**CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL**

GŴYS A RHAGLEN	**SUMMONS AND AGENDA**
ar gyfer	for an
CYFARFOD ARBENNIG O GYNGOR SIR YNYS MÔN	**EXTRAORDINARY MEETING OF THE ISLE OF ANGLESEY COUNTY COUNCIL**
a gynhelir yn	to be held at the
SIAMBR Y CYNGOR SWYDDFA'R SIR LLANGEFNI	**COUNCIL CHAMBER COUNCIL OFFICES LLANGEFNI**
DYDD LLUN 30 HYDREF 2017	**MONDAY 30 OCTOBER 2017**
➡ **am 2.00 o'r gloch** ⬅	➡ **at 2.00 pm** ⬅

A G E N D A

1. **DECLARATION OF INTEREST**

   To receive any declaration of interest from a Member or Officer in respect of any item of business.

2. **ANNUAL PERFORMANCE REPORT (IMPROVEMENT PLAN) 2016/17**

   To submit a report by the Head of Corporate Transformation as presented to the Executive on 30th October, 2017.

	ISLE OF ANGLESEY COUNTY COUNCIL
REPORT TO:	**EXECUTIVE / COUNCIL**
DATE:	**30/10/17**
SUBJECT:	**ANNUAL PERFORMANCE REPORT 2016-2107**
PORTFOLIO HOLDER(S):	**COUNCILLOR DAFYDD RHYS THOMAS**
HEAD OF SERVICE:	**SCOTT A ROWLEY**
REPORT AUTHOR: TEL: E-MAIL:	**GETHIN MORGAN** 01248 752111 GethinMorgan@anglesey.gov.uk
LOCAL MEMBERS:	**n/a**

A - Recommendation/s and reason/s

1.1 The Council is required to prepare and publish its annual Performance Report by 31 October each year - a statutory document which analyses performance over the previous financial year against those improvements and priorities as outlined in the Annual Delivery Document 2016/17 and the Corporate Plan 2013/17

1.2 This paper outlines the Performance Report which looks back at the performance of the Council for 2016/17. This reflects the last 12 months under the leadership of the previous Executive which was part of the previous administration.

1.3 The Report looks at the council's progress against its Improvement Objectives for 2016/17 as outlined through our 7 key areas in the 2015/16 Annual Delivery Document :-

1. That we Transform Older Adult Social Care
2. Regenerate our Communities and Develop the Economy
3. Improve Education, Skills and Modernise our Schools
4. We increase Our Housing Options & Reduce Poverty
5. Transform our Leisure & Library Provision
6. Becoming Customer, Citizen & Community Focused
7. Transform our Information and Communication Technologies (ICT)

1.4 The draft looks at the outputs and outcomes against what we said we would deliver during 2016/17 against the above 7 key themes

1.5 A key part of the finalised Performance Report is an assessment of the Council's performance against its key performance indicators that looks at performance year on year and benchmarked against other local authorities in Wales. The report highlights our achievements and areas of weakness as identified by National Strategic Indicators (NSIs) and Public Accountability Measures (PAMs).

	1.6	The Executive is therefore asked :	
		a. **To agree the 2016/17 Performance Report and recommend its adoption to the County Council so that it be published in accordance with statutory expectations on our website www.anglesey.gov.uk**	

B - What other options did you consider and why did you reject them and/or opt for this option?

n/a

C - Why is this a decision for the Executive?

This matter is delegated to the Executive

CH - Is this decision consistent with policy approved by the full Council?

Yes

D - Is this decision within the budget approved by the Council?

Yes

DD -	Who did you consult?	What did they say?
1	**Chief Executive / Strategic Leadership Team (SLT)** (mandatory)	Comments included as part of the report
2	**Finance / Section 151** (mandatory)	
3	**Legal / Monitoring Officer** (mandatory)	
4	**Human Resources (HR)**	
5	**Property**	
6	**Information Communication Technology (ICT)**	
7	**Scrutiny**	Having considered the report the Committee resolved that it agreed that a final version of the 2016/17 Performance Report be published by the statutory October deadline, and that it be completed by Officers in consultation with the Portfolio Holder for publication on the Council's website with the proviso that it be clarified that the report refers to a period pertaining to the previous Administration.

ADDITIONAL ACTION PROPOSED: The Head of Service (Community Regeneration and Economic Development) be invited to report to the Committee on the progress of community regeneration plans for Amlwch as a named priority settlement, and whether there are plans in the offing for Beaumaris. |

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	8	**Local Members**	
	9	**Any external bodies / other/s**	
E -	**Risks and any mitigation (if relevant)**		
	1	**Economic**	
	2	**Anti-poverty**	
	3	**Crime and Disorder**	
	4	**Environmental**	
	5	**Equalities**	
	6	**Other**	
F -	**Appendices:**		
	Appendix A – Annual Performance Report 2016-17		
FF -	**Background papers (please contact the author of the Report for any further information):**		
	• Annual Delivery Document 2016/17 • Corporate Business Plan 2013-2017		

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Isle of Anglesey County Council

ANNUAL PERFORMANCE REPORT 2016/17

Isle of Anglesey County Council
Llangefni
Anglesey
LL77 7TWTel: (01248) 752111

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A Word from the Leader

This Performance Report looks at how well we did during 2016/17 in delivering the objectives and priorities as outlined in our four year Corporate Plan. It also brings to an end to the period that Plan which guided our priorities between 2013-17. We have indicated in the Performance Reports for the last few years how the financial climate has changed dramatically, and it is against this same backdrop of reducing budgets and the need to make efficiency savings that we again report this year. This will also be the climate in which we will have to deliver our new Council Plan 2017-22.

We are however very pleased to report this year that over 64% of our Performance Indicators (PIs) improved during the year and that those PIs that have declined in performance are also down from 45% in 2015/16 to 24% in 2016/17. In addition, we are extremely pleased to report that we are now for the first time ever within the top four local authorities in Wales as regards overall PI performance and we are seventh out of 22 local authorities in terms of PIs in the top quartile performance. This is, without doubt, a significant improvement and praiseworthy achievement.

We are also pleased that we have continued to deliver many of our promises in the field of Adult Services, Education, Economic and Community Development and Housing – our main priority areas during 2016/17 – as outlined in the body of the report. We are equally happy with our performance in the corporate and support type services – such as improving our customer care and ICT, functions that help support our service delivery and help us become a better and more responsive council. We are particularly pleased that we have tackled head on the issue of sickness absence within the council and have moved from the lowest quartile to eighth position on an all Wales basis.

We always acknowledge however where there are some areas where we still need to focus on and improve. Although some of these areas may not be priorities for us, we are aware that we need to provide the best services possible irrespective, and that we are measured and benchmarked against other councils in Wales against all our PIs. We will however continue to focus on performance improvement across all services and across all our PIs during 2017/18 as we remain committed to ensuring that we become one of the best performing councils in Wales and continue to provide the best services possible for the people of Anglesey.   This year's performance proves that we can make significant improvements despite the financial challenges we face.

As indicated, these are difficult times for local authorities in Wales and in the UK as a whole as we continue the fine balance between the need to make efficiency savings and provide quality services. As Leader, I am aware that this means we sometimes have to make difficult decisions about potential savings, but we also remain committed to looking at alternative service delivery models that seek to make savings as well as continuing to provide the best services possible to the people of Anglesey.

Councillor Llinos Medi (Leader)

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Performance Report 2016/17

The **aim** for Anglesey Council as stated in our 2013-2017 Corporate Plan is that by 2017 –

"We will be a professional and well-run council, innovative and outward looking in our approach, committed to developing our people and partnerships in order to deliver efficient and effective services of good quality, that are highly valued by our citizens"

We outlined what we would do to deliver our Corporate Plan priorities in our Annual Delivery Document 2016-17. This Annual Performance Report 2016/17 will outline how we delivered on our promises over the last twelve months (2016/17) and demonstrates our willingness and drive to discharge our duty of continuous improvement as expected of Local Authorities under the Welsh Government measure 2009.

The seven key areas for improvement during 2016/17, as outlined in both our 4 year Corporate Plan (2013-2017) and our Annual Delivery Document (2016/17) were:-

1. Transform Older Adult Social Care

2. Regenerate our Communities and Develop the Economy

3. Improve Education, Skills and Modernise our Schools

4. We increase Our Housing Options & Reduce Poverty

5. Transform our Leisure & Library Provision

6. Becoming Customer, Citizen & Community Focused

7. Transform our Information and Communication Technologies (ICT)

Within this report we will review progress in relation to our objectives and compare our performance in relation to key measures.

In terms of a general analysis of all our performance Indicators (PIs), inclusive of those not part of our Corporate Plan priorities), the main messages for 2016/17 is as indicated in Table 1 below. This shows that **64%** of our PIs improved during 2015/16 whilst **24%** declined and a further **8%** have not changed between 2015/16 and 2016/17. Table 2 further shows that we now rank 4th across Wales in terms of the overall 'League table' of performance indicators according to quartile, as compared to 12th position in 2015/16. This is an improvement and

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Performance Report 2016/17

it is pertinent to note that we are one of the most improved authorities in Wales as regards Performance Indicators, as noted in the Local Government Data Unit Performance Bulletin for 2016/17 (see Table 3 below)
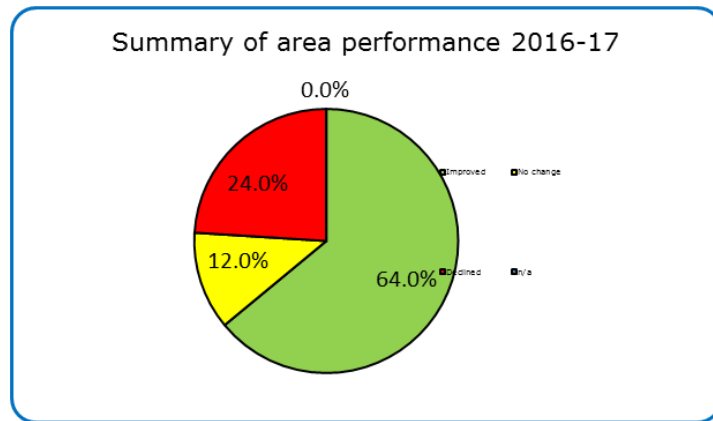
Table 1

