budgets:

	Budget As At 31st December 2014/15 £M	3rd Quarter Actual £M	% of Total Budget Spent in 3rd Quarter
Environmental Services	24.011	14.284	59.49%

Key Capital Issues:

- Re-profiling of some schemes to reflect changes in timings and costs

2. Wales Programme For Improvement

a) Priority Plans for Review:

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

Priority Plans attached at Appendix A(i) and A(ii) respectively.

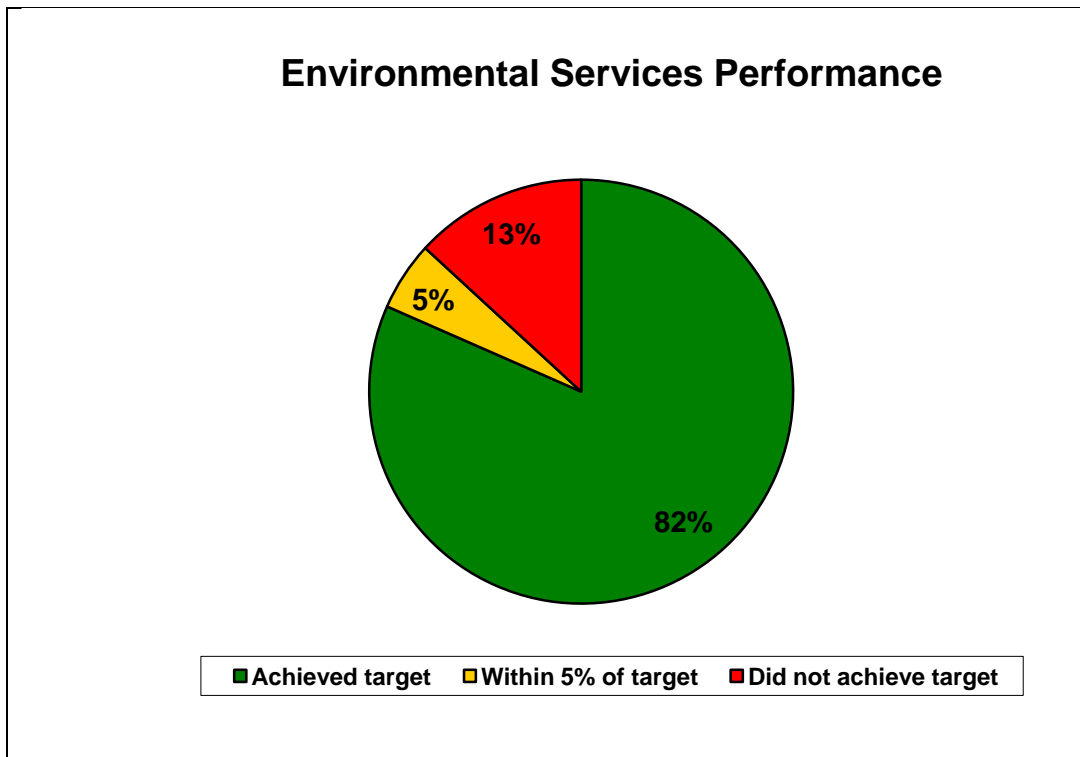
b) How the work being undertaken through this Priority Plan is making a difference.

Examples of feedback received as a result of our work is included at Appendix B.

3. Operational Performance

The pie chart below relates only to the **38** performance indicators (PIs) with targets that are set out in the ‘Protect people from harm and tackle anti-social behaviour’ and ‘Keeping Rhondda Cynon Taf clean and green’ priority plans, and also those PIs within data tables that relate to the former Environmental Services Group i.e. as referenced within appendices 4c and d of the main Performance Report).

a) Performance Indicator performance (April 2014 to December 2014)



b) Performance Indicator trends

	2014/15				2013/14 Year end position
	Qtr 3		Qtr 2	Qtr 1	
	No.	%			
Total no. of PIs with data and targets available	38	n/a	33	31	43
Achieved target	31	82%	64%	68%	84%
Within 5% of target	2	5%	15%	6%	9%
Did not achieve target	5	13%	21%	26%	7%

c) Key Performance Issues:

