

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
CH08b ↑ The percentage of people satisfied with cleanliness standards in public areas within the city – in the city centre	57.8%	0%	not set	See Comment	57.8%	↔	CH08bNM -The number of respondents rating City Centre cleanliness as "very good" or "fairly good" 458	458 CH08bDM - The total number of Swansea Voices respondents who completed this question 793	N/A - local indicator	These PIs are based upon a Swansea Voices survey and are subjective measures of respondents perceptions around cleanliness at a particular point in time when the survey was completed and so will be deleted in 2014/15. Performance will continue to be monitored and the percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness will continue to be reported.

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Corporate Sevices: Finance

CS11 Percentage of customers in the Contact Centre waiting less than 15 minutes	BLUE 76.08%	72.00%	75.00%	75%	73.59%	↗	CS1NM - Number of customers waiting less than 15 minutes 80,092 69,155 CS1DM - Total number of customers 105,278 93,974	N/A - local indicator	
CS21 Percentage of Customers requests resolved within Contact Centre (ones & dones)	BLUE 95.37%	90.00%	93.50%	94%	92.37%	↗	CS2NM - Number of customer requests completed in the contact centre 70,461 67,261 CS2DM - Total number of customer requests 73,878 72,815	N/A - local indicator	
CFH006 † Percentage of undisputed invoices which were paid in 30 days	AMBER 92.10%	93.70%	95.00%	93.70%	93.24%	↘	CFH006NM - Number of Invoices paid within 30 days from date of receipt. 200,802 198,345 CFH006DM - Total number of (all) invoices paid in a 30 day period, 218,024 212,728	Data not available at time of publication	The main reason why target has been missed is that 9 processing days have been lost due to the ISIS v12 upgrade which also demanded resource in terms of development and testing at a critical point in the year.
CFH007 † Percentage of Council Tax due for the financial year which was received by the authority	GREEN 96.84%	96.60%	96.88%	96.80%	96.66%	↗	CFH007NM - The amount of council tax received in the year. 86,930,435 82,253,957 CFH007DM - The total amount of council tax due for the financial year. 89,769,863 85,092,143	Data not available at time of publication	

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Corporate Sevices - HR

CHR002 ↓ The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence	BLUE 8.8	10.0	9.7	8.0	11.3	↗	CHR002NM - Total number of working days/shifts lost to sickness absence, for the relevant period 85,149 107,235		Data not available at time of publication	
							CHR002DM - Average Number of FTE employees. 9,692 9,474			
HR01 ↑ The percentage of local authority employees from minority ethnic communities	0.26%	N/A	N/A	N/A	0.28%	↘	HR01NM - Av. number of local authority employees from minority ethnic communities (headcount). 29 31		N/A - local indicator	A staff survey was recently undertaken and once all data has been loaded into ISIS we will get a much better result.
							HR01DM - Average number of employees (headcount). 11,195 11,005			
HR02 ↑ The percentage of local authority employees declaring that they are disabled under the terms of the Disability Discrimination Act 1996	0.71%	N/A	N/A	N/A	0.74%	↘	HR02NM - Av. number of local authority employees declaring that they are disabled under the terms of the Disability Discrimination Act 1996 (headcount). 79 81		N/A - local indicator	A staff survey was recently undertaken and once all data has been loaded into ISIS we will get a much better result.
							HR02DM - Average number of employees (headcount). 11,195 11,005			

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People : Education Effectiveness

EDCP18c ↓ The percentage of young people (at 16 years) known to be Not in Education, Employment or Training (NEET)	RED 3.16%	2.70%	2.60%	3.00%	2.90%		EDCP18cNM - Pupils known to be NOT in Education, Employment or Training at 16 (not including those who have moved away) 85 74 EDCP18cDM - All Pupils in Year 11 cohort 2,693 2,556	N/A - local indicator	Target not quite met in 2013 due mainly to this year group having a large tail of pupils on the EOTAS (Educated Otherwise Than at School) provision, the hardest group to reach. The acceptable performance rate in the future will be close to 3% as this is the size of the hard to reach group.
EDCP21↑ The percentage of pupils in schools maintained by the authority in eprevious summer achieving 5 or core GCSEs at grades A* - C or the vocational equivalent	BLUE 79.31%	74.20%	75.00%	80.00%	74.1%		EDCP21NM - Number of pupils in schools maintained by the authority in the previous summer achieving 5 or more GCSEs at grades A*-C or the vocational equivalent 2,112 1,897 EDCP21DM - All pupils in schools maintained by the authority in the previous summer 2,663 2,559	N/A - local indicator	
EDCP26↑ Capped Points score at GCSE	BLUE 338.90	320.00	330.00	350.00	328.80		EDCP26NM - For every pupil on roll at January PLASC in Year 11, take the total points scored for their best 8 recognised qualifications and sum the points 902,491 837,782 EDCP26DM - The number of pupils on roll at January PLASC in Year 11 2,663 2,548	N/A - local indicator	

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<p>EDU002i ↓</p> <p>The percentage of all pupils (including those in local authority care), in any local authority maintained school, aged 15 as at the preceding August who leave compulsory education, training or work based learning without an approved external qualification.</p>	<p>BLUE</p> <p>0.1%</p>	0.3%	0.3%	0.2%	0.4%	↗	<p>EDU002iNM - No. of pupils aged 15 on 31 August in any local authority maintained school, who leave compulsory education without an approved external qualification and do not continue in education, training or work based learning</p> <p style="text-align: right;">3 10</p> <p>EDU002iDM - Total number of pupils aged 15 on 31 August and on roll in any local authority maintained school at the time of the annual school census in January</p> <p style="text-align: right;">2,663 2,548</p>	Data for 2012/13 not comparable across Wales		
<p>EDU002ii ↓</p> <p>The percentage of pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding August who leave compulsory education, training or work based learning without an approved external qualification.</p>	<p>GREEN</p> <p>0.0%</p>	9.1%	0.0%	5.0%	2.9%	↗	<p>EDU002iiNM - No. of pupils in local authority care aged 15 on 31 August, who leave compulsory education without an approved external qualification and do not continue in education, training or work based learning</p> <p style="text-align: right;">0 1</p> <p>EDU002iiDM - Total number of pupils in local authority care aged 15 on 31 August and on roll in any local authority maintained school at the time of the annual school census in January</p> <p style="text-align: right;">35 34</p>	Data for 2012/13 not comparable across Wales		

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EDU003 ↑ The percentage of pupils eligible for assessment at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject indicator, as determined by Teacher Assessment	GREEN							EDU003NM - The number of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment 2,033 2,039	13th	
	84.3%	84.0%	85.0%	86.0%	83.7%	↗	EDU003DM - Total number of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority 2,413 2,436			
EDU004 ↑ The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject indicator, as determined by Teacher Assessment	BLUE							EDU004NM - The number of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment 1,850 1,858	14th	
	76.4%	73.4%	73.8%	78.0%	73.3%	↗	EDU004DM - The total number of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority 2,420 2,535			
EDU006i ↑ The percentage of pupils assessed, in schools maintained by the LA, receiving a Teacher Assessment in Welsh (first Language) at the end of Key Stage 2	AMBER							EDU006iNM - Number of pupils, in all schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of Key Stage 2 251 245	13th	Small variation in makeup of year group since target set using PLASC (Pupil Level Annual Schools Census) data (January) and collection of teacher assessment results (June).
	10.40%	10.46%	10.60%	12.10%	10.06%	↗	EDU006iDM - Number of pupils assessed, in all schools maintained by the local authority at the end of Key Stage 2 2,413 2,436			

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EDU006ii ↑ The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first Language) at the end of Key Stage 3	AMBER 9.3%	9.5%	9.5%	10.7%	9.7%	↘	EDU006iiNM - Number of pupils, in all schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of Key Stage 3 226 245	EDU006iiDM - Number of pupils assessed, in schools maintained by the local authority at the end of Key Stage 3 2,420 2,535	15th	Small variation in makeup of year group since target set using PLASC (Pupil Level Annual Schools Census) data (January) and collection of teacher assessment results (June).
EDCP14↑ Learners leaving Employment Training with a positive outcome	GREEN 82.56%	82.00%	84.00%	85.00%	83.51%	↘	EDCP14NM - Learners leaving Employment Training with a positive outcome 890 1,099	EDCP14DM - All learners participating in Employment Training programmes 1,078 1,316	N/A - local indicator	The slight reduction in the number of leavers achieving a positive outcome is due to the additional and longer term support required by learners to achieve their qualifications. The Essential Skills Team is increasing its support for learners as part of the improvement plan.
People : Education Inclusion										
EDCP12a↓ Pupils receiving fixed term exclusions - primary schools	BLUE 19.00	25.00	21.00	21.00	25.00	↗	EDCP12aNm - Pupils receiving fixed term exclusions - primary schools 19 25 D		N/A - local indicator	
EDCP12b↓ Pupils receiving fixed term exclusions - secondary schools	BLUE 429.00	580.00	570.00	420.00	478.00	↗	EDCP12bNm - Pupils receiving fixed term exclusions - secondary schools 429 478 D		N/A - local indicator	

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EDU008a↓ The number of permanent exclusions during the academic year per 1,000 pupils from primary schools	GREEN 0.00	0.06	0.00	0.00	0.00	↔	EDU008aN - Number of permanent exclusions during the academic year, upheld by the Governing Body, in primary schools in years 1 or above maintained by the local authority <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">0</td> <td style="text-align: right;">0</td> </tr> </table> EDU008aDM - Total number of pupils on roll in local authority maintained primary schools in years 1 or above at the time of the annual schools census in January <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">14,994</td> <td style="text-align: right;">17,409</td> </tr> </table>	0	0	14,994	17,409	Data not available at time of publication	
0	0												
14,994	17,409												
EDU008b↓ The number of permanent exclusions during the academic year per 1,000 pupils from secondary schools	BLUE 0.16	0.35	0.21	0.40	0.29	↗	EDU008bN - Number of permanent exclusions during the academic year, upheld by the Governing Body, in secondary schools in years 11 or below maintained by the local authority <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">2</td> <td style="text-align: right;">4</td> </tr> </table> EDU008bDM - Total number of pupils on roll in local authority maintained secondary schools in years 11 or below at the time of the annual schools census in January <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">12,383</td> <td style="text-align: right;">14,031</td> </tr> </table>	2	4	12,383	14,031	Data not available at time of publication	
2	4												
12,383	14,031												
EDU009a↓ The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during academic year	RED 31.00	8.67	5.80	16.00	10.50	↘	EDU009aN - The sum of the number of school days beyond the 16th school day that each permanently excluded pupil has not received an offer of appropriate full time education provision <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">62</td> <td style="text-align: right;">42</td> </tr> </table> EDU009aDM - Total number of pupils permanently excluded by schools during the academic year <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">2</td> <td style="text-align: right;">4</td> </tr> </table>	62	42	2	4	12th	The number of pupils permanently excluded in the academic year was low. Parents of one pupil wished to submit an application for another school which necessitated an Independent appeal which was heard within the required timescale, however had an impact on the number of days before full time provision was in place.
62	42												
2	4												