Summary of area performance 2016-17

Table 2

Anglesey National Ranking 2014-2017

Performance Report 2016/17
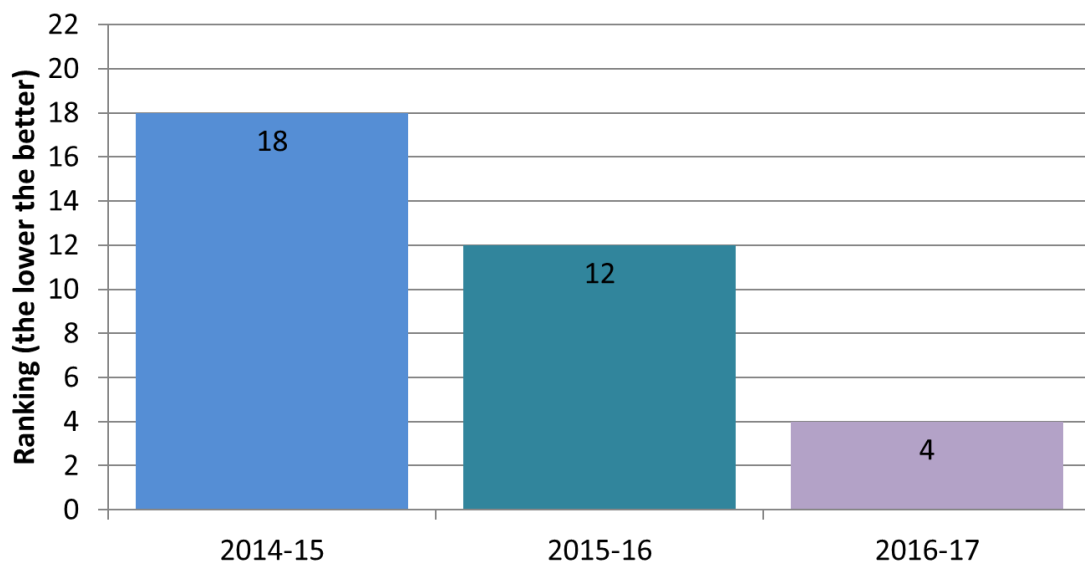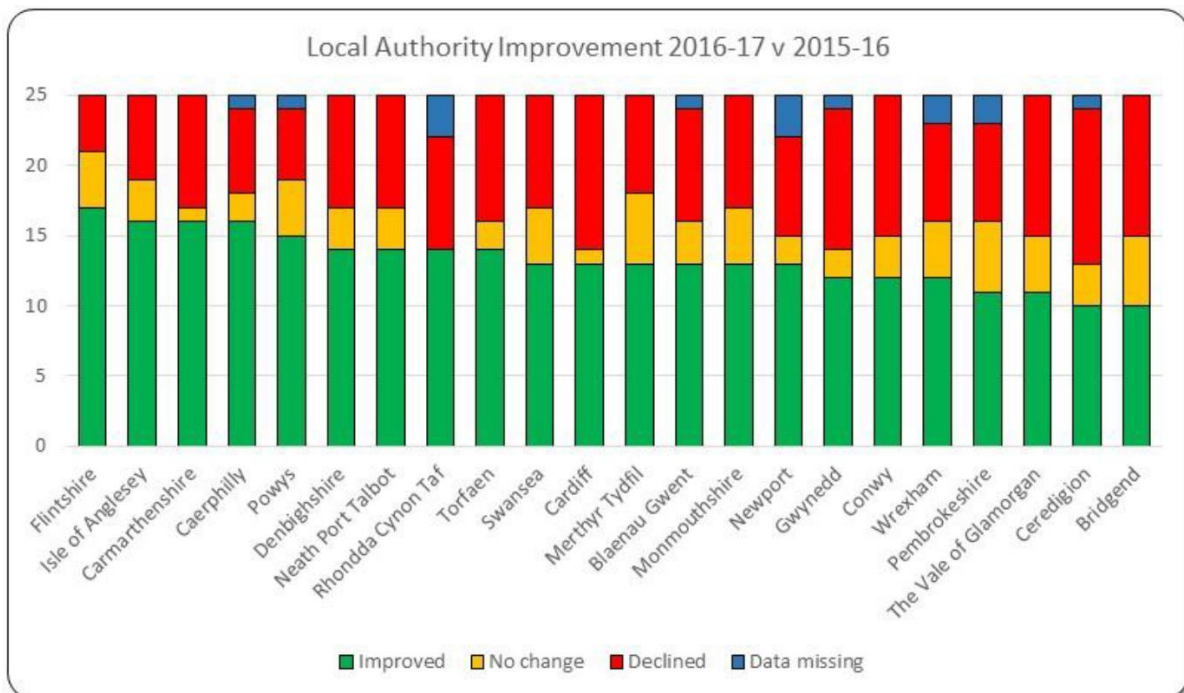
Table 3

Local Authority Improvement 2016-17 v 2015-16

If we further analyse Table 4 and Table 5 (below) we can see that there has been a improvement in the number of Performance Indicators in the two top quartiles over the last three years – from 8 in 2014/15 to 16 in 2016/17. There has been a similar change in the number of PIs in the two bottom quartiles – from 17 in 2014/15 to just 9 in 2016/17. Overall therefore, we believe that our performance indicators have improved when compared with the position three years ago, but also acknowledge that there have been fluctuations and that not all PIs between those years are directly comparable. We also acknowledge that Social Services PIs (Adult and Children services) have been reduced in number between 2015/16 and 2016/17, and that we still have to be aware that some of those PIs needed improving.

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Performance Report 2016/17
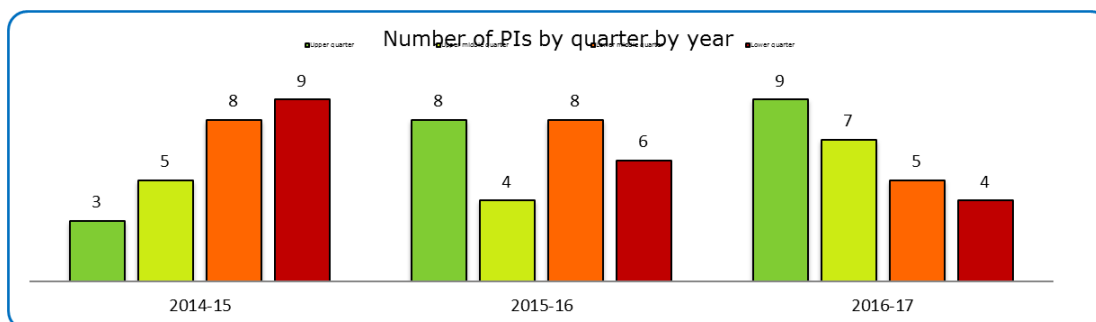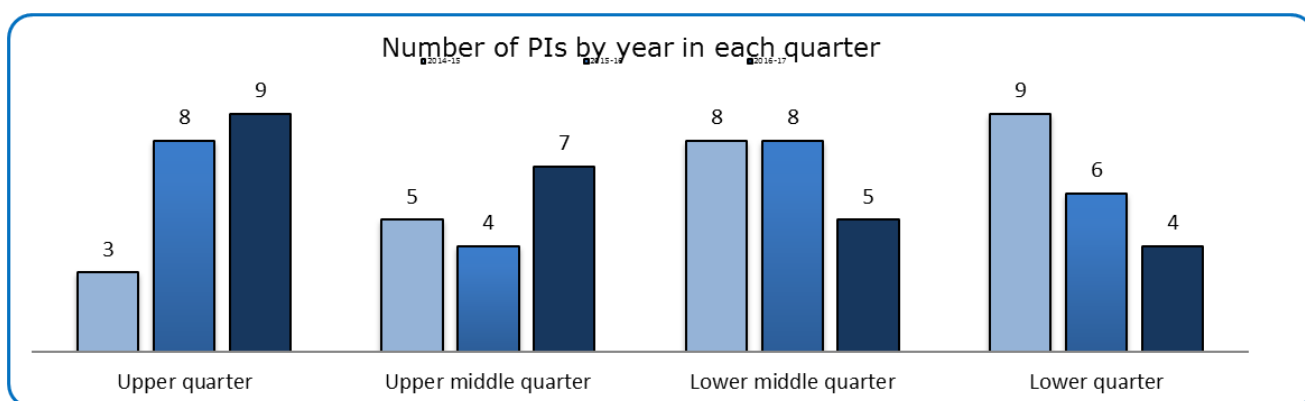
Table 4

Table 5

Table 6 below represent a picture of the Council's performance across all services and Year on Year in relation to the 4 quartile positions of all our comparable PIs (NSIs and PAMs) by comparing 2016/17 with the previous year. Table 7compares our quartile positioning across all 4 quartiles over the last 3 years

Table 6

Isle of Anglesey County Council Performance		2016/17 Quartile Position				PI Change since 2015/16			
Number of Pis		Top Quartile	Upper Median	Lower Median	Lower Quartile	Improved	Unchanged	Declined	New Indicator
Highways, Waste & Property	10	3	1	3	3	7	0	3	0
Housing	2	0	1	0	1	1	0	1	0
Regulation & Economic Development	3	2	0	0	1	2	0	1	0
Learning	12	5	5	2	0	8	2	2	0
Human Resources	1	0	1	0	0	1	0	0	0
Isle of Anglesey County Council Total	28	10 36%	8 29%	5 18%	5 18%	19 68%	2 7%	7 25%	0 0%

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Table 7
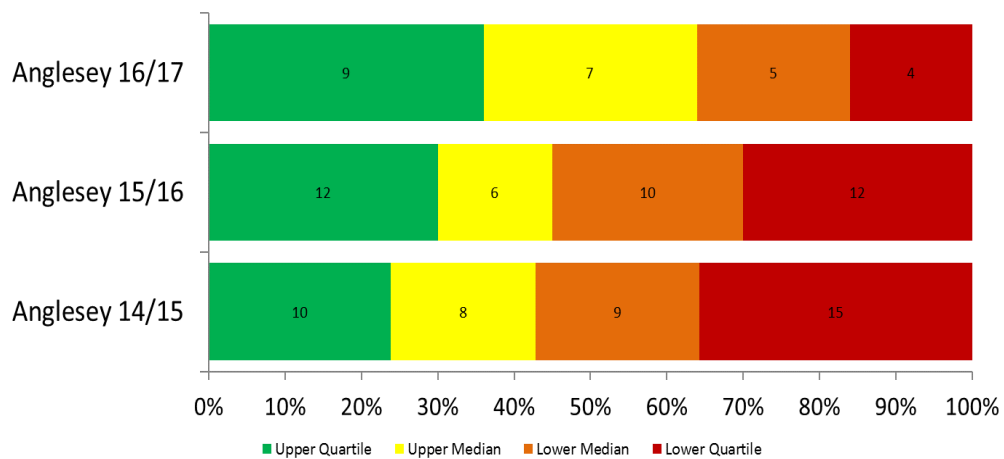
A full list of our National Performance Indicator results for 2016/17 can be found at Appendix 1.

