



Local Government Performance 2009-10

We are pleased to present this, our fifth annual bulletin on local authority performance. Within the bulletin you will find information on a range of local authority services where we have used the data to highlight the overall level or range of performance across Wales. The full data set is available on our website.

Overall performance

For 2009-10, 64% of comparable performance indicators show an improvement compared to 2008-09.

2009-10 also saw the gap in performance (between the best and worst performing authorities) narrow in 52% of the indicators.

Where did local authorities improve?

Service Area	% of indicators where performance improved	% of indicators where the gap was narrowed
Corporate Health	67%	42%
Education	58%	37%
Social Care	62%	49%
Housing	80%	55%
Environment & Transport	80%	67%
Planning & Regulatory Services	56%	61%
Leisure & Culture	33%	67%
Overall	64%	52%

Note: Performance Indicator titles have been simplified to aid understanding.

We have rounded the data where necessary to make comparison easier.

Local authorities are often one of the largest employers in an area and provide a range of services for the communities they serve.

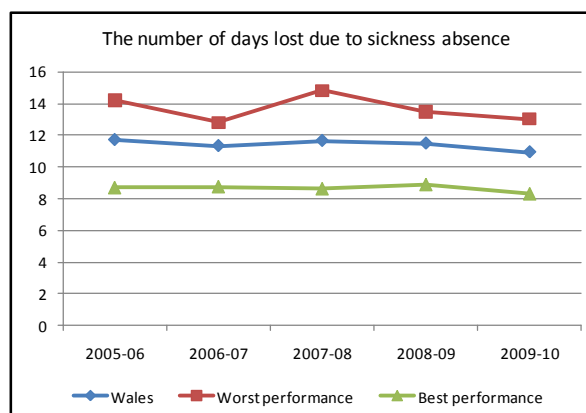
On the following pages you will find information on the performance of local authorities in some of the roles they play within their localities.

Local government as an employer...

Local authorities in Wales employed over 160 thousand people in 2009-10. 8.4% of employees left the employment of local authorities during the year; the lowest percentage reported for the last three years.

Note: The Isle of Anglesey and Rhondda Cynon Taf did not supply data for this indicator.

The number of days lost to sickness absence was the lowest since 2005-06, with an average of 10.9 days lost per employee (Whole Time Equivalent).



Local government as a business...

Local authorities in Wales collected 96.5% of the council tax due in 2009-10 and 96.7% of non-domestic rates; collecting in excess of £1,824 million and leaving around £65 million uncollected.

Local authorities in Wales paid almost 3.3 million undisputed invoices in 2009-10. They paid 89.6% of these within 30 days; the highest percentage reported since 2005-06. In 2009-10, this ranged from 71% in Monmouthshire to 98% in Bridgend.

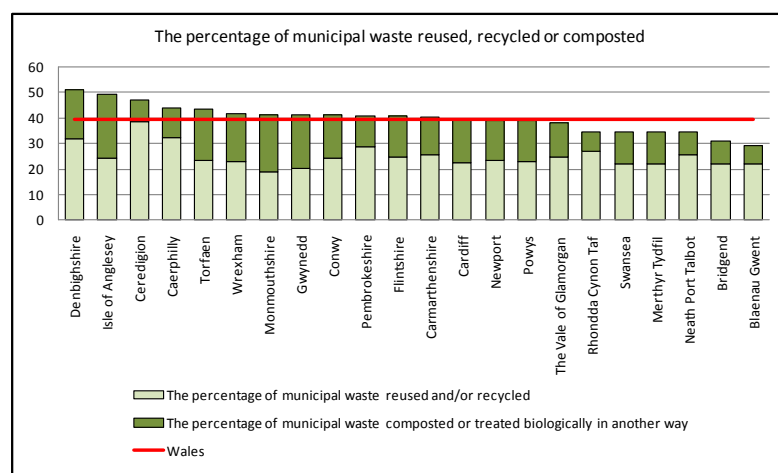
Note: The Isle of Anglesey did not supply data for this indicator.

Local government caring for the environment...

Local authorities play an important role in encouraging the public to reduce the amount of waste they generate and to recycle, reuse and compost waste appropriately.

Around 1.67 million tonnes of municipal waste was collected by local authorities in Wales in 2009-10; a further decrease on the 1.72 million tonnes reported in 2008-09.

The percentage of municipal waste reused or recycled continues to rise.