Environmental Services	Positive Performance	Exceptions
	% of clients who achieve a waiting time of less than 20 working days between (substance misuse) referral and treatment (Local) - Quarter 3 performance was 84% compared to a target of 80%	% of cases closed as treatment completed (substance misuse) (Local) - Quarter 3 performance was 67% compared to a target of 74%. Work is currently underway with service providers with the aim of supporting improved performance in this area
	% of service (substance misuse) users reporting an improvement in quality of life (Local) - Quarter 3 performance was 71% compared to a target of 56%	% of clients that reported having an improved quality of life as a result of Independent Domestic Violence Advisor service (IDVA) intervention (Local) - Quarter 3 performance was 81% compared to a target of 85%. This indicator is based on client perception. In reality, a client could receive all possible safety measures and support and be at significantly less risk, but still feel unsafe (even when the service has done everything within its remit to support the client). In addition, the client may require referral to another agency for longer term contact and support
	% of licensed premises due for inspection in category A & B* inspected by target date (Local) - Quarter 3 performance was 100% compared to a target of 75%	
	% of food businesses which are broadly compliant with food law (Statutory) - Quarter 3 performance was 90.13% compared to a target of 85.00%, but would remain below the 2013/14 all Wales average (90.33%)	% of clients that reported feeling safer as a result of Independent Domestic Violence Advisor service (IDVA) intervention (Local) - Quarter 3 performance was 81% compared to a target of 85%. This indicator is based on client perception. In reality, a client could receive all possible safety measures and support and be at significantly less risk, but still feel unsafe (even when the service has done everything within its remit to support the client)
% of reported fly tipping incidents on relevant land cleared within 5 working days (Statutory) - Quarter 3 performance was 98.06% compared to a target of 95% and is better than the 2013/14 all Wales average of 95.03%		

<p>% of Principal (A) roads and Non-Principal / classified (B) and (C) roads that are in overall poor condition (Statutory) - Quarter 3 performance was 9.4% compared to a target of 10.0%, and is better than the 2013/14 all Wales average of 13.2%</p>	<p>% of clients reporting a complete cessation of abuse¹ following IDVA intervention (Local) - Quarter 3 performance was 70% compared to a target of 80%. This measure is based on client perception and each client's individual circumstances differ. This will have an impact on whether the abuse has stopped completely e.g. indirect abuse through children, as the client and the perpetrator have contact through them. In this case a client would not claim that the abuse has ceased</p>
<p>% of municipal waste that is sent to landfill (Statutory) - Quarter 3 performance was 40.46% compared to a target of 45.00%, but is worse than the 2013/14 all Wales average (37.72%)</p>	<p>% 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) - Quarter 3 performance was 51.54% compared to a target of 55.00%. Performance since October 2013 has been adversely affected by waste processing issues with one of our suppliers. Performance remains in bottom quartile of the 2013/14 all Wales data</p>

¹ Cessation of abuse is regarded as no abuse experienced in past month or since intake

4. Outcome Agreement

For the Environmental Services Scrutiny Committee, the relevant Outcome Agreement areas are:

- **Welsh Homes Supporting People – Welsh homes – improving quality;**
- **Safer Communities For All – Reducing harm associated with substance misuse.**

Due to there being no significant change in the performance position during quarter 3 (to that reported in quarter 2), no specific up date has been produced for the purposes of this exception report. This position is primarily due to the majority of indicators being ‘annual’ and reported at year end. Officers will however continue to monitor performance in line with the conditions of funding to ensure the Council is well placed to present a robust assessment of full year performance for the 2014/15 financial year.

5. Health Check Measures

Safety	<ul style="list-style-type: none"> • 48 test purchases of alcohol carried out resulting in 5 sales. 3 fixed penalty notices issued in the year to date in relation to underage sales • Average of 3.95 calendar days taken to repair street lamp failures, compared to 2.7 days in Quarter 3 of 2013/14 • 56 incidents of dangerous damage to roads and pavements made safe within 24 hours (100%) compared to 63 (100%) at Quarter 3 of 2013/14 • 1,218 rodent treatments delivered, 1,136 within target times* (93%). 95% of treatments were delivered within target times in Quarter 3 of 2013/14
Health	<ul style="list-style-type: none"> • 6,811 people paying by direct debit or corporate membership for the More Card leisure scheme (compared to 6,863 in Quarter 3 of 2013/14)

- **56,463** people attended events at the Council's theatre venues, compared to 66,254 in Quarter 3 of 2013/14 (Note: Municipal Hall closed during quarter 3)
- **47** creative industry** practitioners/organisations supported to develop their businesses compared with 20 in Quarter 3 of 2013/14
- **5,552 tonnes** of food waste collected, compared with 5,010 tonnes in Quarter 3 of 2013/14***
- **41,728 tonnes** of waste were reused, recycled or composted, compared with 41,588 tonnes in Quarter 3 of 2013/14***
- **32,761 tonnes** of municipal waste sent to landfill, compared with 31,471 tonnes in Quarter 3 of 2013/14***
- **3,092** warning letters issued for the following offences:

18 - Car Litter	2,459 - Domestic (Bins)
611 - Fly Tipping	4 - Fly Posting
- **753** fixed penalty notices issued for the following offences:

687 - Littering****	3 - Dog Fouling	0 - Fly Tipping
40 - Domestic	19 - Trade	4 - Fly Posting
- All **171** incidents of graffiti were removed within 5 days – **100%** (100% in 2013/14). **98** of these were offensive, all of which were removed within 1 day (100%). 146 were offensive in the same period last year and 100% were removed within 1 day
- Of the **594** streets inspected, **592** were found to be of a high or acceptable standard of cleanliness (99.66% the same as in Quarter 3 of 2013/14)
- **2,685** reported incidents of fly tipping removed within 5 days (**98.06%**). On average it took **0.61 days** to remove reported incidents of fly tipping (99.07% of fly tips cleared within 5 days in Quarter 3 of 2013/14, taking an average of 0.31 days)

*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

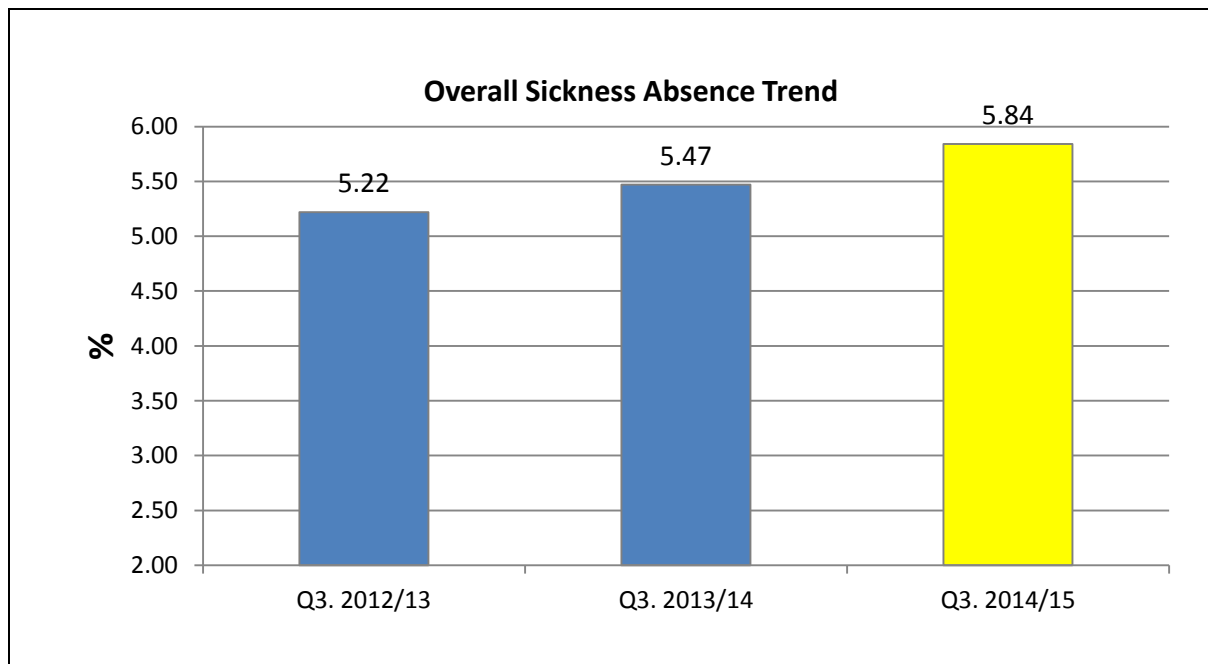
****Littering – includes all littering including car littering

6. Supplementary Performance Information

a) Staff sickness and turnover (April 2014 to December 2014)