The following section looks at progress in relation to objectives during 2016/17 and is presented as text with an overall RAG assessment of progress together with relevant Performance Indicators at the end of each section.

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Transform Older Adult Social Care

People are living longer and as such, we expect to see an increase in the number of people over 85 on Anglesey over the next 10 years. The Isle of Anglesey has one of the highest older people's populations in Wales. The number of people with long-term complex conditions including dementia is also increasing. In order to provide the necessary level of support required to meet the growing complexities in demand (in terms of both finance and workforce) the Council has acknowledged that it needs to change the way we deliver adult social care to ensure that services are sustainable now and can remain so for future generations.

How did we do this in 2016/17?

Anglesey Council Promised to	What we achieved	RAYG
Develop and establish in collaboration with partners two extra care housing schemes in the North and centre of the Island with planning for a further scheme in the South for older people who are unable to stay at home	• Good progress made with the Hafan Cefni Build which is now due to be opened in June 2018 • Engagement and consultation regarding development in the South of the Island is planned for November 2018 with a view to progress in early 2019 • Progress has not been as envisaged in the north of Island	
Improve the range and availability of community based services for older people to maintain their independence at home / reduce the risk of hospital admissions and the reliance and need for residential care homes	• A number of additional community hubs have been developed across the island with support from Integrated care funds • Cyswllt Mon is well established as a point of contact for services within the community • Single Point of Access (SPOA) remains an established model to enable easier access to services for users • GP access via on-line referral achieved in 2016/17. • 7 day working achieved for council Social Work and Occupational Therapy Team alongside	

	district nursing service providing support to avoid admission at weekends. • Domiciliary care tender specification will be complete and agreed for tender exercise in Spring/ Summer 2018	██
Re-develop our re-ablement service to support and help people to get better and regain independence after an episode of ill-health	• Local Authority model of homecare has been strengthened with 24 hour care now available in three patch based areas across Anglesey • Focus on a Single care project ongoing to ensure that individuals requiring ongoing care can be supported by one carer and specialist equipment where that is possible	██
Develop joint service delivery and management in particular in relation to dementia, older people services in general and support for carers in order to better co-ordinate service provision, in partnership with the Health Board.	• Enriched model for Dementia care agreed for Garreglwyd due to be opened in Autumn 2017 • Jointly commissioned domiciliary care contract to be tendered in partnership with BCUHB in Summer 2017. • Multidisciplinary teams in place, with models of joint working being strengthened	██
The Performance Indicators for Adult Services collected and collated for year on year and benchmarking over the last 4 years are no longer gathered on a Wales–wide basis.		

Regenerate Our Communities and Develop the Economy

The Council is working to bring local communities, social enterprises, businesses and the public sector together to agree and progress regeneration priorities, and work in partnership to utilise the proposed economic investment to improve quality of life. In order to do this, we need to think creatively, pool resources and work collaboratively to improve the lives and opportunities of local people.

The economy is a significant issue for many with new job creation seen as critical by our citizens to provide a sound base for improving quality of life. Whilst it is acknowledged that the private sector is the main economic driver and wealth creator on the Island, the Council has a role in establishing an environment for growth where local businesses can grow and new businesses can be established and flourish.

The Energy Island Programme and more recently designated Enterprise Zone status provides a once in a generation opportunity to create substantial new jobs as a result of the planned investment and growth potential of the low carbon energy sector. We said that we would look at developing schemes which increase employment opportunities for young people, improve infrastructure and support the supply chain. In addition we stated that we would continue to support and develop other key sectors, such as tourism, which drive the Island's economy.

There are no Performance indicators used to benchmark economic development activity in Wales.

How did we do this in 2016/17?

Anglesey Council Promised to	What we achieved	RAYG
Work with the Welsh Government and other partners to strengthen the competitiveness of the island's economy by improving infrastructure, skills availability and supporting local companies	• 35.5 jobs created, 113 jobs safeguarded and 33 businesses supported through the Holyhead Investment Fund (HIF) • 10 funding applications submitted to deliver priority service projects • 105 businesses received business support, guidance or advice • 19 studies and 21 pilot projects approved through the LEADER work programme • 31 sites and premises enquiries during the year • Regional collaborative work ongoing with the other North Wales Local Authorities through the establishment of the North Wales Economic Ambition Board (NWEAB) •	■
Support the visitor economy by working with partners to promote Anglesey's image and distinctive strengths by utilising our destination management plan	• Value of Tourism to Anglesey increased from £256M in 2013 to £284M in 2016 • Tourism visitors to the Island increased from 1.57M in 2013 to 1.66M in 2016 • New Destination Management Plan (DMP) for 2016-2020 adopted • Collaborative funding secured through the Regional Tourism Engagement Fund (£151,000 secured between Anglesey, Conwy & Gwynedd) • 30 cruise ships docked at the Port of Holyhead during the year (18,804 passengers) • Supported/assisted five local tourism events (including Beaumaris Food Festival & several Food Slams)	■
Work with partners to overcome infrastructure constraints (for example broadband width and mobile technologies) to enable development, investment and job creation	• Regular meetings with major utility suppliers to identify / mitigate / prevent potential future constraints / barriers to investment • Work continues on previous engagement with key private sector developers including Horizon to ensure that local labour is utilised wherever possible for the benefit of Anglesey residents • Co-operated with the Superfast Cymru Marketing Team to promote the benefits of Superfast Broadband to Anglesey residents and businesses	■

	• Ongoing engagement with major developers regarding voluntary Community Benefit Contributions	
Effectively undertake our planning responsibilities in relation to all major projects on Anglesey, ensuring that potential negative impacts are lessened and positive community benefits maximised	• £2.1M secured through Planning Performance Agreements with Horizon Nuclear Power and National Grid to support statutory planning consenting processes • Topic leads identified in order to aid the process of managing and establishing comprehensive evidence base to underpin assessments of impacts relating to the Nuclear New Build at Wylfa and other major energy developments. • Regulation and Economic Development Service, through the Energy Island Programme team, co-ordinated Isle of Anglesey County Council's response to Horizon's second Pre-Application Consultation (PAC2) • Engaged with developers and key stakeholders to provide independent advice and support through the Energy Island Programme Strategic Forum. Internal STEM (Science, Technology, Engineering, Mathematics) Task and Finish Group now mainstreamed to the Education Department to progress STEM agenda on Anglesey	
Drive community regeneration through developing holistic town and community plans for the island's main settlements, prioritising Holyhead, Llangefni and Amlwch	• Successful delivery of the third year of the Holyhead Vibrant & Viable Places (VVP) Regeneration Programme with Welsh Government grant funding levering public and private investment. • Ten business cases / feasibility studies developed in relation to: Llangefni Cycle Friendly Town, Holy Island Visitor Gateway, Land Reclamation and Land Development studies in Enterprise Zone 5 (located in Llangefni), Shirehall Study (Llangefni), Llangefni Sites and Premises, Penrhos Business Units (Holyhead), Breakwater Country Park future options appraisal and Link Road Utilities Study (Llangefni).	

Improve Education, Skills and Modernise our Schools

The Council wants every child, every young person, every learner, wherever they are, irrespective of background and circumstance to achieve their full potential and be prepared to play an active role as future responsible citizens and community champions. In order to realise this, and to contribute to the Welsh Governments ambitious vision for education in Wales, we must raise the standard of education on Anglesey. In this respect an accepted priority for the Council was to challenge current thinking, encourage innovation and develop a school infrastructure that will drive up standards of teaching and attainment, reduce surplus places, improve educational outcomes for children and young people and be responsive to our socio-economic and community improvement programme. In doing this we have continued to consult and engage widely with parents and the wider community.

How did we do in 2016/17?

Anglesey Council Promised to	What we achieved	RAYG
Continue to raise the standards in educational attainment rates and attendance	• Worked in partnership with GwE to challenge all schools in ensuring robust target setting procedures in order to decrease the gap between targets,performance and GwE in targeting schools that were a cause for concern • Focused Challenge Advisor support • improved communication and collaboration between local authority and GwE • Schools becoming more robust in identifying and providing targeted provision for individualised attainment • Yr on Yr performance Key indicators (from Scorecard)	

Performance/Year	2016	2015	2014
% 15 year olds achieving L2+	58.5	56.9	53.8
KS3 % pupils achieving CSI	87.6	84.5	83.6

	2015/16	2014/15	2013/14
KS2 % pupils achieving CSI	89.4	91.8	87.8
FPh - % pupils achieving CSI/FPI	84.7	86.2	84.6

- **Attendance**

Secondary			
2015/16	**2014/15**	**2013/14**	**2012/13**
94.5	93.6	93.4	93.2
Primary			
95.1	94.7	94.6	94.4

Develop and agree a school modernisation strategy to guide long term decisions which will include opening our special needs school – Canolfan y Bont and the provision of 2 new area primary schools	- School Modernisation strategy signed off by Executive - Approval by the Executive Committee obtained in October 2015 to build one new school and refurbish 2 others in Bro Aberffraw and Bro Rhosyr - Construction completed on the new schools in Holyhead and Llanau with an expectation that both schools will be open in September 2017 - Consultation process will be started in the Llangefni area instead in early 2017	
Adopt and deliver a regional skills strategy which enables Anglesey and North Wales to up-skill its workforce and align itself with future opportunities	- Strategic group meetings held to identify Terms of Reference and areas to develop Ynys Mon and Gwynedd post 16 consortium continues to develop collaborative study areas - Performance data is being developed in line with national changes to performance indicators at GCSE and refinement of A and AS level indicators - Very limited further development of e-learning work has been possible during 2015-2016 (one course) - Collaboration with CLLM, and Cwmni Prentis Menai	

		The options for the Youth service review is on track					

Table 8 PI Description	2013/14	2014/15	2015/16	2016/17	Yr on Yr Trend	(All Wales rank 2016-17)
EDU/002i: The percentage of all pupils (including those in LA care) in any local authority maintained school, aged 15 as at the preceding 31 August who leave education, training or work based learning without an approved external qualification	0.0	0.3	0.0	0.00	⇒	(1)
EDU/002ii: The percentage of pupils in local authority care in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification	0.0	14.3	0.0	0.00	⇒	(1)
EDU/003: The percentage 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	88.0	87.8	91.8	89.4	⇓	(9)
EDU/004: 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	81.5	83.6	84.5	87.6	⇑	(7)