In 2009-10, 24.8% was reused and/or recycled compared to 23.1% in 2008-09. Similarly, the percentage of municipal waste composted (or treated biologically in another way) rose from 12.8% in 2008-09 to 14.5% in 2009-10.

Ceredigion (38.3%) continues to reuse or recycle the highest proportion of its municipal waste; Monmouthshire (18.7%) continues to reuse or recycle the least. The Isle of Anglesey (25.0%) composts the highest proportion of its waste; Blaenau Gwent (7.3%) the least.

The amount of waste being sent to landfill continues to reduce. 55.8% of municipal waste was sent to landfill in 2009-10 compared to 60.3% in 2008-09.

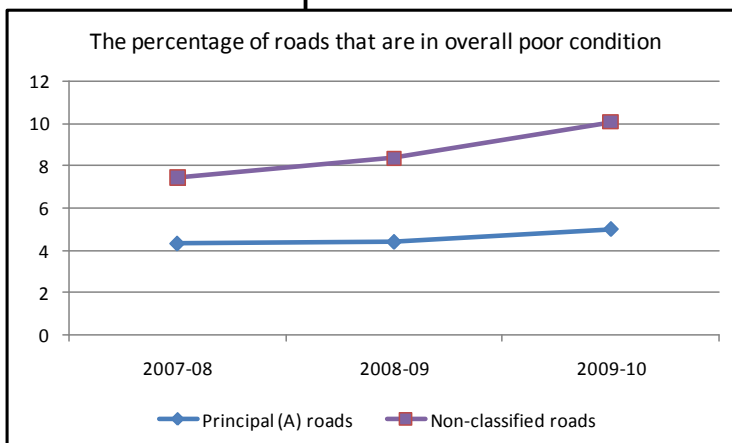
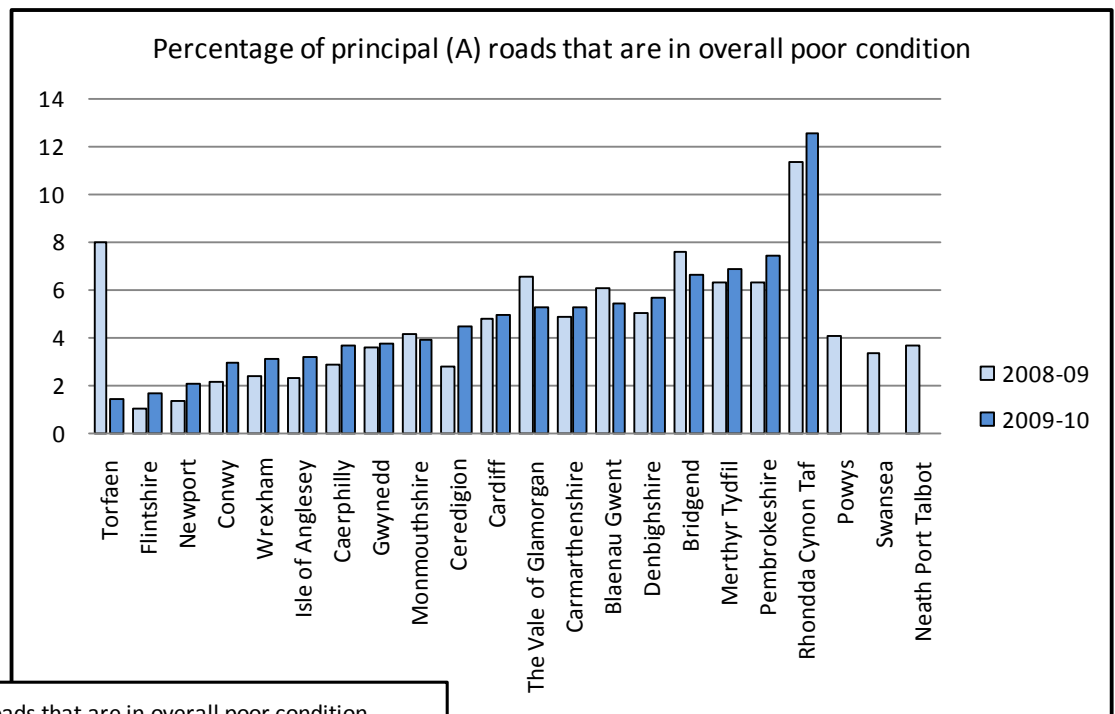
Local authorities cleared 94.3% of reported fly tipping incidents within five working days in 2009-10 compared to 93.6% in 2008-09. This ranged from 100.0% in Denbighshire, The Vale of Glamorgan, Merthyr Tydfil and Newport to 72.8% in Monmouthshire.