People Matter	Sickness Absence	% Total	% <28 days	% >28 days	% Staff Turnover ²
	Total (Headcount 1,262)	5.84	1.30	4.54	14.74
	Highways, Transportation & Strategic Projects (Headcount 161)	4.82	1.28	3.54	11.18
	Street Care Services (Headcount 530)	6.39	1.24	5.15	7.92
	Public Health & Protection & (Headcount 217)	5.18	1.09	4.09	4.61
	Leisure, Culture & Tourism (Headcount 351)	5.91	1.53	4.38	33.05
	Environmental Support (Headcount 3)	0.85	0.85	0.00	0.00
	Council Wide (for comparative purposes)	5.06	1.27	3.79	14.57
	Occupational Health Activities (from the 1st April to 31st December 2014)				
No. of appointments	Of the 1,148 appointments attended 327 (28.5%) were with technicians ³ , 222 (19.3%) were with nursing staff, 335 (29.2%) with physiotherapists, 145 (12.6%) with counsellors and 119 (10.4%) with medical officers				

b) Staff sickness trend comparison



Note:
Briefing paper summarises information presented to the Cabinet Performance & Resources Committee on the 19th March 2015.

² Staff turnover is higher than in previous year's primarily due to service restructuring as a result of agreed service changes being implemented

³ Technicians – undertake health testing of Council officers e.g. sight, hearing, vibration white finger

**Wales Programme for Improvement
Protecting people from harm and tackling antisocial behaviour**

What we aim to achieve:	
Many of our residents lives are blighted by the antisocial 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 antisocial behaviour by effectively managing the late night economy and holding the perpetrators of antisocial 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.	
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 clients reporting a reduction in their substance misuse</p> <table border="1"> <caption>KPI 1 - No. of clients reporting a reduction in their substance misuse</caption> <thead> <tr> <th>Quarter</th> <th>No. leaving with no reduction or still in treatment</th> <th>No. with a reduction in their substance misuse</th> </tr> </thead> <tbody> <tr> <td>Qtr 1</td> <td>330</td> <td>433</td> </tr> <tr> <td>Qtr 2</td> <td>584</td> <td>815</td> </tr> <tr> <td>Qtr 3</td> <td>866</td> <td>1280</td> </tr> </tbody> </table>	Quarter	No. leaving with no reduction or still in treatment	No. with a reduction in their substance misuse	Qtr 1	330	433	Qtr 2	584	815	Qtr 3	866	1280	<p>KPI 2 - No. of domestic abuse clients reporting a complete cessation of abuse following IDVA intervention</p> <table border="1"> <caption>KPI 2 - No. of domestic abuse clients reporting a complete cessation of abuse following IDVA intervention</caption> <thead> <tr> <th>Quarter</th> <th>Number remaining</th> <th>Number reporting a cessation of abuse</th> </tr> </thead> <tbody> <tr> <td>Qtr 1</td> <td>12</td> <td>19</td> </tr> <tr> <td>Qtr 2</td> <td>35</td> <td>43</td> </tr> <tr> <td>Qtr 3</td> <td>35</td> <td>83</td> </tr> </tbody> </table>	Quarter	Number remaining	Number reporting a cessation of abuse	Qtr 1	12	19	Qtr 2	35	43	Qtr 3	35	83
Quarter	No. leaving with no reduction or still in treatment	No. with a reduction in their substance misuse																							
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Qtr 1	12	19																							
Qtr 2	35	43																							
Qtr 3	35	83																							
<p>Story behind the data: At Qtr 3, 1,280 clients have shown a reduction in their substance misuse (60%). 866 clients have not shown a reduction in their substance misuse or are still in treatment (40%). During the same period last year 1,040 clients (59%) demonstrated a reduction in their substance misuse and 725 clients (41%) were either still receiving treatment (the outcome of which was not yet known) or left without reducing their substance misuse.</p>	<p>Story behind the data: At Qtr 3 this data represents 70% of clients reporting positive outcomes in the form of cessation of abuse as a result of IDVA intervention. This complements the other reported indicators within this outcome with 74% (87) clients feeling safer as a result of IDVA intervention and 72% (85) clients experiencing improvements in their quality of life</p>																								

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

Key Priority: Protecting people from harm and tackling antisocial 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 antisocial behaviour and public concern is reduced overall. People in Rhondda Cynon Taf are protected from the actions of repeat offenders

Measures									
Title	2013/14	2013/14 All Wales Comparative Data			2014/15				Comment
	Annual Performance	Quartile	Rank	Average	Annual Target	Qtr 3 Target	Qtr 3 Performance	RAG	
Me01ai) - No. of vulnerable and / or repeat victims of antisocial behaviour that are no longer experiencing antisocial behaviour / feel safer as a result of intervention (Local)	80				N/A	N/A	35		For information only
Me01aii) - % of vulnerable and / or repeat victims of antisocial behaviour that are no longer experiencing antisocial 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	1,231		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	●	Complete	
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			This milestone is no longer valid as work around prolific offenders is going through substantial changes. There is still a need for a national performance management tool to evidence reductions in re-offending or otherwise. IOM Cymru ⁴ are leading on this work to commission a performance management tool and database.