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EDU009b1 The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the academic year	RED 14.50	3.21	0.00	6.00	2.75		EDU009bNM - The sum of the number of school days beyond the 16th school day that each permanently excluded pupil has not received an offer of appropriate part time education provision <div style="border: 1px solid black; padding: 2px; text-align: right;"> 29 11 </div> EDU009bDM - Total number of pupils permanently excluded by schools during the academic year <div style="border: 1px solid black; padding: 2px; text-align: right;"> 2 4 </div>	12th	Only 2 pupils permanently excluded during the academic year. Discussions with Parents regarding arrangements for full time provision resulted in a delay in part time provision being implemented	
EDU011a1 The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority	BLUE 525.20	470.00	480.00	540.00	466.93		EDU011NM - The total number of points scored in approved external qualifications by all pupils aged 15 on 31 August <div style="border: 1px solid black; padding: 2px; text-align: right;"> 1,398,608 1,194,867 </div> EDU011DM - Total number of pupils aged 15 on 31 August and on roll in any local authority maintained school at the time of the annual School's Census in January <div style="border: 1px solid black; padding: 2px; text-align: right;"> 2,663 2,559 </div>	9th		
EDU015a1 EDU015a -The percentage of final statements of special education need issued within 26 weeks including exceptions	BLUE 89.36%	84.83%	85.20%	84.00%	84.83%		EDU015aNm - The number of pupils for whom statements of special educational needs were issued for the first time and within 26 weeks during the calendar year, including exceptions <div style="border: 1px solid black; padding: 2px; text-align: right;"> 168 123 </div> EDU015aDM - The total number of pupils for whom statements of special educational needs were issued for the first time during the year, including exceptions <div style="border: 1px solid black; padding: 2px; text-align: right;"> 188 145 </div>	10th		

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EDU015b† The percentage of final statements of special education need issued within 26 weeks excluding exceptions	BLUE 98.83%	95.00%	98.00%	97.00%	97.62%	↗	EDU015bNM - The number of pupils for whom statements of special educational needs were issued for the first time and within 26 weeks during the calendar year, excluding exceptions <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">169</td> <td style="text-align: right;">123</td> </tr> </table> EDU015bDM - The total number of pupils for whom statements of special educational needs were issued for the first time during the year, excluding exceptions <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">171</td> <td style="text-align: right;">126</td> </tr> </table>	169	123	171	126	17th	
169	123												
171	126												
EDU016a† Percentage of pupil attendance in primary schools	AMBER 93.0%	93.7%	93.8%	94.1%	93.3%	↘	EDU016aN - The total number of sessions missed by all pupils in primary schools <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">5,244,555</td> <td style="text-align: right;">5,133,879</td> </tr> </table> EDU016aDM - The total number of sessions possible for all pupils <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">5,638,140</td> <td style="text-align: right;">5,501,178</td> </tr> </table>	5,244,555	5,133,879	5,638,140	5,501,178	20th	Target not met for 13/14, which was largely due to illnesses during the spring term. This was not the only issue and primary attendance is a key focus area for improvement. Data for the 1st half of the current academic year shows attendance at 94.6% for primary schools, which is above target. This is due in part to the new policy of not authorising term time holidays; and there have been no major illness outbreaks this year so far.
5,244,555	5,133,879												
5,638,140	5,501,178												

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EDU016b† Percentage of pupil attendance in secondary schools	AMBER 92.3%	92.4%	92.5%	93.3%	92.0%	↗	EDU016bNM - The total number of sessions missed by all pupils in secondary schools 3,482,718 3,523,508 EDU016bDM - The total number of sessions possible for all pupils 3,773,404 3,829,404	16th	Target not met for 13/14, which was largely due to illnesses during the spring term. This was not the only issue and primary attendance is a key focus area for improvement. Data for the 1st half of the current academic year shows attendance at 94.6% for primary schools, which is above target. This is due in part to the new policy of not authorising term time holidays; and there have been no major illness outbreaks this year so far.	
EDU017† The percentage of pupils aged 15 at the preceding 31 August, in schools maintained by the local authority, who achieved the Level 2 Threshold including a GCSE grade A*-C in English or Welsh first language and maths	GREEN 55.3%	55.0%	56.0%	56.0%	54.4%	↗	EDU017NM - The number of pupils aged 15 on roll in any local authority maintained school at the time of the annual School's Census who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics 1,473 1,391 EDU017DM - The total number of pupils aged 15 on 31 August and on roll in any local authority maintained school at the time of the annual School's Census in January 2,663 2,559	9th		

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People : Social Services - Adult Services

SCA001↓ The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	GREEN 2.50	4.25	2.00	2.20	2.11		SCA001NM - Total number of local authority residents experiencing a delayed transfer of care during the year for social care reasons 52		10th	Explanation: Performance continues to exceed the Wales average. Only 8 more people were delayed in 2013/14 compared to 2012/13. Very low numbers have an impact on performance. Action: We will continue to work with the health service and providers of domiciliary care to maintain and improve the safe flow of people out of hospital
SCA002a ↑ The rate of older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over	AMBER 73.51	77.20	85.00	75.00	77.22		SCA002aNm - Number of people aged 65 or over supported in the community 3,262	3,323	8th	Explanation: Performance has been adversely impacted by the increase in population figures. Only 61 fewer people were receiving services on 31/3/14 compared to the year before. Action: The service has a well-established transformation programme that seeks to reduce dependence on social care services and therefore reduce the number of people supported overall.
SCA002b ↓ The rate of older people (aged 65 +) whom the LA supports in care homes per 1000 population aged 65 +	AMBER 21.50	20.75	19.50	20.90	22.91		SCA002bNm - Number of people aged 65 or over supported in care homes 954	986	15th	Explanation: There were 32 fewer older people in residential / nursing care at 31/3/2014. Action: The service is continuing to improve its performance by reducing placements to residential care and adopting a re-ablement model and anticipates reducing the total number by at least 30 during 2014/15

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SCA003a1 The percentage of clients who are supported in the community during the year in the age groups 18-64	GREEN 97.38%	97.00%	98.00%	97.50%	97.72%	↓	SCA003aNm - Number of clients aged 18-64 supported in the community 2,155 2,488 SCA003aDM - Total number of clients aged 18-64 supported either in the community or in care homes 2,213 2,546	4th	Comment: 0.34% lower than last year on a Top Quartile performance. The target was missed by 17 people only.	
SCA003b1 The percentage of clients who are supported in the community during the year in the age groups 65+	RED 78.21%	84.00%	86.00%	80.00%	80.21%	↓	SCA003bNm - Number of clients aged 65+ supported in the community 4,010 4,340 SCA003bDM - Total number of clients aged 65+ supported either in the community or in care homes 5,127 5,411	20th	Explanation: This is the first full year where equipment services have been assessed on the basis of eligibility. As a result, fewer people received community-based equipment services and this impacted on the result. Action: Continuing to bear down on reducing residential placements and putting more people through the reablement service will achieve better performance. However, the service has committed to achieving the 85% target by 2020 so this will be a gradual process of improvement over the next 6 years.	

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SCA007† The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year	AMBER 81.1%	83.2%	85.7%	81.5%	83.2%	↘	SCA007NM - The number of clients with a care plan at 31 March who should have had their care plan reviewed who have had their care plan reviewed during the year 4,580 5,328 SCA007DM - The number of clients with a care plan at 31 March that should have been reviewed during the year 5,647 6,403	14th	Explanation: Performance in 2012/13 was exceptional, reflected in a target that just exceeded last year's performance. To achieve last year's performance, another 120 reviews needed to be completed, which would represent about a week's worth of reviews. The total number of reviewable clients is lower as the prevention and reablement model reduces the number of people on the books at any given point in time. Action: We will continue to review as many clients as can be achieved.	
SCA018† The percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year	GREEN 97.3%	97.2%	99.0%	97.5%	96.6%	↗	SCA018NM - The number of carers of adults who were offered an assessment or review of their needs in their own right during the year 1,808 1,976 SCC018DM - The number of new carers of adults 1,858 2,046	9th		
SCA019† The percentage of adult protection referrals completed where the risk has been managed	GREEN 93.29%	92.00%	94.00%	93.50%	92.00%	↗	SCA019NM - The number of adult protection referrals completed in the year where the risk has been managed 403 345 SCA019DM - The total number of adult protection referrals completed in the year (excluding those referrals where the outcome was "no action" or "not applicable"). 432 375	16th		