Local government keeping us moving...

Local authorities maintain our roads and support the provision of transport for citizens.

Note: Powys, Swansea and Neath Port Talbot did not supply data for principal (A) roads for 2009-10.

In 2009-10, 5.0% of principal (A) roads were considered to be in "poor" condition compared to 4.4% in 2008-09; a continued trend since 2007-08. This ranged from 1.4% in Torfaen to 12.6% in Rhondda Cynon Taf with only Bridgend, The Vale of Glamorgan, Blaenau Gwent, Torfaen and Monmouthshire reporting improvement compared to 2008-09.



Across Wales, 10.1% of non-classified roads were considered to be in "poor" condition compared to 8.3% in 2008-09. This ranged from 4.9% in Neath Port Talbot to 13.8% in Blaenau Gwent.

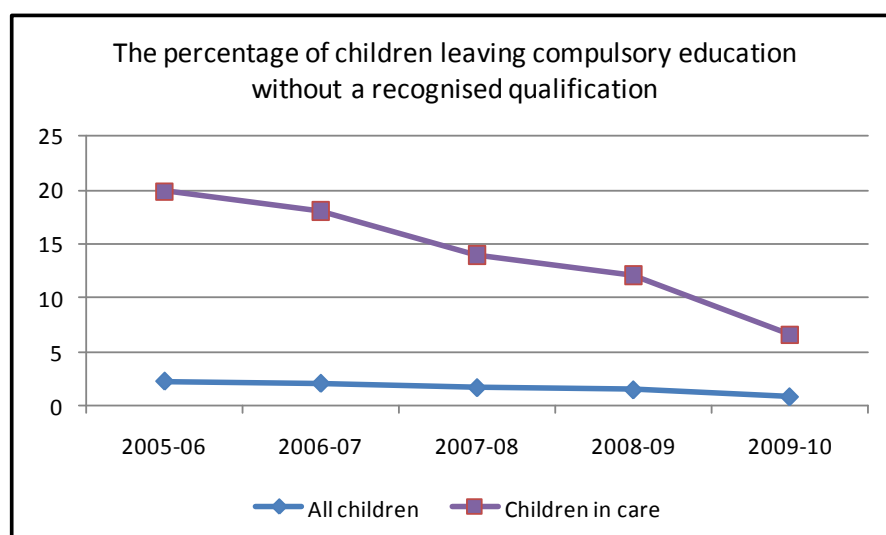
Almost 83% of adults aged 60 or over hold a concessionary bus pass. This continues the steady rise from the 75% figure reported in 2005-06. The 2009-10 figures range from 100.0% in Swansea to 57.8% in Powys which, despite a steady increase from 51.5% in 2006-07, has consistently had the lowest figure across Wales.

54.9% of public Rights of Way were easy to use by members of the public in 2009-10; the highest reported percentage since 2007-08.

Local government providing education for our children...

Local authority maintained schools educated over 460 thousand children in 2009-10.

Attendance at both primary and secondary schools fell in 2009-10; from 93.3% to 90.9% for primary schools, and from 93.2% to 91.0% for secondary schools. For children in the care of local authorities, attendance at primary schools fell from 93.7% to 93.3%, whilst attendance at secondary schools fell from 89.6% to 88.7%.



Despite the fall in attendance, only 0.9% of children leaving compulsory education aged 15 or 16 (who did not continue in full time education, training or work based learning) did so without a recognised qualification compared to 1.5% in 2008-09; a further fall from the 1.7% reported in 2007-08. This ranged from 0.1% in Gwynedd, Wrexham and Powys to 3.7% in Blaenau Gwent. For children in the care of local authorities, the figure fell from 12.1% to 6.4% in 2009-10.

Note: The Core Subject Indicator considers ability in English or Welsh (first language), Mathematics and Science.

77.3% of pupils assessed at the end of Key Stage 2 achieved the Core Subject Indicator in 2009-10 compared to 75.7% in 2008-09. This ranged from 83.0% in Newport to 70.7% in Blaenau Gwent.