Footnote:

⁴ Integrated Offender Management Cymru (IOM Cymru), is a multi agency partnership spanning 4 police forces, 22 Community Safety Partnerships, The Probation Service, Welsh Government, 6 prisons and 7 Local Health Boards. It seeks to enhance existing offender management services and structures, and provides a local framework for the public, voluntary and private sector to come together to ensure that those offenders who cause most concern locally are managed in a co-ordinated and seamless way.

Critical Improvement Action 3: To undertake work targeting repeat locations of antisocial 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	●	Complete	
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 South Wales 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	●	Complete	
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: Protecting people from harm and tackling antisocial 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									Comment
Title	2013/14	2013/14 All Wales Comparative Data			2014/15				
	Annual Performance	Quartile	Rank	Average	Annual Target	Qtr 3 Target	Qtr 3 Performance	RAG	
Me01 - % of clients that reported feeling safer as a result of Independent Domestic Violence Advisor service (IDVA) intervention (Local)	85				85	85	81	●	This indicator is based on client perception. In reality, a client could receive all possible safety measures and support and be at significantly less risk, but still feel unsafe (even when the service has done everything within its remit to support the client)
Me02 - % of clients reporting a complete cessation of abuse ¹ following IDVA intervention (Local)	74				80	80	70	●	<i>This performance indicator has also been shown graphically at the front of the plan.</i> This measure is based on client perception and each client's individual circumstances differ. This will have an impact on whether the abuse has stopped completely e.g. indirect abuse through children, as the client and the perpetrator have contact through them. In this case a client would not claim that the abuse has ceased.
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	81	●	As per Me01 above. In addition, the client 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 ² (case worker perception) (New) (Local)	N/A				N/A	N/A	80		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 Cessation of abuse is regarded as no abuse experienced in past month or since intake

² 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.

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 (CTSVDAF) to ensure partners commit to and remain focussed in relation to regional collaborative arrangements	Sep-14 Revised Jan-15	●	On Target	
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	●	Not on Target	The voluntary programme was late starting and the evaluation cannot be completed until the course has run for the complete year. This has a knock on effect on decisions for recommissioning and reporting on outcomes. These actions will be carried over to 2015/16
M03 - Report outcomes and recommendations to Local Service Board (LSB)	Mar-15	●	Not 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	●	Complete	
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: Protecting people from harm and tackling antisocial 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	2013/14 All Wales Comparative Data			2014/15				Comment
	Annual Performance	Quartile	Rank	Average	Annual Target	Qtr 3 Target	Qtr 3 Performance	RAG	
Me01 - % of clients who achieve a waiting time of less than 20 working days between referral and treatment (Local)	86				80	80	84	●	For information, the target is set by Welsh Government
Me02 - % of cases closed as treatment completed (Local)	74				74	74	67	●	Despite encouraging improvements in performance during the quarter we remain below target. Work is currently underway with service providers with the aim of supporting improved performance in this area
Me03 (i) - No. of service users reporting a reduction in their substance misuse (New) (Local)	1,501				N/A	N/A	1,280		For information only
Me03 (ii) - % of service users reporting a reduction in their substance misuse (Local)	59				59	59	60	●	<i>This performance indicator has also been shown graphically at the front of the plan.</i>
Me04 (i) - No. of service users reporting an improvement in quality of life (New) (Local)	1,074				N/A	N/A	1,208		For information only
Me04 (ii) - % service users reporting an improvement in quality of life (Local)	54				56	56	71	●	

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	●	Complete	

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	●	Complete	
M03 - Report findings and recommendations for change to the Area Planning Board	Nov-14 Revised Jan-15	●	Complete	
M04 - Develop a new model of service for specialist secondary case substance misuse services	Jan-15 Revised Mar-15	●	Complete	
M05 - Consult with stakeholders on any new model of service delivery	Feb-15 Revised Mar-15	●	On Target	
M06 - Implement new service model for specialist secondary case substance misuse services	Apr-15 Revised 2015-16	●	On Target	
M07 - Evaluate the performance of the new service through the contract management framework	Sep-15 Revised 2015-16	●	On Target	

Footnote:

¹ Specialist 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	●	Complete	

Key Priority: Protecting people from harm and tackling antisocial 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