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	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
<p>SCA0201</p> <p>The percentage of adult clients who are supported in the community during the year</p>	<p>AMBER</p> <p>83.99%</p>	87.00%	89.00%	84.50%	83.30%	↗	<p>SCA020NM - Number of adult clients supported in the community</p> <p>6,165 6,628</p> <p>SCA020DM - Total number of adult clients supported either in the community or in care homes</p> <p>7,340 7,957</p>	17th	<p>Explanation: This is the first full year where equipment services have been assessed on the basis of eligibility. As a result, fewer people received community-based service and this impacted the result. Action: Continuing to bear down on reducing residential placements and putting more people through the reablement service will achieve better performance.</p>	
<p>SSA1 ↓</p> <p>The average number of working days between initial enquiry and completion of the care plan, including specialist assessments</p>	<p>BLUE</p> <p>21.30</p>	45.00	45.00	21.00	26.65	↗	<p>SSA1NM - Total number of working days between initial enquiry and care plan completion for all new care plans completed during the year</p> <p>21.30 26.65</p> <p>SSA1DM - Total number of new care plans completed during the year</p>	N/A - Local Indicator	<p>The agreement with the auditors is that the result is based on a <i>median</i> and not an arithmetic mean. Therefore there are no numerators or denominators. A list of values is available.</p>	
<p>SSA2 ↓</p> <p>The average number of working days taken from completion of the care plan and / or installation of aids / equipment</p>	<p>AMBER</p> <p>7.29</p>	7.00	7.00	7.00	7.32	↗	<p>SSA2NM - The total number of working days taken to provide and/or install aids/equipment</p> <p>28,199 28,867</p> <p>SSA2DM - The total number of items of aids/equipment provided and/or installed during the year</p> <p>3,869 3,943</p>	N/A - Local Indicator	<p>Comment: Performance on this local indicator is amongst the best seen in recent years, despite performance within this joint service being affected by the emphasis on larger & critical items of equipment (e.g. specialist beds). These reduce the ability to deliver smaller items of equipment.</p>	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

People : Social Services - Child & Family Services

<p>SCC001a†</p> <p>The percentage of first placements of looked after children during the year that began with a care plan in place</p>	<p>GREEN</p> <p>100%</p>	100%	100%	100%	100%	↔	<p>SCC001aNM - The number of first placements of looked after children in the year that had a care plan for the child at the start of the placement.</p> <p style="text-align: right;">190 228</p> <p>SCC001aDM - The total number of first placements for looked after children started in the year.</p> <p style="text-align: right;">190 228</p>	1st joint	
<p>SCC001b†</p> <p>For those children looked after whose second review (due at 4 months) was due in the year, the percentage with a plan for permanence at the due date</p>	<p>BLUE</p> <p>98.39%</p>	97.00%	98.00%	99.00%	91.89%	↗	<p>SCC001bNM - The number of looked after children whose second review was due in the year who had a plan for permanence on the due date for the second review.</p> <p style="text-align: right;">122 136</p> <p>SCC001bDM - The number of looked after children whose second review was due in the year</p> <p style="text-align: right;">124 148</p>	8th	
<p>SCC002↓</p> <p>The percentage of children looked after at 31st March who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31st March</p>	<p>RED</p> <p>17.0%</p>	14.0%	10.4%	15.0%	16.3%	↘	<p>SCC002NM - The number of children of compulsory school age looked after at 31 March who have experienced one or more changes of school, which were not due to transitional arrangements, in the 12 months to 31 March</p> <p style="text-align: right;">58 59</p> <p>SCC002DM - The number of children of compulsory school age looked after at 31 March.</p> <p style="text-align: right;">341 362</p>	17th	As a result of the Safe LAC Reduction Strategy, more children have been returning to live in Swansea. This necessitates a change of school but also brings children closer to home.
<p>SCC004↓</p> <p>The percentage of children looked after on 31 March who have had three or more placements during the year</p>	<p>AMBER</p> <p>8.0%</p>	7.7%	6.5%	7.0%	8.4%	↘	<p>SCC004NM - The number of looked after children who had three or more separate placements during the financial year.</p> <p style="text-align: right;">43 45</p> <p>SCC004DM - The total number of children who were looked after at 31 March</p> <p style="text-align: right;">538 537</p>	8th	The target was a range. The performance was within the identified range. See above also.

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
SCC007a↑ The percentage of referrals during the year that were allocated to a social worker for initial assessment	BLUE 79.97%	50.00%	70.00%	80.00%	63.36%	↗	SCC007aNm - The number of referrals that were allocated to a social worker for initial assessment during the year 1,278 1,669 SCC007aDM - The total number of referrals received during the year 1,598 2,634	15th		
SCC007b↓ The percentage of referrals during the year that were allocated to someone other than a social worker for initial assessment	BLUE 2.19%	10.00%	5.00%	2.00%	3.30%	↗	SCC007bNm - The number of referrals that were allocated to someone other than a social worker for initial assessment during the year 35 87 SCC007bDM - The total number of referrals received during the year 1,598 2,634	8th		
SCC007c↓ The percentage of referrals during the year that did not proceed to allocation for initial assessment	BLUE 17.83%	40.00%	25.00%	18.00%	33.33%	↗	SCC007cNm - The number of referrals that did not proceed to allocation for initial assessment during the year 285 878 SCC007cDM - The total number of referrals received during the year 1,598 2,634	10th		
SCC010 ↓ The percentage of referrals that are re-referrals within 12 months	GREEN 19.59%	25.00%	19.00%	16.00%	27.83%	↗	SCC010Nm - Number of referrals during the year that were re-referrals. 313 733 SCC010DM - Total number of referrals during the year 1,598 2,634	10th		

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)	
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13			
SCC013aiii † The percentage of open cases of children in need who have an allocated social worker	GREEN										
	75.07%	74.00%	80.00%	78.00%	73.50%	↗	SCC013aiiiNM - The number of open cases of children in need with an allocated social worker 3,643 3,617 SCC013aiiiDM - The total number of open cases of children in need 4,853 4,921		14th		
SCC013bi ↓ SCC013bi - The percentage of open cases of children on the child protection register who are allocated to someone other than a social worker where the child is receiving a service in accordance with her/his assessment or plan	RED										
	0.26%	0.00%	0.00%	0.20%	0%	↘	SCC013biNM - The number of open cases of children on the Child Protection Register allocated to someone other than a social worker where the child is receiving a service in accordance with her/his assessment or plan 2 0 SCC013biDM - The total number of open cases of children on the Child Protection Register 778 873		22nd	Principal Officers are required to sign off exceptions where cases are left unallocated and are supported by weekly reporting on all unallocated cases. This was 2 children unallocated for a very short period of time and quickly resolved.	
SCC013bii ↓ The percentage of open cases of children looked after who are allocated to someone other than a social worker where the child is receiving a service in accordance with her/his assessment or plan	RED										
	1.63%	1.20%	0.00%	1.20%	1.18%	↘	SCC013biiNM - The number of open cases of children on the Child Protection Register allocated to someone other than a social worker where the child is receiving a service in accordance with her/his assessment or plan 36 27 SCC013biiDM - The total number of open cases of children on the Child Protection Register 2,203 2,289		18th	There is no statutory duty for all children in need cases to be allocated to qualified social workers. The proportion of less-complex are allocated to support workers depending on demand levels over time	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
SCC013biii ↓ The percentage of open cases of children in need who are allocated to someone other than a social worker where the child is receiving a service in accordance with her/his assessment or plan	AMBER 19.23%	18.70%	13.00%	18.00%	18.70%	↓	SCC013biiiNM - The number of open cases of children in need allocated to someone other than a social worker where the child is receiving a service in accordance with her/his assessment or plan 933	920	11th	There is no statutory duty for all children in need cases to be allocated to qualified social workers. The proportion of less-complex are allocated to support workers depending on demand levels over time
SCC0211 The percentage of looked after children reviews carried out within statutory timescales	BLUE 98.13%	87.94%	95.97%	98.50%	83.23%	↗	SCC0211NM - The number of looked after children reviews that were due in the year and were carried out within the statutory timescales. 1,260	1,062	5th	We are confident that all LAC reviews take place. In 2012/13 several issues arose which undermined the ability of Service Quality Unit to set /keep review dates within prescribed limits. Performance has improved significantly in 2013/14. Social workers now need to get the approval of a Senior Manager to delay a conference.
SCC0251 The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	RED 83.6%	90.0%	92.0%	88.0%	79.7%	↗	SCC0251NM - The number of statutory visits to looked after children due in the year to 31 March that took place in accordance with regulations 2,749	2,119	16th	Performance has improved over the last year in line with the Safe LAC Reduction Strategy which aims to ensure permanence for each child closer to home. More statutory visits have been undertaken to support changes in placements.
							SCC0251DM - The number of statutory visits to looked after children due in the year to 31 March 3,288	2,660		

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
SCC030a † The percentage of young carers known to Social Services who were assessed	GREEN 100%	95%	100%	100%	100%	↔	SCC030aNM - The number of young carers known to Social Services who were assessed during the year. 49 29.00	SCC030aDM - The number of young carers known to Social Services during the year. 49 29	1st joint	
SCC033d † The percentage of young people formerly looked after with whom the authority is in contact at the age of 19	RED 81.1%	95.0%	97.0%	95.0%	94.1%	↘	SCC033dNM - Number of young people whose 19th birthday falls within the year ending 31 March, who were looked after by the local authority on their 16th birthday with whom the authority is in contact at the age of 19 30 32	SCC033dDM - Number of young people whose 19th birthday falls within the year ending 31 March, who were looked after by the local authority on their 16th birthday. 37 34	19th	We are reviewing arrangements within permanence service to improve support to care leavers and services commissioned. This will be finalised by October 2014.
SCC033e † The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19	BLUE 96.7%	94.0%	96.0%	97.0%	93.8%	↗	SCC033eNM - Number of young people whose 19th birthday falls within the year ending 31 March, who were looked after by the local authority on their 16th birthday with whom the authority is in contact at the age of 19 and who are known to be in suitable 29 30	SCC033eDM - Number of young people whose 19th birthday falls within the year ending 31 March, who were looked after by the local authority on their 16th birthday. 30 32	6th	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)	
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13			
SCC033f ↑ The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19	RED 46.7%	58.0%	70.0%	60.0%	56.3%	↓	SCC033fNM - Number of young people whose 19th birthday falls within the year ending 31 March, who were looked after by the local authority on their 16th birthday with whom the authority is in contact at the age of 19 and who are known to be engaged <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">14</td> <td style="text-align: right;">18</td> </tr> </table>	14	18	15th	We are reviewing arrangements within permanence service to improve support to care leavers and services commissioned. This will be finalised by October 2014. NEETs Board has been set up to improve outcomes for young people, including those formerly in care.
14	18										
							SCC033fDM - Number of young people whose 19th birthday falls within the year ending 31 March, who were looked after by the local authority on their 16th birthday. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">30</td> <td style="text-align: right;">32</td> </tr> </table>	30	32		
30	32										
SCC034 ↑ The percentage of child protection reviews carried out within statutory timescales during the year	BLUE 98.1%	97%	98%	98%	92.44%	↗	SCC034NM - The number of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">580</td> <td style="text-align: right;">599</td> </tr> </table>	580	599	14th	All child protection conferences take place, however in 2012/13 a small number of conferences were deferred. Through the work of the Service Quality Unit (SQU), there is improved governance of processes around setting up child protection conferences including a better system for recording and sending out invites to conference members has ensured that performance has improved significantly in 2013/14. Social workers now need to get the approval of a Senior Manager to delay a conference
580	599										
							SCC034DM - The number of reviews of children on the Child Protection Register that were due in the year. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">591</td> <td style="text-align: right;">648</td> </tr> </table>	591	648		
591	648										
SCC037 ↑ The average external qualification point score for 16 year old looked after children, in any local authority maintained learning setting	AMBER 249	260	310	260	329.62	↓	SCC037NM - The total number of points scored in external qualifications by looked after children aged 15 on 31 August 2006 <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">6,727</td> <td style="text-align: right;">8,570</td> </tr> </table>	6,727	8,570	12th	LAC Education group support to improve outcomes, supported by personalised education planning and multi-agency working.
6,727	8,570										
							SCC037DM - The total number of looked after children aged 15 on 31 August 2006 <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">27</td> <td style="text-align: right;">26</td> </tr> </table>	27	26		
27	26										