At Key Stage 3, 61.5% of pupils assessed achieved the Core Subject Indicator compared to 59.7% in 2008-09. This ranged from 70.9% in Monmouthshire to 49.5% in Blaenau Gwent.

Note: Each qualification is given a score e.g. a GCSE has a points range of between 6 and 58 points depending on the grade achieved (G to A).*

Pupils aged 15 or 16 scored 378.6 points in 2009-10 compared to 355.1 points in 2008-09; the third successive increase since 2006-07.

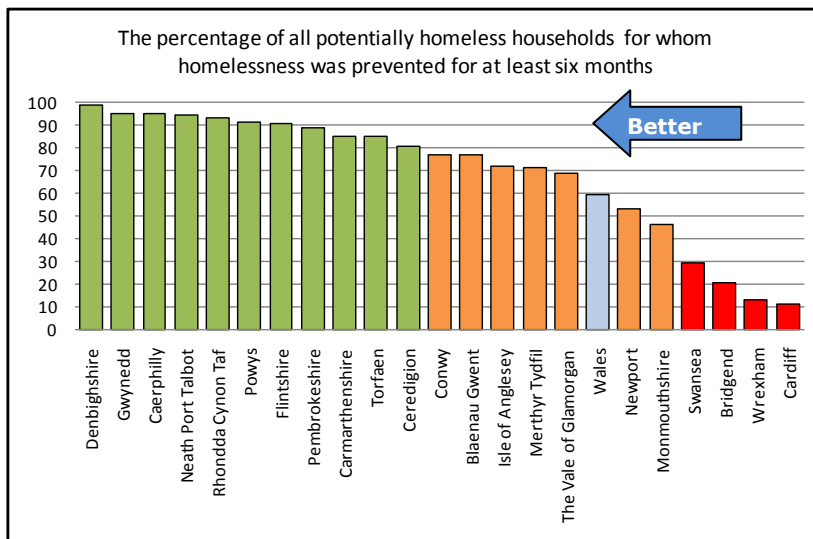
The percentage of pupils receiving a Teacher Assessment in Welsh as a first language fell at both Key Stage 2 and 3; falling from 19.6% to 19.2% for Key Stage 2 and from 16.0% to 15.9% for Key Stage 3 between 2008-09 and 2009-10.

Local government supporting the most vulnerable in society...

Local authorities provide a wide range of services aimed at supporting the most vulnerable people in our communities. They provide social care for those who need it, accommodation for those who find themselves without a home and practical support to enable people to live independently at home.

Support for homeless people

Local authorities across Wales handled almost 13 thousand requests for help from homeless people during 2009-10. Decisions were made on 90% of these within 33 days.



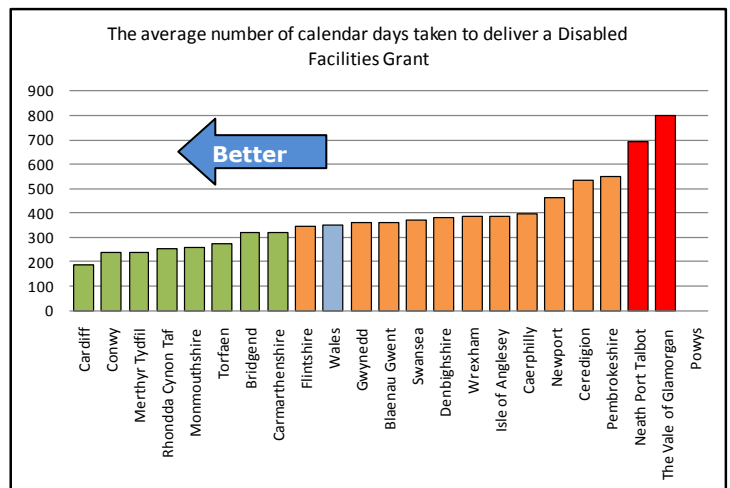
Action by the local authority prevented homelessness for at least six months for 60% of potentially homeless households in 2009-10 compared to 55% in 2008-09. This ranged from 99% in Denbighshire to 11% in Cardiff.

Homeless households spent an average of 11 days in Bed & Breakfast accommodation in 2009-10 compared to 17 days in 2008-09. During the same period, homeless households spent an average of 99 days in other forms of temporary accommodation; a drop of around 30 days compared to 2008-09.