Title	Measure								Comment
	2013/14	2013/14 All Wales Comparative Data			2014/15				
	Annual Performance	Quartile	Rank	Average	Annual Target	Qtr 3 Target	Qtr 3 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	4	20	9.23	3.00	3.00	N/A		Our performance for 2013/14 was bottom quartile when compared across Wales. For the current year, as this is an annual measure, an up to date comparison across Wales will not be known until year end
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	57		For information only
Me04 - No. of houses where an excess cold hazard was reduced to an acceptable level (Local)	41				25	N/A	24 ³		For information only
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	1.0	3	39.3	60.0	60.0	66.0	●	Qtr 3 performance has exceeded the 2014/15 target set and compared to 2013/14 all Wales data would represent top quartile performance

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.

³ This data was incorrectly stated in Qtr 1. Originally reported as 41

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	●	Complete	
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	●	Complete	
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	●	Complete	

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	●	Complete	
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 Revised Mar-15	●	Not on Target	Welsh Government has not yet approved funding for the Carbis scheme, and as such we are unable to progress any further this year. It is intended that this action will be included in the 2015/16 plan as long as funding is in place

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	●	Complete	
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	Sep-14	●	Complete	
M02 - Subject to the needs of the area specific plans, prepare a business case for Selective Licensing for decision by Cabinet Member for Service Delivery, Communities and Housing	Dec-14	●	Target Missed	Stock condition surveys, required as part of the Selective Licensing decision making process will not be undertaken until Qtr 4, which is slightly later than anticipated as the development of the programme has taken longer than expected due to capacity issues and the fact that this is a pilot area. Until these surveys have been completed it will not be clear to what extent Selective Licensing would be of benefit in the specified area of Tylorstown. It is expected that this action will be carried over to the 2015/16 plan.
M03 - Implement Action Plan for first area ¹	Sep-14	●	Complete	

Footnote:

¹ To ensure continued progress in neighbourhood improvement, area action plans will be implemented whilst certain aspects are being developed e.g. selective licensing. These actions will then be added into the plans at a later date once approved.

Key Priority: Protecting people from harm and tackling antisocial 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	2013/14 All Wales Comparative Data			2014/15				Comment
	Annual Performance	Quartile	Rank	Average	Annual Target	Qtr 3 Target	Qtr 3 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	90		For information only
Me03 - No. of doorstep crime incidents responded to (investigated & action taken in response (Local)	47				N/A	N/A	59		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	100.00	●	
Me05 - % of food businesses which are broadly compliant with food law (Statutory)	88.23	3	15	90.33	85.00	85.00	90.13	●	Qtr 3 performance has exceeded the 2014/15 target set and compared to 2013/14 all Wales data is currently below the Welsh average

*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	●	Target Missed	This action is being extended until the end of the year as a result of changes within the service. Revised target date Mar-15
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	●	Complete	

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 Food Hygiene Rating Scheme (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:

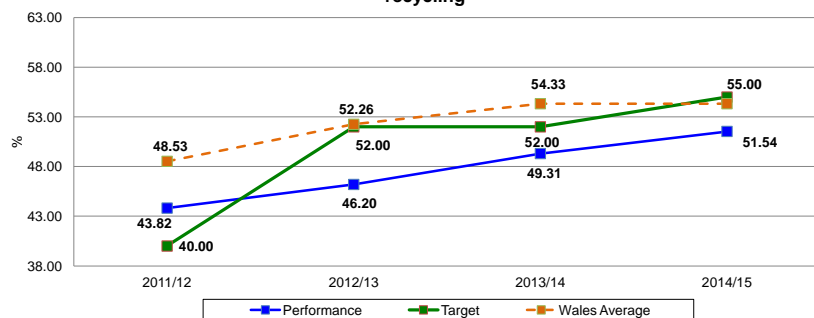
Dealing with our waste sustainably continues to be a high priority and in addition to continuing to increase our recycling rates, we are also working to minimise the level of waste produced by promoting reuse schemes and investigating alternatives to landfill for disposal of waste which cannot be recycled. 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?