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
SCC039† The percentage of health assessments for looked after children due in the year that have been undertaken	BLUE 98.12%	92.00%	91.00%	98.00%	93.67%	↗	SCC039NM - The number of health assessments for looked after children due in the year that have been undertaken 677 621 SCC039DM - The number of health assessments for looked after children due to be undertaken in the year 690 663	1st		
SCC041a † The percentage of eligible, relevant and former relevant children that have pathway plans as required	AMBER 93.5%	98.2%	100.0%	94.0%	97.5%	↘	SCC041aN - Number of eligible, relevant and former relevant children that have a pathway plan at 31 March as required 130 195 SCC041aDM - Number of eligible, relevant and former relevant children who should have a pathway plan at 31 March 139 200	15th	We are reviewing arrangements within permanence service to improve support to care leavers and services commissioned. This will be finalised by October 2014. We would expect these developments to improve performance in relation to pathway plans and outcomes for care leavers.	
SCC042a† The percentage of initial assessments completed within 7 working days	BLUE 91.47%	85.00%	88.00%	93.00%	84.40%	↗	SCC042aN - The number of initial assessments completed within 7 working days. 1,201 1,482 SCC042aDM - The number of initial assessments completed during the year 1,313 1,756	4th		

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
SCC042b↓ The average time taken to complete initial assessments that took longer than 7 working days to complete	GREEN 11.89	12.00	10.00	10.00	13.90	↗	SCC042bNM - The total number of working days taken to complete all initial assessments where the number of working days taken was 8 or more 1,332 3,808	SCC042bDM - The total number of initial assessments that took 8 days or more to complete. 112 274	joint 3rd	
SCC043a↑ The percentage of required core assessments completed within 35 working days	BLUE 81.79%	75.00%	81.00%	84.00%	69.59%	↗	SCC043aNM - The number of required core assessments completed within 35 working days during the year 943 913	SCC043aDM - The number of core assessments that were completed during the year 1,153 1,312	14th	
SCC043b↓ The average time taken to complete those required core assessments that took longer than 35 days	RED 60.18	50.00	50.00	50.00	68.60	↗	SCC043bNM - The total number of working days taken to complete all required core assessments where the number of working days taken was more than 35. 12,637 27,373	SCC043bDM - The total number of required core assessments that took longer than 35 working days to complete 210 399	17th	The number of assessments completed outside of timescale has dropped enormously. This means that exceptions to typical achievement have a disproportionate impact on results. Teams are receiving improved monthly reports to enable the focus on improving quality and consistency within core assessments, which are signed off as complete by a senior practitioner / manager.

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)	
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13			
<p>SCC0451</p> <p>The percentage reviews carried out in accordance with the statutory timetable</p>	AMBER										
	88.6%	92.0%	93.0%	90.0%	74.8%	↗	<p>SCC045NM - The number of reviews of looked after children, children on the Child Protection Register and children in need due in the year that were carried out within the statutory timescales</p> <p style="text-align: right;">2,694 2,414</p> <p>SCC045DM - The number of reviews of looked after children, children on the Child Protection Register and children in need due in the year</p> <p style="text-align: right;">3,040 3,228</p>		17th	<p>Performance in child protection and looked after reviews has improved significantly with the effective support of the Service Quality Unit. Work is being undertaken to ensure this extends to children in need reviews by improving consistency of how these are undertaken and recorded. CIN Reviews are being undertaken as per practice guidelines, but are not being recorded using the standard forms or in the same place on the PARIS system. Recent Inspections and Internal Audits have confirmed this to be the case. Further work currently underway will establish better overall processes to capture and measure these actions as necessary</p>	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Place : Culture, Sport, Lesiure & Tourism

C&T6 ↑ The average customer satisfaction rating achieved across C&T services	GREEN						C&T6NM - Customer Satisfaction Score		N/A - Local Indicator	
	92%	91.7%	93%	PI to be Deleted	92%	↔	92	92		
C&T12 ↑ Total number of visits to cultural and recreational services provided by Culture & Tourism (Archives, Libraries, Museums & Galleries, Plantasia, Grand Theatre, Special Events and Brangwyn Hall)	BLUE						C&T12NM - Total number of visits to cultural and recreational services proved by C&T		N/A - Local Indicator	
	2,482,110	2,236,000	2,400,000	2,317,000	2,453,080	↗	2,482,110	2,453,080		
CRE21 ↑ Total usage of Community Centres	GREEN						CRE21NM - The total usage of Community Centres		N/A - Local Indicator	
	469,344	460,000	481,222	480,000	441,322	↗	469,344	441,322		
CTCH1 ↑ The percentage of adults in Swansea conducting the recommended 5 x 30 minutes of physical activity per week	AMBER						CTCH1NM - No of Swansea ADULTS achieving 5 x 30 per week (WHS)		N/A - Local Indicator	While this population measure has decreased slightly the number of known physical activity visits to leisure sites increases every year (see below - CTCH3).
	26%	27%	28%	PI to be Deleted (see comment)	27%	↘	26.00	27		
CTCH3 ↑ The total number of physical activity visits to Culture & Tourism Active Swansea services (includes partnership sites)	GREEN						CTCH3NM - The total number of physical activity visits to Culture & Tourism "Active Swansea" services		N/A - Local Indicator	
	3,421,508	3,400,000	3,500,000	3,500,000	3,384,731	↗	3,421,508	3,384,731		

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
CTG4 ↑ Grand Theatre Usage (Physical Visits)	BLUE 274,082	228,000	232,000	278,000	226,903	↗	CTG4NM - Grand Theatre Usage (Physical Visits) 274,082 226,903 D		N/A - Local Indicator	
CTM9a↑ Total number of visitors to Museums and Galleries	BLUE 440,332	418,850	436,600	447,000	493,026	↘	CTM9aNM - Total number of visitors to Museums and Galleries 440,332 493,026 D		N/A - Local Indicator	The result is down on last year by around 50k due to the reduced programming while the Art Gallery and Dylan Thomas Exhibition are being redeveloped
CTM9b↑ Total number of visits made to Museums and Gallery websites	GREEN 151,551	141,300	154,155	179,900	140,352	↗	CTM9bNM - Total number of visits made to Museums and Gallery websites 151,551 140,352 D		N/A - Local Indicator	
CTT4 ↑ The amount of money spent by visitors to the City & County of Swansea (£million)	BLUE 361	339	341	365	337	↗	CTT4NM - Spend by visitors attracted to Swansea 361 337 D		N/A - Local Indicator	
LCL001↑ The number of visits to public libraries during the year per 1,000 population	AMBER 5,167	5,261	5,400	5,167	5,366	↘	LCL001NM - The number of visits to Public Libraries during the year per 1,000 population 1,238,111 1,280,780 LCL001DM - Total population 240 239		12th	There is a national trend to declining numbers in 'wales. Swansea has managed to slow this down to a 3% decline as opposed to a national decline of 6%. Morrsiton library was closed for refurbishmnet for a long peiod of time

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
LCL004† The number of library materials issued during the year, per 1,000 population	RED 5,037	5,538	5,700	4,975	5,602	↘	LCL004NM - The number of library material issues during the year 1,206,779	1,337,218	8th	There is a national trend to declining numbers in 'England & Wales. Actual issue across England & Wales fell by 8.7% in 12/13 and this continues to decline. Issues in Swansea fell by 10% but this could be in part due to Morrsiton library being closed for refurbishment for a long period of time
							LCL004DM - Total population 240	239		
LCS002 † The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population	GREEN 8,224	8,000	8,300	8,400	8,039	↗	LCS002NM - Number of visits to sport and leisure centres during the year where the visitor will be participating in physical activity 1,970,490	1,918,756	13th	
							LCS002DM - Total population 240	239		

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Place : Economic Regeneration & Planning