Indicator					Trend	Rank
EDU/006ii: 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	61.8	67.2	64.8	67.30	⇧	**(2)**
EDU/011: The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority	593.5	598.3	571.7	549.90	⇩	**(8)**
EDU/015a: The percentage of final statements of special education need issued within 26 weeks including exceptions	59.1	38.5	32.5	78.10	⇧	**(14)**
EDU/015b: The percentage of final statements of special education need issued within 26 weeks excluding exceptions	100	84.6	75.0	100	⇧	**(1)**
EDU/016a: Percentage of pupil attendance in primary schools	94.4	94.6	94.7	95.10	⇧	**(7)**
EDU/016b: Percentage of pupil attendance in secondary schools	93.2	93.4	93.5	94.40	⇧	**(9)**
EDU/017: The percentage of pupils ages 15 at the preceding 31st 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	54.2	53.8	56.9	59.30	⇧	**(13)**

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mathematics					

In terms of Education PIs, the picture is fairly positive and shows an overall improvement in 6 out of the 11 relevant PIs between 2015/16 and 2016/17. In addition, 4 of the PIs are in the top quartile with a further 6 in the upper middle quartile. Of equal significance is the fact there are no PIs in the Lowest quartile and only two PIs in the lower middle quartile. Of the 4 PIs in the top Quartile, we are ranked first in Wales in three

Another significant improvement can be seen from previous years in the percentage of final statements of special education need issued within 26 weeks excluding exceptions, where we are again amongst the best in Wales and having moved from the lower quartile (75%) in 2015/16 to the top quartile (100%) in 2016/17 (Table 9). However, and although improved during 2016/17 (from 32.5% to 78.1%) the council still has to improve further on the percentage of final statements of special education need issued within 26 weeks, including exceptions (Table 10)

Whilst there have been fluctuations in performance between the years covered by the corporate Plan 2013-2017, as can be seen from Table 8, the Council has made some good progress over the lifetime of the Corporate Plan 2013-17 in education/learning so as to stabilise, maintain or improve performance during a difficult period that has seen many new developments in the field of learning (eg School Modernisation programme).

Table 9

EDU/015b: The percentage of final statements of special education need issued within 26 weeks, excluding exceptions, 2016-17

Table 10

EDU/015a: The percentage of final statements of special education need issued within 26 weeks, including exceptions, 2016-17

Legend: Upper quarter · Upper middle quarter · Lower middle quarter · Lower quarter · Wales · North Wales · South West Wales · South East Wales · Isle of Anglesey

Categories (left to right): Caerphilly, Merthyr Tydfil, Vale of Glamorgan, Ceredigion, Denbighshire, Torfaen, Flintshire, Pembrokeshire, Blaenau Gwent, Swansea, Newport, North Wales, Conwy, South East Wales, Wrexham, Isle of Anglesey, Rhondda Cynon Taf, Wales, South West Wales, Monmouthshire, Cardiff, Bridgend, Powys, Neath Port Talbot, Carmarthenshire, Gwynedd
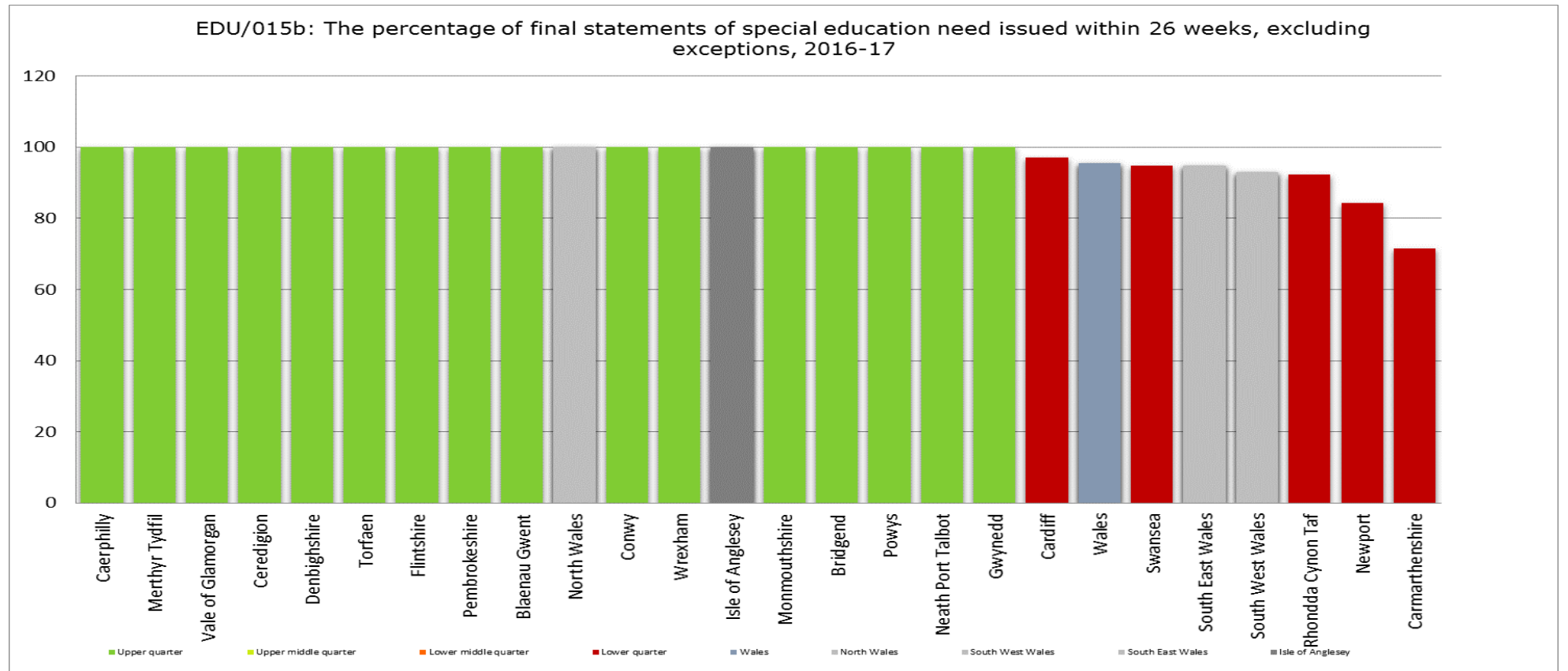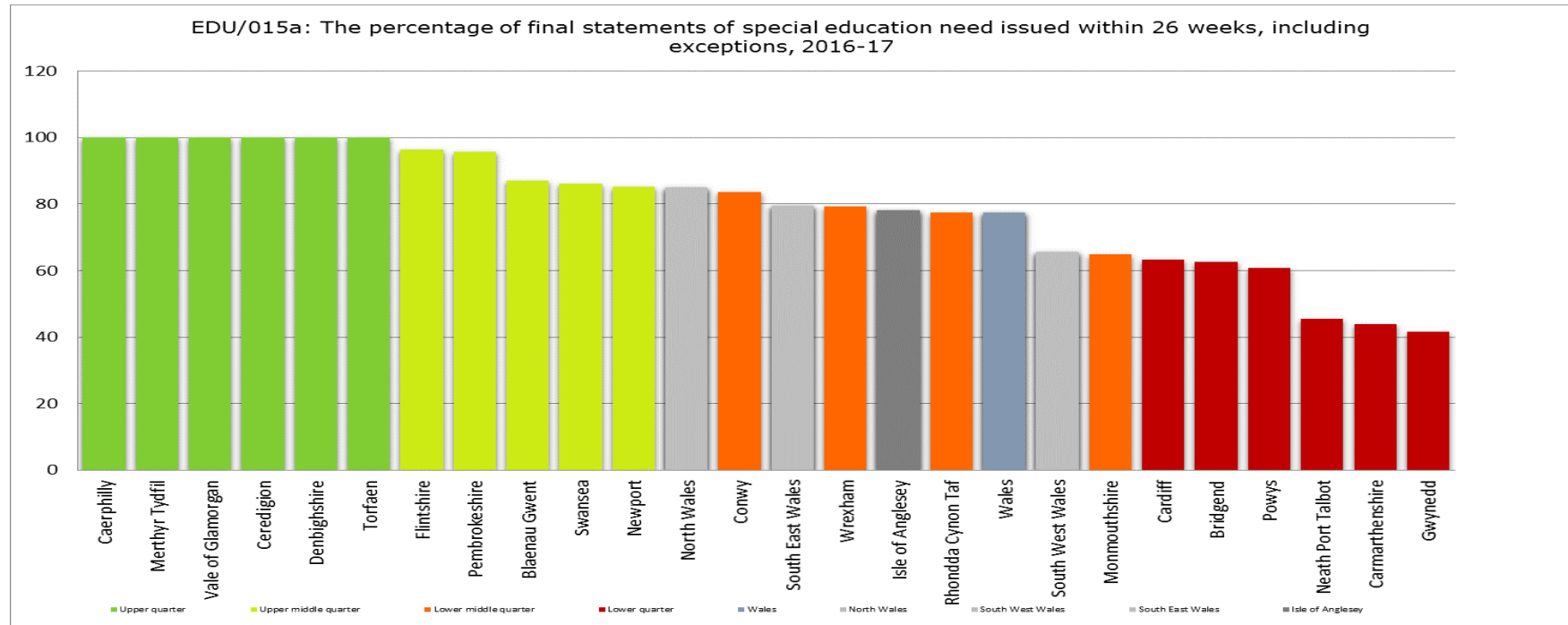
Another example where small fluctuations can lead to quite dramatic quartile changes can be seen in Pupil attendance in primary Schools – where moving from 94.6% in 2014/15 to 94.7% in 2015/16 means moving from the lower middle quartile to the bottom quartile despite a slight increase in performance in the PI itself.

Increase Our Housing Options & Reduce Poverty

Quality and affordable accommodation is important to ensure that all our citizens live in a safe and appropriate home that allows them to find jobs, access leisure amenities, education and to gain associated social and economic benefits that they both desire and deserve. With major global energy companies working towards a significant investment in Anglesey we will continue to work with landlords in the social and private sector to maximise the number and quality of homes for contractors. We said we would continue our efforts to develop the housing market for local people with particular emphasis being placed on working with partners to plan, develop and establish a greater number of affordable housing options for our citizens.