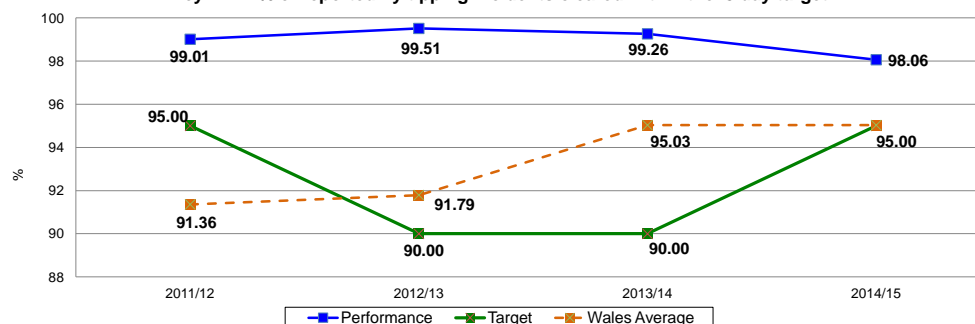
Risk Description:	Outcome Reference:
If the specific root causes of areas where recycling is known to be low are not identified and addressed then the amount of waste sent to landfill will not necessarily reduce resulting in financial penalties from the Welsh Government.	2
In light of the current budget 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:

Key PI 1 - % of municipal waste collected and prepared for reuse and/or recycling



Key PI 2 - % of reported fly tipping incidents cleared within the 5 day target



Story behind the data: Key PI 1 - The graph shows performance has improved since 2013/14 from 49.31% to 51.54%*. 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 2013/14 Wales Average of 54.33%, but have slightly improved on our year end figure.

Despite this, in the current year the amount of food waste recycled has increased by 542* tonnes compared to 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.

*Provisional Data

Story behind the data: Key PI 2 – To date, there have been 2,738 reports of fly tipping, of which 2,685 were removed within 5 working days. The average time taken to remove these fly tipping incidents was 0.61 days. In comparison, 2,578 fly tipping incidents were recorded last year with 2,554 removed within 5 days taking an average of 0.31 days

Nigel Wheeler - Director of Highways and Streetcare Services - December 2014

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

Lead Officer: Nigel Wheeler (Director of Highways and Streetcare Services)

Outcome 1: Deliver Clean Streets

Title	Measures								Comment
	2013/14	2013/14 All Wales Comparative Data			2014/15				
	Annual Performance	Quartile	Rank	Average	Annual Target	Qtr 3 Target	Qtr 3 Performance	RAG	
Me01 - The cleanliness index (Local)	74.9	1	6	73.2	72.2	N/A	N/A		
Me02 - % of streets, highways & relevant land inspected of a high or acceptable standard of cleanliness (Statutory)	99.7	1	2	96.8	95.8	95.8	99.7	●	Qtr 3 performance has exceeded 2014/15 target and is currently within the top quartile of the 2013/14 all Wales data.
Me03 - % of streets, highways & relevant land inspected of a high or acceptable standard of cleanliness (LEAMS) (Local)	96.8				95.0	N/A	97.6	●	
Me04 - % of streets returned to Grade A standard within 1 working day (Local)	91.18				85.00	80.00	90.00	●	
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	0.61	●	
Me08 - % of reported fly tipping incidents on relevant land cleared within 5 working days (Statutory)	99.26	1	2	95.03	95.00	95.00	98.06	●	<i>This performance indicator has also been shown graphically at the front of the plan</i> Current performance is exceeding target and if this continues into Qtr 4, performance would be above the Wales average for 2013/14
Me09 - % of reported fly tipping incidents which lead to enforcement activity (Local)	11.80	2	8	30.13	15.00	15.00	18.41	●	Current performance is exceeding target and if performance continues at this level, it would remain below the 2013/14 all Wales average but better than 2013/14 year end performance

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 (Director of Highways and Streetcare Services)

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

Title	Measure								Comment
	2013/14	2013/14 All Wales Comparative Data			2014/15				
	Annual Performance	Quartile	Rank	Average	Annual Target	Qtr 3 Target	Qtr 3 Performance	RAG	
Me01 - % of municipal waste that is sent to landfill (Statutory)	41.56	3	12	37.72	45.00	45.00	40.46*	●	Current performance is exceeding 2014/15 target and has improved since 2013/14. If this level of performance continues, it would remain below the 2013/14 all Wales average.
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	21	54.33	55.00	55.00	51.54*	●	<i>This performance indicator has also been shown graphically at the front of the plan.</i> 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. Current performance is below the 2014/15 target but has improved since 2013/14. If this level of performance continues, 2014/15 target will not be met and performance will remain in bottom quartile and below the 2013/14 all Wales average
Me03 - % of local authority collected municipal waste diverted from landfill (Local)	58.44				N/A	N/A	59.62*	N/A	For information only
Me04 - No. of visits, presentations, campaigns to discuss enviro-crimes and recycling including school visits (Local)	432				400	N/A	197	N/A	Performance against target is best evaluated at year end. It is anticipated that the annual target will not be met due to a re-prioritisation of staff resources e.g. in managing the roll out of the revised Side Waste Policy.
Me05 - % of residents in Glyncoch taking part in recycling scheme for a) Dry recycling b) Food waste recycling (New) (Local)	N/A				N/A	N/A	N/A	N/A	This will now be reported in Qtr 4 due to a re-prioritisation of staffing resources (as noted in Me04 above)