BBMA1 ↑ Increase in the number of projects with social benefit clauses & Beyond Bricks and Mortar in their contracts	BLUE 19.00	14.00	14.00	14.00	17.00	↗	BBMA1NM - No. of BB&M projects containing SBCs from this current reporting year minus no. of BB&M projects containing SBCs from the previous year providing the increased number of projects worked on in the reporting year 19 17 D	N/A - Local Indicator	
ESD1↑ Value of inward investment related to property-based projects where the authority owns some or all of the land (or adjoining land which facilitates the development) £millions	BLUE 24.70	4.10	4.10	10.50	38.60	↘	ESD1NM - Value of inward investment related to property-based projects where the authority owns some or all of the land (or adjoining land which facilitates the development) 25 39 D	N/A - Local Indicator	The target for 2013/14 has been achieved. This target was based on a programme of schemes, specific for that particular year. Whilst the outcome is less than the outcome for 2012/13, it is incorrect to compare years because the nature, complexity, value and number of projects differ from year to year
EP28 ↑ The percentage of all planning applications determined within 8 weeks	BLUE 71.77%	65.00%	69.00%	80.00%	67.22%	↗	EP28NM - The number of all planning applications determined during the year within 8 weeks 1,111 931 EP28DM - The total number of all planning applications determined during the year 1,548 1,385	N/A - Local Indicator	
PLA004a ↑ The percentage of major planning applications determined during the year within 13 weeks	BLUE 40.74%	32.80%	36.80%	41.00%	17.39%	↗	PLA004aNm - The number of major planning applications determined during the year within 13 weeks 11 4 PLA004aDM - The total number of major planning applications determined during the year 27 23	Data not available at time of publication	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
PLA004b ↑ The percentage of minor planning Applications determined during the year within 8 weeks	GREEN 57.62%	48.00%	65.30%	60.00%	45.07%	↗	PLA004bNM - The number of minor planning Applications determined during the year within 8 weeks 325 151	PLA004bDM - The total number of minor planning applications determined during the year 564 335	Data not available at time of publication	
PLA004c ↑ PLA004c - The percentage of householder planning applications determined during the year within 8 weeks	GREEN 80.00%	75.80%	86.80%	90.00%	79.23%	↗	PLA004cNM - The number of householder planning applications determined during the year within 8 weeks 536 515	PLA004cDM - The total number of householder planning applications determined during the year 670 650	Data not available at time of publication	
PLA004d ↑ The percentage of all other planning Applications determined during the year within 8 weeks	BLUE 86.76%	66.00%	75.30%	87.00%	69.58%	↗	PLA004dNM - The number of all other planning applications determined during the year within 8 weeks 249 263	PLA004dDM - The total number of all other planning applications determined during the year 287 378	Data not available at time of publication	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
PLA004e ↑ The percentage of all applications subject to Environmental Impact Assessment (EIA) determined within 16 weeks	RED 0.00%	20.00%	33.30%	20.00%	0.00%	↔	PLA004eNM - The number of all applications subject to Environmental Impact Assessment (EIA) determined within 16 weeks 0 0 PLA004eDM - The total number of all other planning applications determined during the year 1 1	Data not available at time of publication	There was only one application that required an EIA which unfortunately missed the 16 week limit.	
PLA005 ↑ PLA005 - Percentage of enforcement cases resolved during the year within 12 weeks	RED 39.56%	60.00%	66.50%	50.00%	35.80%	↗	PLA005NM - The number of enforcement cases resolved during the year within 12 weeks of receipt. 267 213 PLA005DM - The total number of enforcement cases resolved during the year. 675 595	Data not available at time of publication	The enforcement team missed its target by 15%. This was largely due to the high level of staff departures and other staffing issues experienced during this year. The service continues to be monitored by monthly meetings and now all posts are occupied the performance will improve	
WWC1 ↑ The number of people entering employment as a result of participation in the project	BLUE 204.00	200.00	200.00	300.00	287.00	↘	WWC1NM - The number of people entering employment as a result of participation in the project 204 287 D -	N/A - Local Indicator	The reason for the underachievement compared to last year is due to staff shortages in 2013/14 which has meant a lower number of participants have been engaged and therefore a lower number have entered employment	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
<p>WWC2 ↑</p> <p>The percentage of individuals exiting Workways who said that it had made a positive difference</p>	<p>BLUE</p> <p>70.6%</p>	70.0%	70.0%	70.0%	84.7%	<p>↘</p>	<p>WWC2NM - The number of individuals exiting Workways who said that it had made a positive difference</p> <p>204</p> <p>D - The number of individuals exiting Workways</p> <p>289</p>	<p>127</p> <p>150</p>	N/A - Local Indicator	<p>The project was successful in contacting 139 more project leavers in 2013/14 compared to 2012/13. Although the percentage of leavers who stated that the project made a positive difference to their employment prospects was lower in 2013/14 compared to the previous year, the target of 70% was achieved. Some of the reasons why people said no was because they had to leave the project to be mandated onto the Work Programme. During 2013/14 the Genesis project closed early and a number of the project participants transferred to Workways. Some of these participants were not aiming to secure employment which will also reflect in the figures</p>

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Place : Housing & Public Protection

EMP81 The percentage of general pest control & animal impounding service requests within 3 working days	GREEN 96.60%	95.70%	97.00%	97.00%	93.57%		EMP8NM - No. of service requests responded to within target 6,908 6,951		N/A - Local Indicator	
							EMP8DM - Total no. of service requests received in period 7,151 7,429			
HHA002 ↓ The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless	GREEN 48.17	48.00	40.00	52.00	44.31		HHA002NM - The total number of working days between homeless presentation and discharge or cessation of duty for households who are owed the full section 193 duty – 14,115 10,857		2nd	Although target was met the number of households presenting themselves as homeless rose by almost 20% compared to the previous year. A number of those cases had complex circumstances which proved challenging to find a solution to their housing need.
							HHA002DM - The total number of homeless households to whom a full section 193 duty has been discharged or ceased during the year following a homeless presentation 293 245			
HHA008 ↑ The percentage of homeless presentations decided within 33 working days	GREEN 98.54%	98.00%	100%	98.00%	98.60%		HH008NM - The number of homeless presentations decided during the year within 33 working days 3,170 3,371		3rd	Although target met for 13/14 the result is marginally different to last year at .1%. There will always be cases where decisions are reached beyond 33 working days when we are reliant on information being provided from third party sources in order to reach the correct decision. This is still an exceptionally high result
							HHA008DM - The total number of homeless presentations decided during the year 3,217 3,419			

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
HHA013 ↑ The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	BLUE 53.56%	35.00%	38.00%	48.00%	49.32%	↗	HHA013NM - The number of substantiated potentially homeless households for whom homelessness was prevented during the year 1,496 1,476	HHA013DM - The number of substantiated potentially homeless households 2,793 2,993	18th	
HHA016 ↓ The average number of days all homeless families with children spent in B&B accommodation	RED 6.0	5.0	1.0	7.0	3.4	↘	HHA016NM - Total number of days spent in B&B accommodation by all homeless families with children. (The numerator is the sum of the number of days spent in B&B accommodation by each family with children whose duty has been discharged or ceased during the year) 24 24	HHA016DM - Total number of homeless families with children whose duty has been discharged or ceased during the year 4 7	5th	Target was met in Quarters 1-3, however in quarter 4 we placed one family in a B&B out of the Swansea area due to the advice from South Wales Police. This resulted in a stay in B&B for 10 days and had a negative effect on the overall result for the year. Homeless families are only placed in B&B in an absolute emergency and for the shortest possible time. Rigorous case monitoring will continue
HSG1 ↓ The amount of current tenant arrears	GREEN £1,078,903	£1,130,000	£980,000	£1,180,000	£850,187	↘	HSG1NM - The amount of current tenant arrears outstanding 1,078,903 850,187	D	N/A - Local Indicator	Target has been achieved for 13/14 however arrears have increased on the year due to the economic climate and the impact of the Spare Room Subsidy element of Welfare Reform. We will continue to closely monitor performance. Actions will be escalated as appropriate alongside various initiatives in place to support tenants.
HSG2 ↓ The number of void properties	BLUE 220	255	245	235	278	↗	HSG2NM - The number of void properties at the end of the period 220 278	D	N/A - Local Indicator	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
PP1 ↑ Of the houses in multiple occupation known to the local authority, the percentage that have either a full licence or that have been issued with a licence with conditions attached	RED 90.21%	96.50%	98.00%	93.00%	95.86%	↘	PP1NM - The number of HMOs that either have with a full licence or that have been issued with a licence with conditions attached 1,594 1,552	PP1DM - The total number of HMOs known to the local authority 1,767 1,619	N/A - Local Indicator	Target was not met due to reduction in resources. In addition a number of landlords are no longer utilising their properties for multiple occupation. Work to identify licensable HMOs continues & new targets have been set for 2014-2015. However it is important to note that not all HMOs require licensing
PP2 ↑ The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	GREEN 100%	100%	100%	100%	100%	↔	PP2NM - The number of high risk business that were inspected during the year to date 694 731	PP2DM - The number of high risk business that were selected for inspection at the beginning of the year for the period October to December 694 731	N/A - Local Indicator	
PPN001i ↑ The percentage of high risk businesses that were liable to a programmed inspection that were inspected for trading standards	GREEN 100%	100%	100%	100%	100%	↔	PPN001iNM - The Number of high risk businesses that were liable to a programmed inspection that were inspected, for Trading Standards 32 37	PPN001iDM - The total number of high risk businesses that were liable to a programmed inspection that were inspected, for Trading Standards 32 37	Joint 1st	
PPN001ii ↑ The percentage of high risk businesses that were liable to a programmed inspection that were inspected for food hygiene	GREEN 100%	100%	100%	100%	100%	↔	PPN001iiNM - The number of high risk businesses that were liable to a programmed inspection that were inspected, for Food Hygiene 543 731	PPN001iiDM - The total number of high risk businesses that were liable to a programmed inspection that were inspected, for Food Hygiene 543 731	Joint 1st	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
PPN001iv ↑ The percentage of high risk businesses that were liable to a programmed inspection that were inspected for health and safety	GREEN						PPN001ivNM - The number of high risk businesses that were liable to a programmed inspection that were inspected, for Health & Safety 40 47		Data not available	
	100%	100%	100%	100%	100%	↔	PPN001ivDM - The total number of high risk businesses that were liable to a programmed inspection that were inspected, for Health & Safety 40 47			
PPN009 ↑ The percentage of food establishments which are 'broadly compliant' with food hygiene standards	BLUE						PPN009NM - The number of food establishments within the local authority deemed to be 'Broadly Compliant' during the year as at 31 March 1,801 1,605		14th	
	89.34%	89.00%	89.00%	90.00%	83.29%	↗	PPN009DM - The total number of food establishments as at 31 March 2,016 1,927			
PSR002 ↓ The average number of calendar days taken to deliver a Disabled Facilities Grant.	BLUE						PSR002NM - The total number of calendar days taken to deliver all DFGs 107,100 116,709		15th	
	263	350	326	290	320	↗	PSR002DM - The number of DFGs delivered during the financial year 407 365			
PSR004 ↑ The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority	BLUE						PSR004NM - The number of private sector dwellings that had been vacant for more than 6 months at 1 April which were returned to occupation during the year through direct action by the local authority 94 46		14th	
	4.75%	2.52%	4.19%	4.19%	2.52%	↗	PSR004DM - The total number of private sector dwellings that had been vacant for more than 6 months at 1 April 1,978 1,828			