How did we do this during 2016/17?

Increase Our Housing Options & Reduce Poverty		
Anglesey Council Promised to	**What we achieved**	**RAYG**
Work with partners to modernise and co-ordinate the benefits advice service so as to improve independence and work towards our anti-poverty strategy and mitigate the effects of welfare reform	• Tackling poverty Board, Directed by Caroline Turner in place continued to support the work of preventative intervention programmes such as Families First and Flying Start and promoted the closer alignment with other tackling poverty programmes, Communities First and Supporting People. • Supported initiatives, including food banks and financial inclusion across the island • Supported the transfer of free school meals administration from Learning to Finance to support with uptake and retainment. • Launched a new website on benefits to raised awareness of Welfare Reform and support provisions • Working with Private Rented Sector Landlords and Tenants, and entered into a partnership with Wales Co-operative, as part of *Your Money, Your home project* to offer financial inclusion to the most vulnerable	

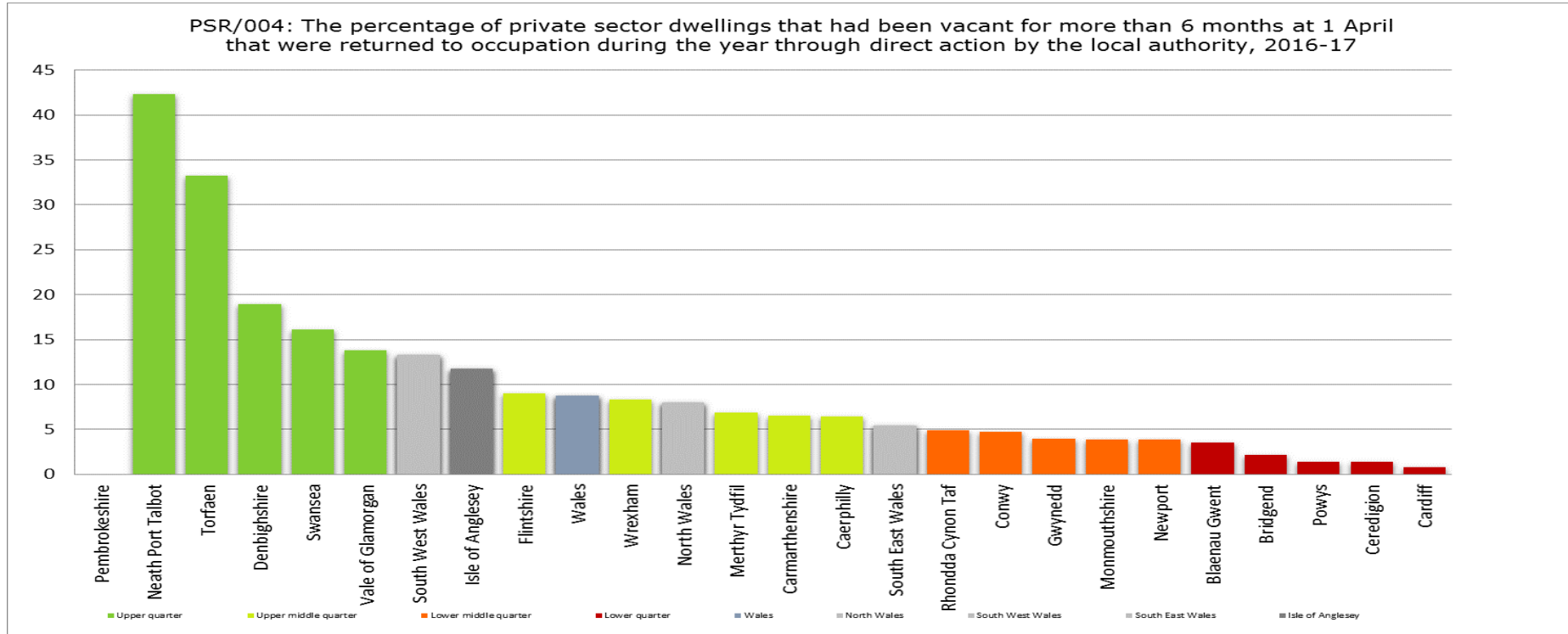|		
	• Independent consultation undertaken on benefits advice	
Increase the affordable housing options, island wide and bring empty homes back into use	• Number of additional affordable homes 2014/15 to 2016/17 = 237 units • Acquired 22 ex-Right to Buy Council House to date (2016/17) • brought an additional 260 properties back into use as family homes between 2013/14 and 2016/17 (2016/17	
Explore options to support young people to enter the housing market	• Assisted 21 households to buy their first homes through our Anglesey Homebuy scheme (2013/14-2016/17 to date • 53 First time Buyer Grants (Empty properties) between 2013/14 and 2016/17 - to date)	
Work with partners to support apprenticeship opportunities for young people	• Continued to improve and modernise Council Tenants' homes by investing over £6.885 M in capital works • Through the construction of affordable housing schemes 3 apprenticeships and 4 jobs were created • Through the Council housing capital plan works 6 apprenticeships and 8 jobs were created	
Support those at risk of becoming homeless and homeless individuals to find permanent homes	• Establishment of a new Housing Options Team which provides a more efficient service and has already demonstrated a high success rate for prevention of homelessness • Total of 143 additional landlords were recruited onto the database between 2013/14 – 2016/17 (to date)	

Table 11: PIs Description	2013/14	2014/15	2015/16	2016/17	Yr on Yr Trend	Quartile 16/17 (All Wales rank)
PSR/002: The average number of calendar days taken to deliver a Disabled Facilities Grant	213	229	239	238	⬆	(12)
PSR/004: 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	11.98	13.15	10.98	11.77	⬆	(6)
PLA/006b: The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year	84	39	46	57	⬆	(3)

The two directly comparable PIs for Housing are related to Private Sector Renewal. We are in the top quartile for one of these PIs (PSR/004 - 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 -Table 12) and remain in the middle lower Quartile for the other (PSR/002: The average number of calendar days taken to deliver a Disabled Facilities Grant), The Service will review the collection of this indicator during 2017/18 to understand how best to improve on the current performance. The Service ensures all DFG applications are monitored as described in the national guidance and the process revolves around the needs of the individual - and in many cases this takes time to agree the most appropriate solutions, whilst also ensuring value for money. Both Housing and Social Services acknowledge that the DFG process requires a review of processes, with a view of reducing the time taken to deliver a DFG.

We are in the top quartile and 3rd throughout Wales for The number of additional affordable housing units provided during the year as a percentage of all

additional housing units provided during the year (PLA/006b).

Table 12

PSR/004: 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, 2016-17

Transform our Leisure & Library Provision

We have acknowledged that Sport and leisure facilities play a significant part in the health of the community and in increasing the self-confidence of people. We are working towards adopting a more integrated approach to wellbeing in the future which would enable the role of sport and leisure to be reviewed and re-defined. As the role of community and other groups increase in its provision, we aspire to ensure that our leisure offer is fit-for-purpose and delivering the best value for money possible as we seek to improve the health and wellbeing of our citizens.

We also indicated our wish to have a presence at the heart of communities with our library provision which meant more partnership working and shared premises, to give local people improved, simplified and seamless access to the information and services they need.

How did we do this in 2016/17??

| Anglesey Council Promised to	What we achieved	RAYG
Develop and implement a medium term leisure strategy to guide decision making which will decrease the need for council investment over the life of this plan	41% reduction in Leisure Centres running costs between 2012/13 & 2016/17 464,095 visitors to Leisure Centres 3017 new Direct Debit customers 3513 junior memberships 112,928 participants (young people) took part in sports development activities 58% of year 6 pupils achieved the National Key Stage 2 swimming standard 74,038 participants in 5x60 sessions 227 young people qualified through sport. 229 people completed the National Exercise Referral Scheme & 211 Level 4 NERS. 2300 people now following Môn Actif on Facebook & Twitter	

Interlink our indoor sports hall type facilities with our secondary school provision and explore with external community providers to run the facilities in the evening, weekends and school holidays	• New, bespoke Direct Debit options available to customers • Direct Debit income increased to over £60,000 a month. • Improved facilities at the Leisure Centre – for example extended weights room at Plas Arthur Leisure Centre and maintenance work on squash courts and swimming pools. • Improved collaboration between schools and the Young Ambassadors scheme	
Encourage to develop and support the provision of sport and leisure activities within communities, by communities	• Llangefni Golf Course and Driving Range transferred to Llangefni Partnership (until June 2018) • Holyhead Park – Outsourced to Holyhead Town Council in July 2017. • Leisure function responsible for the Peibio play areas for the next two years as part of an agreement with Orthios. • Holyhead Hotspur Football Ground now managed by Holyhead Hotspur F.C. • Trearddur Bay Recreation Ground - discussions ongoing with Trearddur Bay Community Council regarding the future management of the site	
Explore options and implement a revised Library provision model	• One round of public consultation has been completed • Approval for the preferred costed models to be consulted on and presented to Executive late 2017 • Consultation to stakeholders to be undertaken mid 2017	
Explore options surrounding the delivery of our cultural heritage sites and implement (if applicable) new management arrangements	• Offered opportunities for expressing interest and submitting business proposals to community and town councils and other third parties • Further discussions are taking place with community groups to encourage partnership working to ensure sustainability of these sites to the future • Any viable options will be tested and presented to the Executive March 2017, if negotiations with interested parties for partnership working have been completed	

Table 13 PI Description	2013/14	2014/15	2015/16	2016/17	Yr on Yr Trend	2016/17 (All Wales rank)
LCS/002(b): 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	8767	8434	7457	7520	⇧	18
LCL/001b: The number of visits to Public Libraries during the year, per 1,000 population	4029	4166	5628	5858	⇧	6

The only PI for Leisure, demonstrates a worsening position with regards to Wales comparator data – with our performance at 18th down from 16th position last year. This is the case even though our numbers of participation have increased are now in the lowest quartile. However, there were a number of unforseen reasons for the decline in performance in 2016/17 inclusive of essential maintenance at three of the Leisure Centres which meant closure for short periods of time, as well as data for outsourcing of outdoor facilities now being lost due to the change in management of the facilities.