The average number of days taken by local authorities to discharge their duty to households found to be statutorily homeless fell from 131 days in 2008-09 to 121 days in 2009-10. This ranged from 30 days in Blaenau Gwent to 300 days in the Isle of Anglesey, with the gap between the best and worst performing authorities increasing from 235 days in 2008-09 to 270 days in 2009-10.

Note: A Disabled Facilities Grant is a local authority grant to help towards the cost of adapting a disabled person's home to enable them to continue to live there. Powys did not provide data for this indicator.

Local authorities in Wales took an average of 349 days to deliver a Disabled Facilities Grant in 2009-10; a further improvement on the 375 days reported in 2008-09. This ranged from 189 days in Cardiff to 802 days in The Vale of Glamorgan.



Note: Powys and Monmouthshire did not provide data relating to low cost adaptations.

The average number of days taken to deliver low cost adaptations to private dwellings (where the Disabled Facilities Grant process is not used) fell from 69 days in 2008-09 to 57 days in 2009-10. This ranged from 10 days in Carmarthenshire to 167 days in Pembrokeshire, with the gap between the best and worst performing authorities falling from over 350 days in 2008-09 to 157 days in 2009-10.

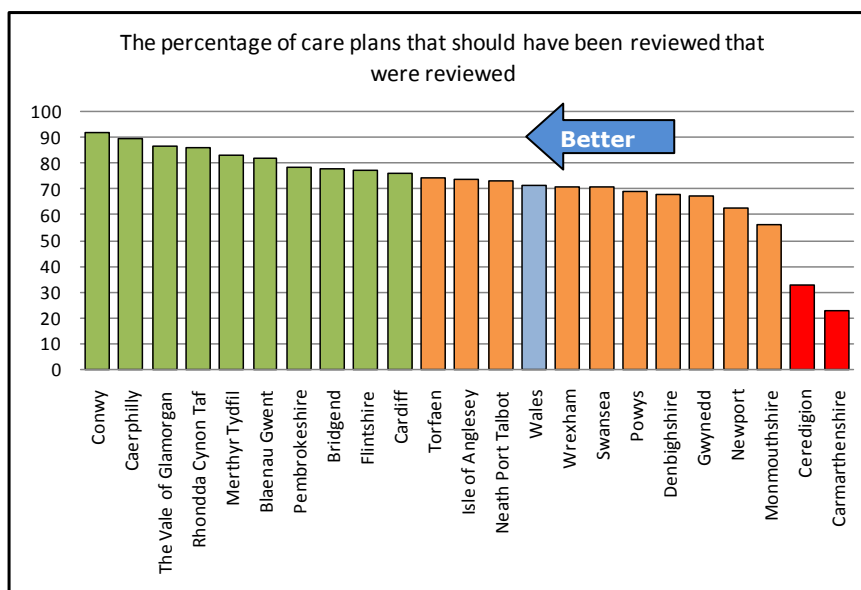
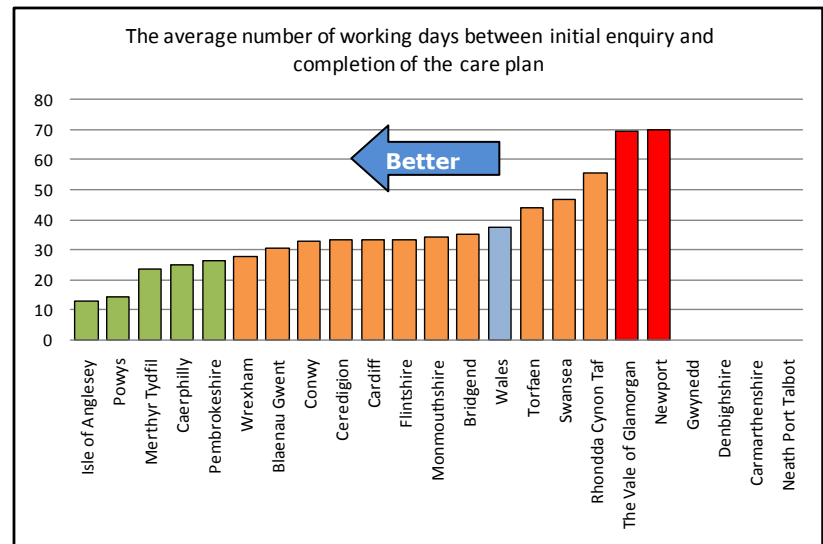
Care for adults

Local authorities' social services provided support to almost 108 thousand adult service users across Wales in 2009-10. Just over 80 thousand of these were aged 65 or over.