PI & desired direction of Travel	Result 13-14	Target 13-14	TTAF 13-14	Target 14-15	Perform 12-13	Trend since 12-13	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
							13-14	12-13		
PSR007a † Of the houses in multiple occupation known to the local authority, the percentage that have a full licence.	72.44%	Combined with PSR007b see comment	Combined with PSR007b see comment	Combined with PSR007b see comment	77.58%	↘	PSR007aNm - Of the Houses in Multiple Occupation known to the local authority, the number that have a full licence			Refer to PP1 as a combination of PSR007a and PSR007b make up the results for PP1.
							1,280	1,256		
							PSR007aDM - Of the Houses in Multiple Occupation known to the local authority, the number that have a full licence			
							1,767	1,619		
PSR007b † Of the houses in multiple occupation known to the local authority, the percentage that have been issued with a conditional licence.	17.77%	Combined with PSR007a see comment	Combined with PSR007a see comment	Combined with PSR007a see comment	18.28%	↘	PSR007bNM - Of the Houses in Multiple Occupation known to the local authority, the total number that have been issued with a conditional licence			Refer to PP1 as a combination of PSR007a and PSR007b make up the results for PP1.
							314	296		
							PSR007bDM - Of the Houses in Multiple Occupation known to the local authority, the number that have been issued with a conditional licence			
							1,767	1,619		

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Place : Highways & Transportation

<p>CRE4 ↑</p> <p>Percentage of priority graffiti jobs completed within 7 days</p>	<p>GREEN</p> <p>100%</p>	99.0%	100%	100%	99.3%	↗	<p>CRE4NM - No. of "priority" graffiti jobs completed within 7 days within the quarter</p> <p style="text-align: right;">187 141</p> <p>CRE4DM - Total no. of "priority" graffiti jobs within the quarter</p> <p style="text-align: right;">187 142</p>	N/A - Local Indicator	
<p>ETE5 ↑</p> <p>Damage to roads and pavements made safe within 24 hours</p>	<p>AMBER</p> <p>97.17%</p>	99.00%	99.00%	99.00%	100%	↘	<p>ETE5NM - Total number of reports completed roads and pavements made safe within 24 hours</p> <p style="text-align: right;">1,373 1,253</p> <p>ETE5DM - Total number of Reports received in Period</p> <p style="text-align: right;">1,413 1,253</p>	N/A - Local Indicator	<p>Jobs initially booked as emergency may be downgraded upon site inspection. The data needs to be ratified to ensure that these are not included as failures. There have been resource shortages with the emergency team as a vacancy has been held for possible redeployees/redundancies.</p> <p>Action Additional training and improved handovers between staff on Front Desk will help focus the team to meet the year end target</p>
<p>STS005b ↑</p> <p>The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness</p>	<p>BLUE</p> <p>97.7%</p>	95.5%	97.0%	97.0%	93.0%	↗	<p>STS005bNM - The number of inspections of highways and relevant land undertaken during the quarter that had a high or acceptable level of cleanliness</p> <p style="text-align: right;">757 695</p> <p>STS005bDM - The total number of inspections of highways and relevant land in the quarter</p> <p style="text-align: right;">775 747</p>	12th	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
STS006 ↑ The percentage of reported fly tipping incidents cleared within 5 working days	GREEN	92%	95%	95.00%	86.08%	↗	STS006NM - The number of reported fly tipping incidents in the quarter cleared within 5 working days 2,691 1,787	STS006DM - The total number of fly tipping incidents recorded by the authority during the quarter 2,853 2,076	18th	
THS007 ↑ The percentage of adults aged 60+ who hold a concessionary travel pass	AMBER	96.5%	98.1%	94.5%	96.0%	↘	THS007NM - The number of adults aged 60+ who hold a concessionary travel pass 55,240 54,890	THS007DM - The total number of adults aged 60+ who hold a concessionary travel pass 58,500 57,195	3rd	Take up of passes is optional and some people who are eligible opt not to apply. The number of 60+ people who have a pass has increased by 350 from the numbers in 2012/13
THS009 ↓ The average number of calendar days taken to repair street lamp failures during the year	RED	7.00	7.00	7.00	4.19	↘	THS009NM - The total number of calendar days taken to repair all street lamp failures during the year 74,306 41,249	THS009DM - The total number of street lamp failures reported 7,739 9,848	22nd	The street lighting number of days to repair a fault has increased as resources have been redirected to prioritise the delivery of the new LED lighting programme which is funded by the Welsh Government prudential borrowing initiative. This is a 3 year programme and will start to see a big improvement to our time taken to repair street lighting and in our overall national standing and significantly reduce the Authority's energy costs. Whilst the level of service has dipped there has not been a significant increase in the number of complaints. Officers believe this is an acceptable level of service in the short term to achieve a better service in the near future.

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)	
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13			
THS012 ↓ Percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition	BLUE										
	6.7%	8.0%	8.0%	8.0%	7.9%	↗	THS012NM - The total length of principal (A) roads and non-principal/classified (B) roads greater than or equal to the RED threshold (Kms) 37 39		3rd		
							THS012DM - The total length of principal (A) roads and non-principal/classified (B) roads surveyed (Kms). 557 487				

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Place : Waste Management

WMT004b ↓ The percentage of municipal waste collected by local authorities sent to landfill	BLUE 45.13%	48.00%	46.00%	45.00%	49.71%	↗	WMT004bNM - The tonnage of local authority collected municipal waste sent to landfill by the local authority 51,118 54,775		18th	The provisional result for 13/14 is 44.37%, placing us 18th in Wales. This PI is affected both by recycling performance, and by how much LAs have decided to spend sending waste to Energy from Waste (EfW). For 13/14, we focussed our efforts on sustainable recycling initiatives, limiting our one-off EfW to a small tonnage
							WMT004bDM - The total tonnage of municipal waste collected by the local authority 113,277 110,180			
WMT009b ↑ The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way	BLUE 53.30%	52.00%	52.00%	55.00%	47.94%	↗	WMT009bNM - The tonnage of local authority collected municipal waste prepared for reuse, recycled and/or collected as source segregated bio wastes and composted or treated biologically in another way by the local authority 60,378 52,825		16th	The provisional result for 13/14 is 52.82%, placing us 17th in Wales. This is a significant increase of approx. 5% on 12/13, and this upward trend is anticipated to continue in 14/15
							WMT009bDM - The tonnage of municipal waste collected by the local authority 113,277 110,180			

Place : Corporate Building & Property Services

CBS4 ↑ Percentage emergency repair jobs attended within 24 hours	GREEN 99.83%	99.80%	100%	100%	99.88%	↘	CBS4NM - The total number of emergency jobs completed within one day 11,008 10,365		N/A - Local Indicator	Performance still above target although the marginal reduction in performance reflects less that 20 jobs "out of time" out of 11000 which were due to more significant works required than a typical emergency
							CBS4DM - The total number of emergency jobs completed. 11,027 10,377			

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Corporate Plan Improvement Objectives

Improvement Objective: To support improvement to school attendance and attainment of all learners aged 3 – 19 years so that each can achieve their potential

Education											
EDU016a†	AMBER						EDU016aNM - The total number of sessions missed by all pupils in primary schools			20th	Target not met for 13/14, which was largely due to illnesses during the spring term. This was not the only issue and primary attendance is a key focus area for improvement. Data for the 1st half of the current academic year shows attendance at 94.6% for primary schools, which is above target. This is due in part to the new policy of not authorising term time holidays; and there have been no major illness outbreaks this year so far.
Percentage of pupil attendance in primary schools		93.02%	93.70%	93.80%	94.10%	93.32%	↘	5,244,555	5,133,879		
							EDU016aDM - The total number of sessions possible for all pupils				
							5,638,140	5,501,178			
EDU016b†	AMBER						EDU016bNM - The total number of sessions missed by all pupils in secondary schools			16th	Target not met for 13/14, which was largely due to illnesses during the spring term. This was not the only issue and primary attendance is a key focus area for improvement. Data for the 1st half of the current academic year shows attendance at 94.6% for primary schools, which is above target. This is due in part to the new policy of not authorising term time holidays; and there have been no major illness outbreaks this year so far.
Percentage of pupil attendance in secondary schools		92.30%	92.40%	92.50%	93.30%	92.01%	↗	3,482,718	3,523,508		
							EDU016bDM - The total number of sessions possible for all pupils				
							3,773,404	3,829,404			

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)		
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13				
EDU0171 The percentage of pupils aged 15 at the preceding 31 August, in schools maintained by the local authority who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics	GREEN									9th		
	55.31%	55.00%	56.00%	56.00%	54.36%	↗	EDU017NM - The number of pupils aged 15 on roll in any local authority maintained school at the time of the annual School's Census who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">1,473</td> <td style="text-align: right;">1,391</td> </tr> </table>		1,473	1,391		
1,473	1,391											
							EDU017DM - The total number of pupils aged 15 on 31 August and on roll in any local authority maintained school at the time of the annual School's Census in January <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">2,663</td> <td style="text-align: right;">2,559</td> </tr> </table>		2,663	2,559		
2,663	2,559											

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Improvement Objective: Help people adopt and develop healthy and sustainable lifestyles in order to improve health.