The number of public visits to our Libraries however sees us in the top quartile for ther first time and 6th throughout Wales having been in the lower or middle quartiles for a number of years. (Table 14)

Table 14

LCL/001(b): The number of visits to Public Libraries during the year, per 1,000 population, 2016-17
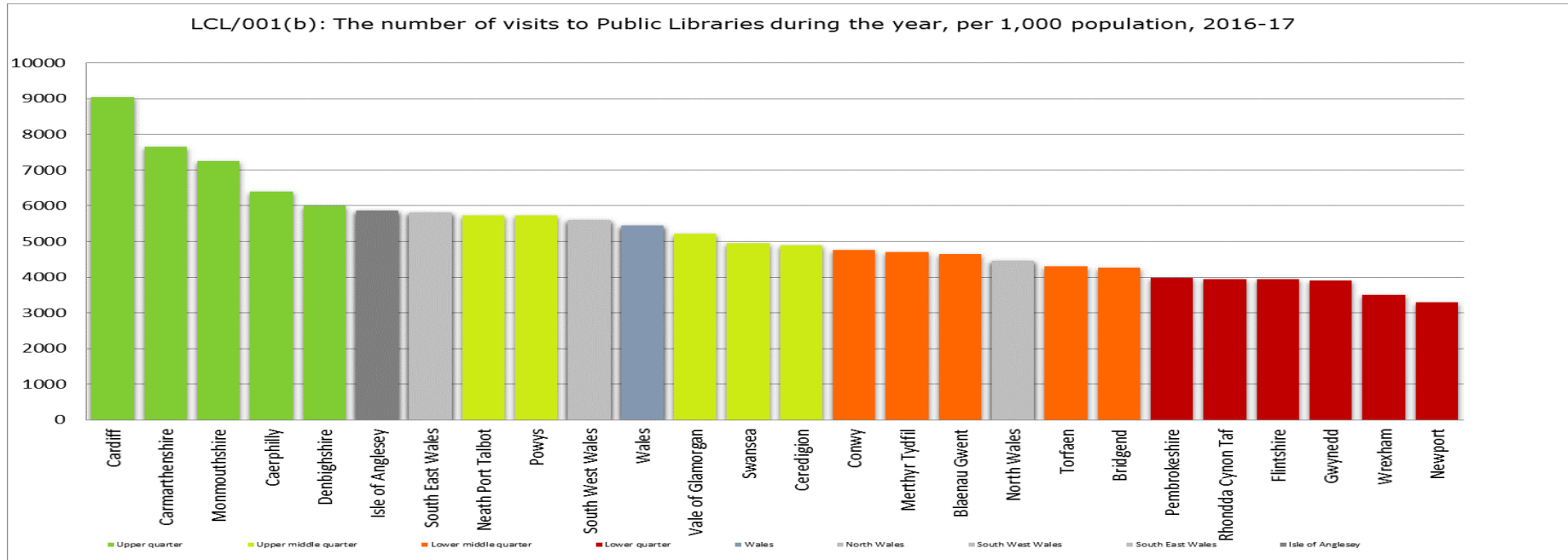
Becoming Customer, Citizen & Community Focused

We stated that we still have a long way to go on standardising and simplifying processes and through our work with other Councils we envisaged securing further efficiencies in our supporting functions and better resilience for specialist services and scarce skills. We stated that an essential part of transforming our Council will be listening to what our citizens, service users and businesses think – and acting on it. Over the past two years we have demonstrated a real commitment in improved service provision which will only get better. We also said that we would maximise our bilingual communication techniques through the use of social media such as Facebook and Twitter as well as traditional face to face focus groups, citizen panels and public roadshows.

How did we do this in 2016/17?

Anglesey Council Promised to	What we achieved	RAYG
Develop, agree and sign up to a robust and valid customer charter which in particular sets out our expectation of staff in dealing with customers	• The Council conducted a number of customer services themed mystery shopper exercised during the year with mainl positive results • Value Alignment Tool – a cohort of appropriate staff have been identified to conduct a pilot on the effectiveness of the Value Alignment Tool and its key findings will be reported to the Customer Service Excellence Project Board	
Develop and strengthen our engagement with and involvement of Anglesey citizens in the Council's decision making and accountability processes	• Engagement Board established and meeting regularly to drive forward and monitor engagement and consultation across the council. Board is made up of internal and external partners • Engagement board has adopted an engagement/consultation model (Community building) which guides all future engagement and consultation exercises	
Explore the quality of the buildings in which customers receive their service,	• All internal receptions closed and "Cyswllt Môn" first point of contact for the Authority was opened in 2016	

aiming to achieve a consistent standard across the Council that presents the right image for the services available	- Generic Advisors have been employed to support, advise and signpost within Cyswllt Môn - Relocated the Learning, Planning and Property services into the Main Council building and completed the Smarter Working Project realising efficiencies and additional income - Sold two Council buildings in 2016/17 - Exploring further options to extend Cyswllt Mon out into community venues	■
Ensure the promotion of the Welsh language and Welsh culture through the implementation of a developed Welsh Language strategy	Welsh Language Strategy – the Anglesey Strategic Forum has been working intentionally since September, 2016, in collaboration with key partners to achieve the objectives contained in the Action Plan for year 1. Work is currently underway to complete the Action Plan for year 2	■

Transform our Information and Communication Technologies (ICT)

We stated that in transforming our services, the Council's resources will be used more efficiently and effectively to achieve targets identified and plan accordingly. We proposed to become a 24/7 organisation by using channels such as websites and social media, methods already being used by our customers to access many of their other personal or business needs such as banking or shopping. This way, our customers could access what they need to, when they need to, wherever they are and in the language they prefer.

All interaction, internal and external, will be enabled electronically. Face to face and other routes will exist, for those who need it. By changing the systems it will free staff up to get on and 'do their job' within clear boundaries and using processes which are robust yet agile. Our systems will support our priorities and rigorous rationalisation will ensure that those that do not are no longer used.

How did we do this in 2016/17?

Anglesey Council Promised to	What we achieved	RAYG
Ensure services use technology more widely to provide more efficient and effective service delivery	• Citrix deployed to all community based staff - enabling off site connection for council staff • Lync access available – enabling communication at remote locations for council staff • Strengthened the Councils video conferencing facilities • Agile working strategy approved 2016	■
Enable customers and citizens to communicate with the Council electronically over the web at a time and place convenient to them	• APPMôn and Bilingual Eform technology has been implemented successfully to deliver the council's aspirations in relation to Channel Shift and Customer Excellence • Project started to implement online booking and payment for Leisure Services • Project started to implement online payments for school meals	■
Ensure services use technology more	• The IT Division supported the re-launch of the Financial Management System; HR/Payroll ;	■

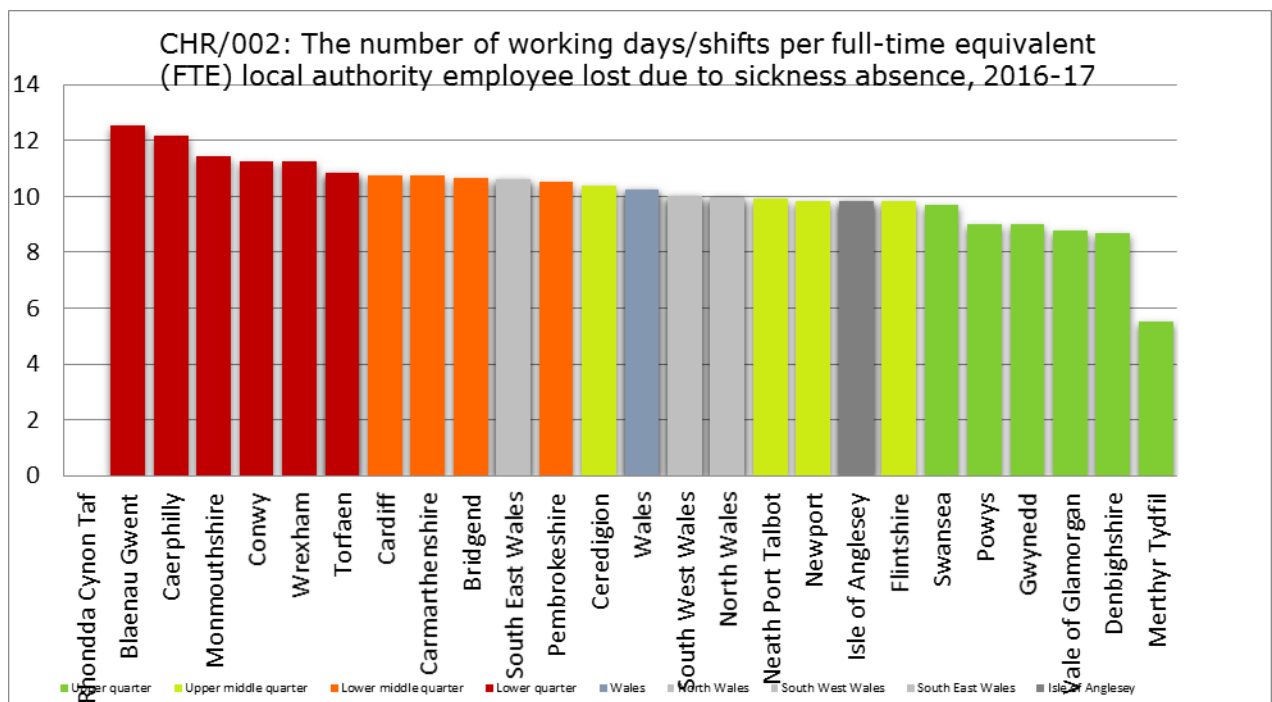| widely to provide more efficient and effective service delivery	Electronic Document and Records Management Strategy is in place in order to take forward EDRMS within the organisation; A sophisticated, secure remote access solution has been implemented Work started to make Geographical Information system (GIS) Work underway to integrate the Local Land and Property Gazetteer (LLPG)	
Seek out and embrace emerging ICT technologies to meet current and future needs of the Council and the Island's citizens	• IT are developing and delivering a robust Disaster Recovery solution to support the business critical IT systems • The authority has procured a replacement mobile telephony provider which provides far better data coverage • Housing services are currently using mobile technology which enables staff to go directly to jobs or clients • The organisation's aging core infrastructure has been replaced with state of the art advanced technologies	
Enable staff to access the computer systems they need securely from any location	A range of new technologies have been successfully implemented to deliver Smarter Working ➢ Wi-fi flooded across council buildings ➢ Easy Public and visitor access through NetMON ➢ Secure Follow Me Printing ➢ Microsoft Lync (Skype) ➢ Citrix and Secure Remote Access ➢ Etarmis for remote clocking on/off ➢ Mobile working and Bring Your Own Device (BYOD) ➢ Mobile Iron/EE contract ➢ Electronic Document Management Strategy in place	

This is the fourth year since the Council adopted the Corporate Scorecard – a method which looks at how we are delivering on both our corporate priorities and monitors the corporate health type indicators that underpin all the council's work. The final scorecard for 2016/17 looked at the year-end data for the 2016/17 financial year, and portrayed the position of the Council against its operational objectives for the year.