*Provisional data

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	●	Complete	
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 (Director of Highways and Streetcare Services)

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									
Title	2013/14	2013/14 All Wales Comparative Data			2014/15				Comment
	Annual Performance	Quartile	Rank	Average	Annual Target	Qtr 3 Target	Qtr 3 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	●	Complete	
M02 - Evaluate bids, select preferred bidder and award contract	Dec-14	●	Not on Target	Evaluations of the bids is currently ongoing. It is anticipated that this action will be completed early in 2015/16 and will be included in next year's plan.

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

Lead Officer: Nigel Wheeler (Director of Highways and Streetcare Services)

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									
Title	2013/14	2013/14 All Wales Comparative Data			2014/15				Comment
	Annual Performance	Quartile	Rank	Average	Annual Target	Qtr 3 Target	Qtr 3 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	●	Complete	
M03 - Manage contract to end of commissioning phase and start of operations	Jul-15	●	On Target	

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	●	Not on Target	Minor delay in completion due to poor weather conditions at the commencement of the work. Revised completion date Jan-15

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 Wheeler (Director of Highways and Streetcare Services)

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

Measure									
Title	2013/14	2013/14 All Wales Comparative Data			2014/15				Comment
	Annual Performance	Quartile	Rank	Average	Annual Target	Qtr 3 Target	Qtr 3 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	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	●	Complete	
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	●	Not on Target	Some delays as a result of minor processing issues and poor weather. Revised completion date Feb-15
M05 - Complete Bwllfa 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

Feedback as at the 31st December 2014

Examples of how 'Protecting people from harm and tackling antisocial behaviour' Priority Plan is making a difference:

We said we would tackle the blight of long term vacant properties

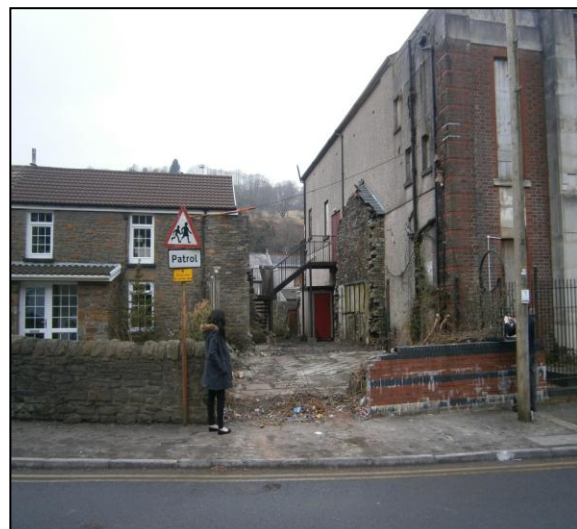
A complaint was received concerning a long standing empty property in Trehafod. The property had suffered extensive fire damage and was in a condition that was seriously detrimental to the area. The neighbour was extremely upset as her property had also been affected by the fire that was started in this property. An Environmental Health Officer visited the property to assess the conditions under the Housing Act 2004 and identified a number of severe Category 1 hazards. Determining ownership of the property was difficult as one of the registered owners was recently deceased. A neighbourhood renewal assessment was undertaken to determine the most appropriate course of action.

It was determined that demolition would be the most appropriate course of action and therefore a Demolition Order was served on the owner of the property requiring the property to be demolished within a prescribed time period. As part of the requirements of the Demolition Order, the site would need to be cleared and the walls to the two neighbouring properties shored up, weather proofed and insulated in accordance with Building Regulations.

The Order was not complied with and therefore the Council has executed the requirements of the Order in default and the property has been knocked down. The demolition of this building has brought about a significant improvement to the built environment and surrounding amenity. In addition several Housing Hazards have been removed and the neighbour is happy in the knowledge that the problematic empty property no longer poses any further nuisance or annoyance.



BEFORE



AFTER

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