CIP11 Percentage of 11-16 year old attending 20 or more extra-curricular physical or sporting activities during the school year	RED 6.12%	9.00%	10.00%	10.00%	9.00%		CIP1NM - The number of 11-16 year olds attending 20 times or more across the school year 736	9	N/A - Local Indicator	The result of 6.12% represents a significant drop in the percentage of children achieving 20 or more attendances across the school year and was primarily due to a reduction in the number of opportunities available caused by a shortage of delivery staff. This was rectified in September 2013 and along with a restructure of the service (to focus more on area working across the city) performance has started to improve and it is expected that the target of 11% for 2014-15 will be achieved when results are reported in July 2014.
							CIP1DM - The total number of 11-16 year olds 12,017	100		
CIP21 Percentage of year 6 school children (11 years old) involved in the schools learn to swim programme who can swim to the required standard	AMBER 88.72%	93.00%	95.00%	91.00%	87.00%		CIP2NM - The number of year 6 pupils in the programme who can swim to the required standard plus the year 6 pupils from schools in the programme who did not attend because they have already met the standard through previous attendance in years 3/4/5 1,966	87	N/A - Local Indicator	The 93% ALP target was quite ambitious in hindsight particularly given that this measure is already performing at a high level. Therefore any future targets will need to have small increments. Despite missing out on the targets for 13-14 the result of 89% still represents a 2% increase on the previous year and a continued upward trend. However, the main reason for missing the targets relates to lower than average performance from schools with high proportions of BME pupils and other hard to reach groups. Actions to address this next year include working more closely with the schools, parents and community groups to promote the importance of these lessons and reviewing options to try and increase more BME swimming opportunities.
							CIP2DM - The total year 6 school roll minus those pupil's from schools making their own learn to swim arrangements 2,216	100		

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
CIP3† The number of GP Referrals still engaging in physical activity after 12 months and indicating their health has improved	BLUE 74.06%	53.00%	55.00%	60.00%	51%	↗	CIP3NM - The number of referrals who have completed the 16 week scheme and have reached the 12 month point within the financial year (i.e. 2013-14) who report they are still active 277 51 CIP3DM - The total number of referrals who have completed the 16 week scheme and have reached the 12 month point within the financial year (i.e. 2013-14) 374 100	N/A - Local Indicator		
CIP4† The number of sites used by the community to grow and produce food (Allotment sites/growing spaces)	BLUE 28.00	21.00	25.00	40.00	16.00	↗	CIP4NM - The number of sites (any size and regardless of how many plots within the site) used by the community to grow food (Fruit & Veg). 28 16 D	N/A - Local Indicator		
EDFM1a † Percentage of pupils identified in the Pupil Level Annual School Census who take up free school lunch – primary schools	See Comment	79.00%	79.00%	81.00%	N/A	N/A	EDFM1aNm - See Comment N/A EDFM1aDm - See Comment N/A	N/A - Local Indicator	Data not available until August 2014	
EDFM1b † Percentage of pupils identified in the Pupil Level Annual School Census who take up free school lunch – secondary schools	AMBER 63.44%	66.00%	66.00%	67.00%	64%	↘	EDFM1bNm - 1,388 64 EDFM1bDm - 2,188 100	N/A - Local Indicator		

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
Improvement Objective: Promote affordable credit and savings options and help people maximise their income and entitlements										
HHA013 ↑ The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	BLUE 53.56%	35.00%	38.00%	48.00%	49.32%	↗	HHA013NM - The number of substantiated potentially homeless households for whom homelessness was prevented during the year 1,496 1,476 HHA013NM - The number of substantiated potentially homeless households for whom homelessness was prevented during the year 2,793 2,993	18th		
HSG15↑ The percentage of Eviction warrants for Rent arrears raised against Council tenants suspended due to support and financial assistance	BLUE 77.13%	49.00%	60.00%	65.00%	49%	↗	HSG15NM - The number of Warrants suspended throughout the year 263 49 HSG15DM - The total number of Warrants raised 341 100	N/A - Local Indicator		
HSG18↑ The number of council tenants joining the Credit Union	GREEN 89	89	89	150	0.00	↗	HSG18NM - The number of tenants who have joined the Credit Union in the last year 89 0 D	N/A - Local Indicator		
SIU01 ↑ No. of staff / workers trained in Welfare Rights / Benefits advice appropriate to their role.	RED 580	650	650	500	600.00	↘	SIU01NM - Number of staff/workers trained in welfare rights/benefits advice appropriate to their role 580 600 D	N/A - Local Indicator	662 training places were offered with 580 people attending (88% attendance rate) All courses were fully booked but given the nature of the people who attend the training it is not unusual for them to not attend or have to leave early if they have a client who needs support.	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
SIU02 † No. of Council staff making saving contributions to the Credit Union through payroll deduction.	AMBER 99	100	150	150	56.00	↗	SIU02NM - Number of Council staff making savings contributions to the Credit Union 99 56		N/A - Local Indicator	The capacity of the Credit Union, as well as a number of products, and information it offers has resulted in a lower take up than expected. The Council has chosen not to promote particular opportunities due to the wider context of Budget savings and staffing.

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Improvement Objective: Improve Housing & Housing Supply in order to increase the availability of good quality affordable housing

HSG2↓ The number of void properties	BLUE 220	255	245	235.00	278	↗	HSG2NM - The number of void properties at the end of the period 220 278		N/A - Local Indicator	
HSG16 ↑ No. of new Affordable Housing units provided	RED 208	473	473	946	50.00	↗	HSG16NM - No of new affordable housing units provided 208 50		N/A - Local Indicator	2013/14 has seen an increase in the number of units provided. However, the economic recession, construction activity and reduction of Social Housing Grant are outside the direct control of the Council and have impacted on the number of units provided which remains significantly less than is needed. We will continue to maximise delivery of Affordable Housing and further research is being undertaken into new models of delivery through different funding models
HSG17 ↑ The percentage of tenants staying in their Council tenancy for more than 2 years	AMBER 76.69%	77.50%	77.50%	78.00%	77%	↘	HSG17NM - The number of current tenancies over 2 years 10,263 77 HSG17DM - The total number of current tenancies 13,382 100		N/A - Local Indicator	During 2013/14 there was a large increase in the number of tenants moving into the private rented sector and abandoning their property as a result of welfare reform. This is being closely monitored and proactive work will continue with tenants.

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Improvement Objective: Develop partnerships, skills and infrastructure in order to attract and grow a knowledge based economy creating jobs grounded in key sectors.

<p>EC1 ↑</p> <p>The percentage of all applicants and 3rd parties satisfied or very satisfied with the Planning application service</p>	<p>RED</p> <p>84.56%</p>	93.00%	93.00%	93.00%	94%		<p>EC1NM - Total number of applicants and 3rd parties satisfied or very satisfied with the Planning application service</p> <table border="1"> <tr> <td align="right">219</td> <td align="right">94</td> </tr> </table> <p>EC1DM - Total number of Planning questionnaires received in the quarter</p> <table border="1"> <tr> <td align="right">259</td> <td align="right">100</td> </tr> </table>	219	94	259	100	N/A - Local Indicator	<p>The target has been achieved for applicants but not for 3rd party respondents; however it is acknowledged that the target figure is high and that there was disruption to the public facing website and access to details online when the document management system was introduced.</p>
219	94												
259	100												
<p>EC2 ↑</p> <p>The percentage of all major and minor applications with an economic imperative that are approved</p>	<p>AMBER</p> <p>83.78%</p>	87.00%	88.00%	88.00%	87%		<p>EC2NM - Total number of major and minor applications with an economic imperative that are approved</p> <table border="1"> <tr> <td align="right">496</td> <td align="right">87</td> </tr> </table> <p>EC2DM - Total number of major and minor applications determined in the quarter</p> <table border="1"> <tr> <td align="right">592</td> <td align="right">100</td> </tr> </table>	496	87	592	100	N/A - Local Indicator	<p>Service is in the process of restructuring and has been subject to disruption as a result of staff resources, introduction of the Document management system and re-engineering of business processes. Action : Once all the changes have been adopted the performance is expected to improve</p>
496	87												
592	100												
<p>BBMA1 ↑</p> <p>Increase in the number of projects with social benefit clauses & Beyond Bricks and Mortar in their contracts</p>	<p>BLUE</p> <p>19</p>	14	14	14	17		<p>BBMA1NM - No. of BB&M projects containing SBCs from this current reporting year minus no. of BB&M projects containing SBCs from the previous year providing the increased number of projects worked on in the reporting year</p> <table border="1"> <tr> <td align="right">19</td> <td align="right">17</td> </tr> </table> <p>D</p> <table border="1"> <tr> <td></td> <td></td> </tr> </table>	19	17			N/A - Local Indicator	
19	17												
<p>WWC1 ↑</p> <p>The number of people entering employment as a result of participation in the project</p>	<p>BLUE</p> <p>204</p>	200	200	300	287		<p>WWC1NM - The number of people entering employment as a result of participation in the project</p> <table border="1"> <tr> <td align="right">204</td> <td align="right">287</td> </tr> </table> <p>D</p> <table border="1"> <tr> <td></td> <td></td> </tr> </table>	204	287			N/A - Local Indicator	<p>The reason for the underachievement compared to last year is due to staff shortages in 2013/14 which has meant a lower number of participants have been engaged and therefore a lower number have entered employment</p>
204	287												

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Improvement Objective: Provide support for children in the early years in Swansea so that they are ready for learning and make developmental progress grounded in key sectors.