It also demonstrates that the continuous improvement agenda the Council has established is being realised with particular success being seen in the field of staff absences:

- **Staff absence rates** have decreased dramatically - end of year data shows 9.8 days per full Time Equivalent (FTE) for 2016/17 which is significantly down as compared to 2015/16 (12.00 per FTE) and for 2014/15 (11.5 per FTE).

- This shows that constant monitoring, allied with clear and unambiguous mitigating management actions at all levels throughout the council (e.g. Return to Work and Attendance review Meetings) has improved our standing. From being in the lower quartile and at one time the worst performing council in Wales, we are now within the upper middle quartile and 8th throughout Wales in terms of our absence management figures. as illustrated in Table A. below

Table A.

CHR/002: The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence, 2016-17

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Another corporate aspect monitored through the Corporate Scorecard is **Customer Complaints Management** – relating to how the council handles complaints from service users and customers - and analysis shows that 15 Complaints were received during the year with no major complaints in Social Services.

All of the complaints have received a response. Of these, 3 were upheld in full, 3 were partially upheld whilst the remaining 8 were not upheld. The total of complaints responded to within timescale was 78% with 6 late responses. This is an improved performance from the 64% at the end of 2015/16 but is slightly below the target set by the Council of 80%.

**OTHER PERFORMANCE INDICATORS (Non-Corporate Plan PIs)**

HIGHWAYS & WASTE MANAGEMENT

Looking at other PIs not directly linked to our Corporate Plan priorities we were aware that performance improved during 2015/16 for the PI for waste sent to landfill (WMT/004b) when it moved from the lower quartile to the lower middle quartile between 20th position to 13th position (out of 22 Local Authorities). This remains the case in 2016/17 where the PI remains at 13th position nationally.

However, the percentage of municipal waste collected and prepared for reuse and/or recycled moved from the lower middle quartile (13th position) in 2015/16 to the top quartile and 6th position in Wales in 2016/17. (Table B).

This is an improvement in performance and demonstrates our intention to progress further over the forthcoming years so that 70% of our household waste is recycled here on Anglesey.
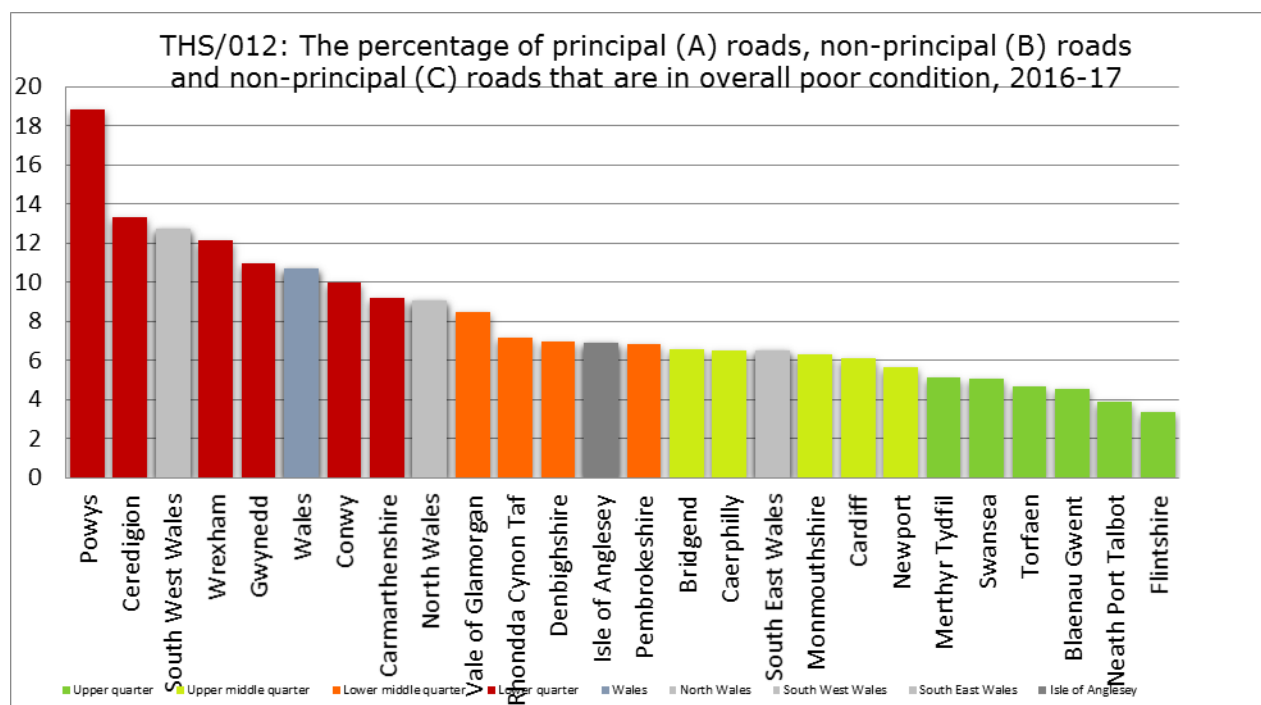**Table B**

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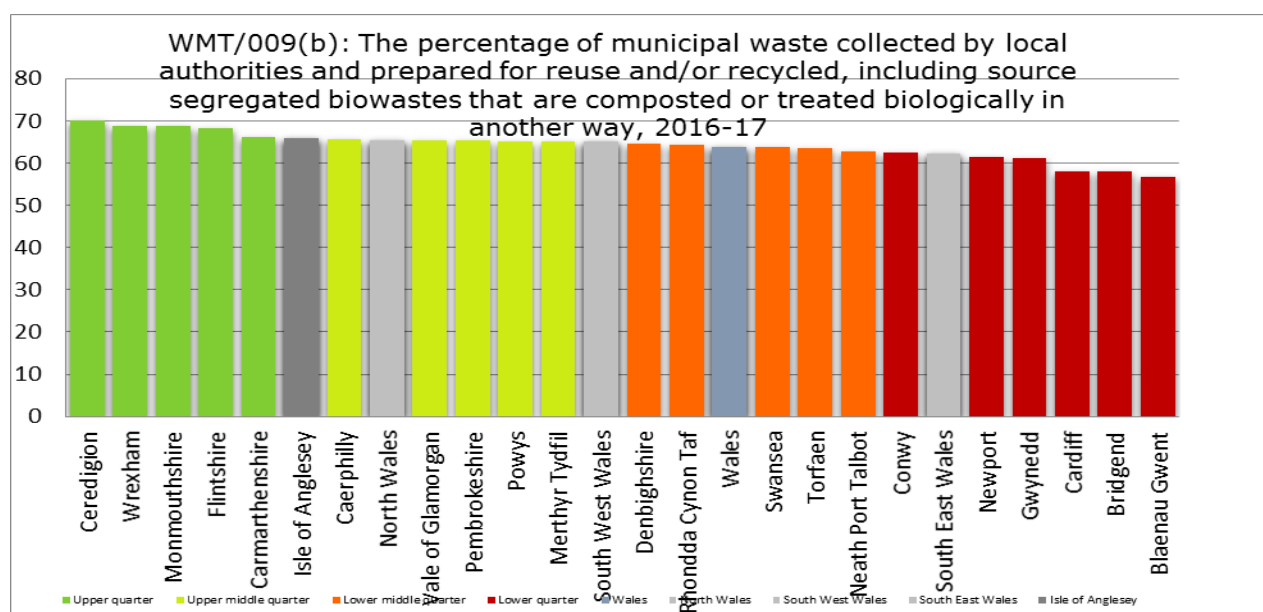
In terms of Highways PIs there has been a slight improvement in THS/012: The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition from 8.9 in 2015/16 – with Anglesey's position moving from 14th to 13th.

All Highways PIs have shown improvement over the last 12 months and we are in the top quartile for the condition of both our 'A' and 'B' roads. These two PI's along with THS/012c: Percentage of non-principal (C) roads that are in overall poor condition combine to provide the overall picture in Table C below. However this PI (Table C) has improved slowly over the past 4 years from 13.2% and 17th in 2013/14, and is envisaged to continue to improve.

Table C

In terms of Street scene (cleanliness of roads etc) the two relevant PIs have shown a decline in performance.

The percentage of highways inspected of a high or acceptable standard of cleanliness (STS/005b:) has moved from 12th to 17th position and from the lower middle to the bottom quartile. However, thee Cleaning Index independently operated by Keep Wales Tidy for 2016/17 has Ynys Mon as 1st throughout Wales for Street Clenliness and this PI will improve in 17/18 with the introduction of a new enforcement regime. The PI for fly tipping (STS/006: The percentage of reported fly tipping incidents cleared within 5 working days) also moved from the top quartile (and 2nd position throughout Wales in 15/16) to the upper middle quartile and 8th position 16/17 (Table D below).

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Table D

Chart: STS/006: The percentage of reported fly tipping incidents cleared within 5 working days, 2016-17

Legend: Upper quarter · Upper middle quarter · Lower middle quarter · Lower quarter · Wales · North Wales · South West Wales · South East Wales · Isle of Anglesey
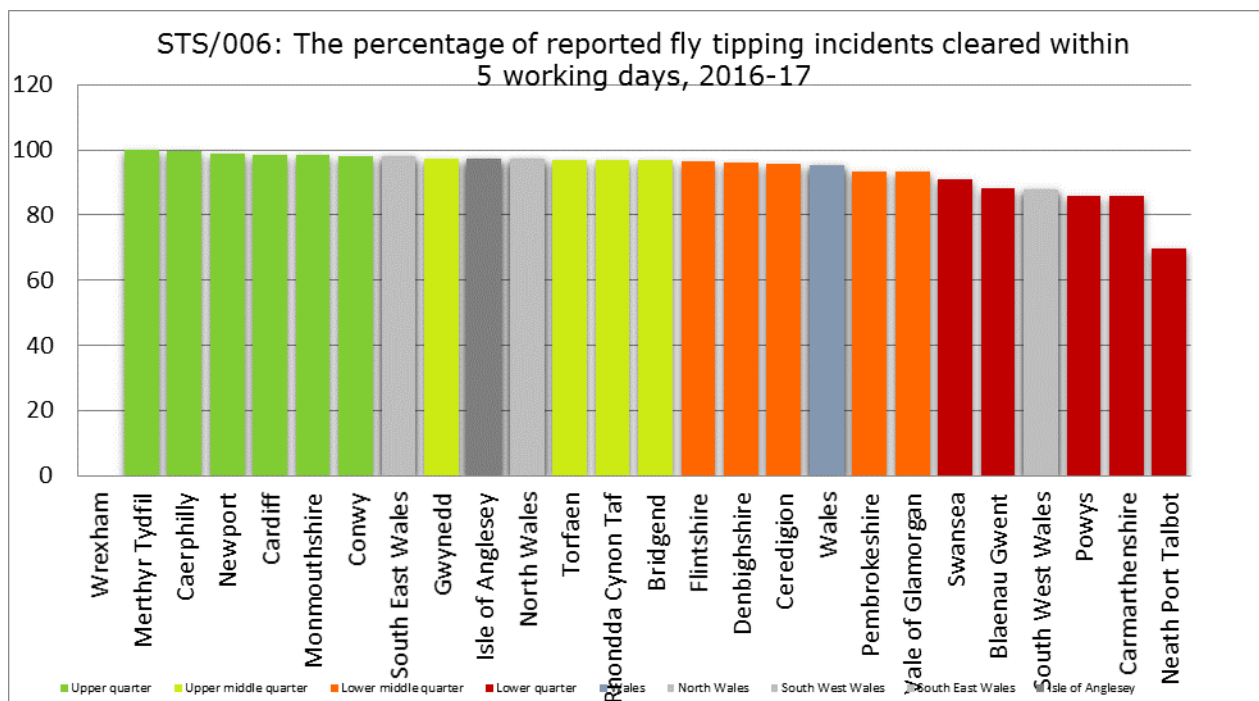
PUBLIC PROTECTION

We are performing well in relation to issues of public protection, being the best in Wales for food establishments…."broadly compliant with food hygiene standards" (PPN/009) with 98.4 of our food establishments achieving this standard

CHILDREN'S SERVICES

Children's Services have been subject to a CSSIW Inspection during 2016/17 and have received the outcome of that exercise, inclusive of numerous of improvement recommendations. As such, the service had developed an Action plan and is now subject to regular and rigorous monitoring of both its improvement objectives and allied performance targets across all aspects of the service.

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Revenue Budget

The Council's revenue budget for 2016/17 was set at £124.037m (£124m in 2015/16). The budget was set against a challenging financial settlement of grant support from the Welsh Government and a challenging savings and efficiencies target of £3.46m was implemented in order to set the budget within the available resources.

The budget was closely monitored and controlled throughout the year and reported to the Executive in accordance with approved Council procedures. Overspend was reported early in the financial year (Qtr2) and projected to be £660k, however measures were put into place to try to reduce the projected overspend. The work undertaken to reduce the overspend was shown in the Qtr 3 projection where it was anticipated that the over spend would be £16k.

The budgets for 2016/17 included required savings of £3.46m of which £3m was achieved with £416k (12%) not achieved but Services were in the main able to make up the shortfall through underspending on other budgets. Clear pressure points were identified within the Children's Services Looked after Children and Education's out-of-county placements, and the demand for these services has increased significantly. On the whole the service departments overspend to the sum of £0.853m, while savings within capital financing arising from delays in borrowing, a reduction in the actual caseload for assistance under the Council Tax Reduction scheme, general contingencies not fully utilised and a number of one off accounting adjustments contributed to the overall draft underspend of £0.447m. (It is important to note that these figures are still subject to the completion of the external audit)

£1m was released from general balances during the year to meet the Invest to Save programme and the programme will continue into 2017/18.

Capital Expenditure

Capital expenditure relates to the cost of providing or enhancing assets or other spending where the benefits last beyond the financial year in question. In March 2016, the Council approved a capital programme of £26.9m for 2016/17 for the General Fund and £11.6m for the HRA. There was also a brought forward commitment of £7.8m from 2015/16 and additional schemes totalling £6.6m, mostly grant funded such as Viable and Vibrant Places Grant, Enable Grant and Safer Route in Communities Gran, were added to the Capital Programme during 2016/17. This brought the total Capital budget for 2016/17 to £52.9m of which £36.6m was spent. The major projects or schemes to commence during the year were the 21st century schools programme at Ysgol Parc Y Bont and Ysgol Bro Rhosyr / Aberffraw, the New Highways to Wylfa Newydd, where the Lon Nanner section was completed in the year, and the New Waste Collection System, which was also completed during the year. Sections 1&2 of the Llangefni Link Road was completed during the year, with work starting on Sections 3 & 4. The other major project to be completed during the year was the Smarter Working project.

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The majority of the underspent related to HRA schemes, grant funded projects and projects funded from contributions from other bodies. Although the expenditure was not incurred in 2016/17 the funding remains available and the schemes will commence in 2018/19.

To find out more about anything in this document or to make any comments please contact:

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This document is available on tape, in braille and on the Council's website:
http://www.anglesey.gov.uk/corporateplan

Further information may also be obtained as follows:
Policies, plans and strategies published by the Council can be accessed at:
www.anglesey.gov.uk

The Annual Improvement Report (AIR) is available on the Council's website by clicking on this link: www.anglesey.gov.uk/airwao

Audit and Inspection Reports produced by the Council's Regulators are available from their respective websites, as follows:

•Wales Audit Office:
www.wao.gov.uk
•Care and Social Services Inspectorate Wales:
www.cssiw.org.uk
•Estyn:
www.estyn.gov.uk

If you do not have access to the internet, or would like to obtain a document that is not listed above, please contact the Council via the contact details outlined at the top of this page.

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Description	PI Ref	Service	Direction	2014/15	2015/16	2016/17	16/17 Trend	16/17 Quartile
CAM/037: The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres	CAM/037	Highways, Waste & Property	>	-	7.78	-4.90	⬇	🟥
STS/005b: The percentage of highways inspected of a high or acceptable standard of cleanliness	STS/005b	Highways, Waste & Property	>	96.3	95.08	93.40	⬇	🟥
STS/006: The percentage of reported fly tipping incidents cleared within 5 working days	STS/006	Highways, Waste & Property	>	95.9	98.49	97.31	⬇	🟨
THS/007: The percentage of adults aged 60+ who hold a concessionary bus pass	THS/007	Highways, Waste & Property	>	72.5	73.22	75.60	⬆	🟥
THS/012: The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition	THS/012	Highways, Waste & Property	<	10.9	8.92	6.90	⬆	🟧
THS/012a: Percentage of principal (A) roads that are in overall poor condition	THS/012a	Highways, Waste & Property	<		2.73	2.3	⬆	🟩
THS/012b: Percentage of non-principal/classified (B) roads that are in overall poor condition	THS/012b	Highways, Waste & Property	<		3.81	3.2	⬆	🟩
THS/012C: Percentage of non-principal/classified (C) roads that are in overall poor condition	THS/012C	Highways, Waste & Property	<		13.35	10.1	⬆	🟧
WMT/004b: The percentage of municipal wastes sent to landfill	WMT/004b	Highways, Waste & Property	<	43.2	16.87	6.60	⬆	🟧
WMT/009b: The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way	WMT/009b	Highways, Waste & Property	>	55.2	59.50	65.79	⬆	🟩
PSR/002: The average number of calendar days taken to deliver a Disabled Facilities Grant	PSR/002	Housing	<	229.5	238.91	290.00	⬇	🟥
PSR/004: 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	PSR/004	Housing	>	13.1	10.98	11.77	⬆	🟨
CHR/002: The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence	CHR/002	Human Resources	<	11.5	11.99	9.80	⬆	🟨

Top Quartile - Green
Upper Median - Yellow
Lower Median - Amber
Bottom Quartile - Red

PI - Performance Indicator

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Description	PI Ref	Service	Direction	2014/15	2015/16	2016/17	16/17 Trend	16/17 Quartile
EDU/002i: The percentage of all pupils (including those in LA care) in any local authority maintained school, aged 15 as at the preceding 31 August who leave education, training or work based learning without an approved external qualification	EDU/002i	Learning	<	0.3	0.00	0.00	➡	
EDU/002ii: The percentage of pupils in local authority care in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification	EDU/002ii	Learning	<	14.3	0.00	0.00	➡	
EDU/003: The percentage 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	EDU/003	Learning	>	87.8	91.80	89.40	⬇	
EDU/004: 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	EDU/004	Learning	>	83.6	84.55	87.60	⬆	
EDU/006ii: 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	EDU/006ii	Learning	>	67.2	64.85	67.30	⬆	
EDU/011: The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority	EDU/011	Learning	>	598.3	571.71	549.90	⬇	
EDU/015a: The percentage of final statements of special education need issued within 26 weeks including exceptions	EDU/015a	Learning	>	38.5	32.50	78.10	⬆	
EDU/015b: The percentage of final statements of special education need issued within 26 weeks excluding exceptions	EDU/015b	Learning	>	84.6	75.00	100.00	⬆	
EDU/016a: Percentage of pupil attendance in primary schools	EDU/016a	Learning	>	94.6	94.72	95.10	⬆	
EDU/016b: Percentage of pupil attendance in secondary schools	EDU/016b	Learning	>	93.4	93.53	94.40	⬆	

Top Quartile - Green
Upper Median - Yellow
Lower Median - Amber
Bottom Quartile - Red

PI - Performance Indicator

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Description	PI Ref	Service	Direction	2014/15	2015/16	2016/17	16/17 Trend	16/17 Quartile
EDU/017: The percentage of pupils ages 15 at the preceding 31st 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	EDU/017	Learning	>	53.8	56.89	59.30	⬆	🟧
LCL/001b: The number of visits to Public Libraries during the year, per 1,000 population	LCL/001b	Learning	>	4,166.4	4,053.09	5858.00	⬆	🟩
LCS/002(b): 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	LCS/002b	Regulation & Economic Development	>	8,434.0	7,456.51	7520.00	⬆	🟥
PLA/006b: The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year	PLA/006b	Regulation & Economic Development	>	39.2	46.25	57.00	⬆	🟩
PPN/009: The percentage of food establishments which are 'broadly compliant' with food hygiene standards	PPN/009	Regulation & Economic Development	>	97.0	98.67	98.40	⬇	🟩

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Top Quartile - Green
Upper Median - Yellow
Lower Median - Amber
Bottom Quartile - Red

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