FSCH1 ↑	BLUE						FSCH1NM - Sessions attended		N/A - Local Indicator	
Percentage attendance at Flying Start Settings	80.32%	75.00%	80.00%	80.00%	79%	↗	54746	79		
							FSCH1DM - Maximum sessions available (minus unfilled sessions)			
							68156	100		
FSRNT1a ↑	See Comment						FSRNT1aNm - total parents/carers that have completed the outcome star & at end of intervention the scores evidence an improvement. a) No that of parents that record a positive change in self esteem and confidence		N/A - Local Indicator	No targets set as a new tool was introduced to obtain data
Percentage of parents/carers that report a positive distance travelled (improvement) at the end of a Flying Start Parenting Programme in self esteem and confidence	67.88%	not set	not set	See comment	N/A	N/A	224	N/A		
							FSRNT1aDM - Total parents/carers that have completed the outcome star at the beginning & end of intervention.			
							330	N/A		
FSRNT1b ↑	See Comment						FSRNT1bNm - total parents/carers that have completed the outcome star & at end of intervention the scores evidence an improvement. b) No. of parents that record a positive change in Parenting skills		N/A - Local Indicator	No targets set as a new tool was introduced to obtain data
Percentage of parents/carers that report a positive distance travelled (improvement) at the end of a Flying Start Parenting Programme in Parenting skills	69.09%	not set	not set	See comment	N/A	N/A	228	N/A		
							FSRNT1bDM - Total parents/carers that have completed the outcome star at the beginning & end of intervention.			
							330	N/A		

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
FSRNT1c ↑ Percentage of parents/carers that report a positive distance travelled (improvement) at the end of a Flying Start Parenting Programme in Childrens Behaviour	See Comment 63.94%	not set	not set	See comment	N/A	N/A	FSRNT1cNM - total parents/carers that have completed the outcome star & at end of intervention the scores evidence an improvement. c) No. of parents that record a postive change in Childrens Behaviour 211	N/A	N/A - Local Indicator	No targets set as a new tool was introduced to obtain data
FSSOGa ↑ Percentage of Flying Start children assessed as performing at or above the developmental norm for 2 year	See Comment 55.11%	not set	not set	See comment	N/A	N/A	FSSOGaNM - Total children assessed as at or above dev norms (seperately 2 year) 178	N/A	N/A - Local Indicator	No targets set as a new cohort of children are assessed every year
FSSOGb ↑ Percentage of Flying Start children assessed as performing at or above the developmental norm for 3 year data.	See Comment 59.37%	not set	not set	See comment	N/A	N/A	FSSOGbNM - Total children assessed as at or above dev norms (seperately 3 year) 187	N/A	N/A - Local Indicator	No targets set as a new cohort of children are assessed every year
							FSSOGaDM - Total children assessed (seperately 2 year) 323	N/A		
							FSSOGbDM - FSSOGDM - Total children assessed (seperately 3 year) 315	N/A		

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Improvement Objective: Minimise waste and increase recycling through promotion, working with others and by targeting low participating areas

STS006 ↑ The percentage of reported fly tipping incidents cleared within 5 working days	GREEN						STS006NM - The number of reported fly tipping incidents in the quarter cleared within 5 working days 2,691 1,787		18th	
	94.32%	92.00%	95.00%	95.00%	86.08%	↗	STS006DM - The total number of fly tipping incidents recorded by the authority during the quarter 2,853 2,076			
WMT004b ↓ The percentage of municipal waste collected by local authorities sent to landfill	BLUE						WMT004bNM - The tonnage of local authority collected municipal waste sent to landfill by the local authority 51,118 54,775		16th	The provisional result for 13/14 is 44.37%, placing us 18th in Wales. This PI is affected both by recycling performance, and by how much LAs have decided to spend sending waste to Energy from Waste (EfW). For 13/14, we focussed our efforts on sustainable recycling initiatives, limiting our one-off EfW to a small tonnage
	45.13%	48.00%	46.00%	45.00%	49.71%	↗	WMT004bDM - The total tonnage of municipal waste collected by the local authority 113,277 110,180			
WMT009b ↑ The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way	BLUE						WMT009bNM - The tonnage of local authority collected municipal waste prepared for reuse, recycled and/or collected as source segregated bio wastes and composted or 60,378 52,825		18th	The provisional result for 13/14 is 52.82%, placing us 17th in Wales. This is a significant increase of approx. 5% on 12/13, and this upward trend is anticipated to continue in 14/15
	53.30%	52.00%	52.00%	55.00%	47.94%	↗	WMT009bDM - The tonnage of municipal waste collected by the local authority 113,277 110,180			

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Improvement Objective: People are safe, well and supported to live independently (Child & Family)

CFS1 ↓ Number of children becoming looked after	GREEN 190	190	190	180 (Amended projection)	228	↗	CFS1NM - Looked after children are those children who are becoming looked after by the local authority i.e. they are placed either in the care of the local authority 190 228		N/A - Local Indicator	
CFS2 ↓ Number of children looked after	BLUE 538	563	563	513 (Projection, not target)	588	↗	CFS2NM - Looked after children are those children who are looked after by the local authority i.e. they are either in the care of the local authority 538 588		N/A - Local Indicator	
CFS3 ↓ Rate of entry in Looked after children (per 1000 population 0-17)	BLUE 4.04	4.07	4.07	3.83 (new projected rate based on 180 children becoming LAC in year)	4.85	↗	CFS3NM - The number of children who started to be looked after during the year 190 228 CFS3DM - Per 1,000 population of children 0-17 within the local authority area 47,046 47,046		N/A - Local Indicator	
CFS4 ↓ Rate of Looked After Children (per 1000 population 0-17 years)	BLUE 11.44	12.20	12.20	10.9	12.50	↗	CFS4NM - Number of children looked after by City and County of Swansea at end of period 538 588 CFS4DM - Per 1,000 population of children 0-17 within the local authority area 47,046 47,046		N/A - Local Indicator	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
CFS6 ↓ Total Number of children in need (open cases) in year	4853	not set	not set	< 4,853 (Reduced number, compared to previous year)	4921	↗	CFS6NM - Total number of Children who are receiving a service, excluding children looked after and children on the Child Protection Register 4,853	4,921	N/A - Local Indicator	
CFS7 ↓ Percentage of children on the Child Protection Register who have been de-registered and then re-registered	RED 19.2%	12%	12%	15%	16%	↘	CFS7NM - The number of children who had previously been on the CPR in Swansea regardless of how long ago that was 44	38	N/A - Local Indicator	We continue to ensure that where a child needs to be subject to safeguarding procedures that those arrangements are effective. This indicator relates to low numbers i.e. 44 children out of a total number of children who have been on the register during the year. A small number of large families re-registering can have a disproportionate impact on this result. We are improving the tracking and monitoring of child protection cases through the new Public Law Outline process to ensure that each child has a safety plan agreed on a multi-agency basis and actions carried out.
CFS8 ↓ Percentage of children who remain on the Child Protection Register for more than one year	BLUE 11.4%	21%	21%	<14%	14%	↗	CFS8NM - Number of Children who have been on the Register for more than one year at end of period 26	33	N/A - Local Indicator	
							CFS8DM - Number of Children on Child Protection Register at end of period 229	236		

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
CFS9 ↑ Percentage of children in mainstream foster care who are placed with Foster Swansea	BLUE 62.2%	55%	55%	63%	61.1%	↗	CFS9NM - The number of Children who are placed with a family, in a foster placement supported by Foster Swansea at end of period. 176 182 CFS9DM - Total number of children looked after in a foster placement at end of period 283 298	N/A - Local Indicator		
CFS10 ↓ Number of children in residential care	BLUE 54	60	60	50	62	↗	CFS10NM - Total number of children supported in residential forms of care, including mother and baby and specialist residential/educational services 54 62 D	N/A - Local Indicator		
CFS11 ↑ Percentage of children looked after in a family placement	AMBER 90.71%	93%	93%	90%	89.12%	↗	CFS11NM - The number who were in foster placements or placed for adoption at end of quarter 488 524 CFS11DM - Total number of children who were looked after at end of quarter 538 588	N/A - Local Indicator	Although the number of children in residential forms of placement has fallen, so has the number of looked after children fallen by 50. As part of strategic aims to achieve permanence for each child at the earliest opportunity, we expect to place more children locally, and within families, rather than in out of county, residential forms of care.	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		
SCC010 ↓ The percentage of referrals that are re-referrals within 12 months	GREEN 19.59%	25.00%	19.00%	16.00%	27.83%	↗	SCC010NM - Number of referrals during the year that were re-referrals. <div style="display: flex; justify-content: space-between; border-top: 1px solid black; border-bottom: 1px solid black;"> 313 733 </div> SCC010DM - Total number of referrals during the year <div style="display: flex; justify-content: space-between; border-top: 1px solid black; border-bottom: 1px solid black;"> 1,598 2,634 </div>		10th	

PI & desired direction of Travel	Result	Target	TTAF	Target	Perform	Trend since	N – Numerator * D – Denominator		Swansea's Position in Wales 2013/14	Comments (Explanation and Actions)
	13-14	13-14	13-14	14-15	12-13	12-13	13-14	12-13		

Improvement Objective: People are safe, well and supported to live independently (Adult Services)

AS1 (SCA019) ↑ Percentage of cases where the risk (safeguarding vulnerable adults) has been managed	GREEN							AS1NM - The number of adult protection referrals completed in the year where risk has been managed <div style="text-align: right; border: 1px solid black; padding: 2px;">403 345</div> SCA019DM - The total number of adult protection referrals completed in the year (excluding those referrals where the outcome was "no action" or "not applicable"). <div style="text-align: right; border: 1px solid black; padding: 2px;">432 375</div>	16th	
AS2 (SCA020) ↑ Percentage of people supported to be independent	AMBER							AS2NM - Number of clients supported in the community <div style="text-align: right; border: 1px solid black; padding: 2px;">6,165 6,628</div> SCA020DM - Total number of adult clients supported either in the community or in care homes <div style="text-align: right; border: 1px solid black; padding: 2px;">7,340 7,957</div>	17th	Explanation: This is the first full year where equipment services have been assessed on the basis of eligibility. As a result, fewer people received community-based service and this impacted the result. Action: Continuing to bear down on reducing residential placements and putting more people through the reablement service will achieve better performance.
AS4 ↑ Percentage of clients returning home following reablement		see comment	see comment					AS4NM - Number of clients returning home after a period of reablement <div style="text-align: right; border: 1px solid black; padding: 2px;">83 N/A</div> AS4DM - Total number of clients discharged <div style="text-align: right; border: 1px solid black; padding: 2px;">154 N/A</div>	N/A - Local Indicator	This was a new PI in 2013/14 and no projections or targets were provided since the reablement pilot was new.
SSA2 ↓ The average number of working days taken from completion of the care plan and / or installation of aids / equipment	AMBER							SSA2NM - The total number of working days taken to provide and/or install aids/equipment <div style="text-align: right; border: 1px solid black; padding: 2px;">28,199 28,867</div> SSA2DM - The total number of items of aids/equipment provided and/or installed during the year <div style="text-align: right; border: 1px solid black; padding: 2px;">3,869 3,943</div>	N/A - Local Indicator	Comment: Performance on this local indicator is amongst the best seen in recent years, despite performance within this joint service being affected by the emphasis on larger & critical items of equipment (e.g. specialist beds). These reduce the ability to deliver smaller items of equipment.