Of those people supported by social services, 94% of people aged 18-64 and 84% of people aged 65+ were supported in the community. For those aged 65+, this ranged from 89.7% in Caerphilly to 77.8% in Carmarthenshire.

Note: Gwynedd, Denbighshire, Carmarthenshire and Neath Port Talbot did not provide data relating to the number of days taken to complete the care plan.

The average total number of days taken between initial enquiry and completion of the care plan increased from 34 days in 2008-09 to 38 days in 2009-10. This ranged from 13 days in the Isle of Anglesey to 70 days in Newport.



71.5% of care plans that should have been reviewed during the year were reviewed; an improvement on the 68.1% reported in 2008-09. This ranged from 92.1% in Conwy to 22.9% in Carmarthenshire.

Note: Denbighshire, Carmarthenshire, Neath Port Talbot and Torfaen did not provide data relating to the number of days taken to start home care or day services.

Where the care plan requires the provision of home care or day services, these were started in less than 29 days for 92.3% of clients. The average time taken where services did not start within 29 days was 61 days in 2009-10, compared to 67 days in 2008-09.

Note: Denbighshire and Carmarthenshire did not provide data relating to the provision of aids and equipment.

Local authorities took an average of 6.7 days to provide and install necessary aids and equipment; an improvement on the 7.0 days reported in 2008-09. This ranged from 3.4 days in Flintshire and Wrexham to 12.0 days in Merthyr Tydfil.

During 2009-10, local authorities received over 6,700 adult protection referrals (where concerns are raised over the safety of an adult). 81% of these resulted in an adult protection investigation. The risk to the individual was reduced for 69.4% of the completed referrals; an improvement on the 55.6% reported in 2008-09.

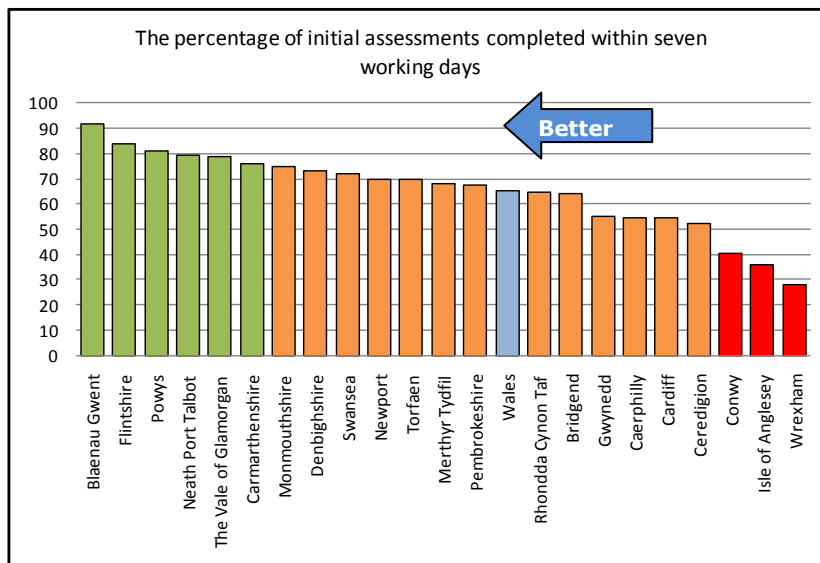
Note: Carmarthenshire did not provide data relating to the number of carers offered an assessment.

Around 16 thousand carers of adults were known to social services in 2009-10. 80.8% of these were offered an assessment or review of their needs (in their own right). This ranged from 100% in Gwynedd, Swansea, Neath Port Talbot, The Vale of Glamorgan, Rhondda Cynon Taf, Merthyr Tydfil, Torfaen and Newport, to 26% in Monmouthshire.

Care for children

Local authorities' social services received over 48,500 referrals relating to children in 2009-10; an increase of more than 2,300 compared to 2008-09.

A decision was made on how to progress within one day for 95% of these; the same level as reported in 2008-09. 32% of the referrals were re-referrals within 12 months compared to 27% in 2008-09. This ranged from 2.4% in Pembrokeshire to 49.7% in Wrexham.

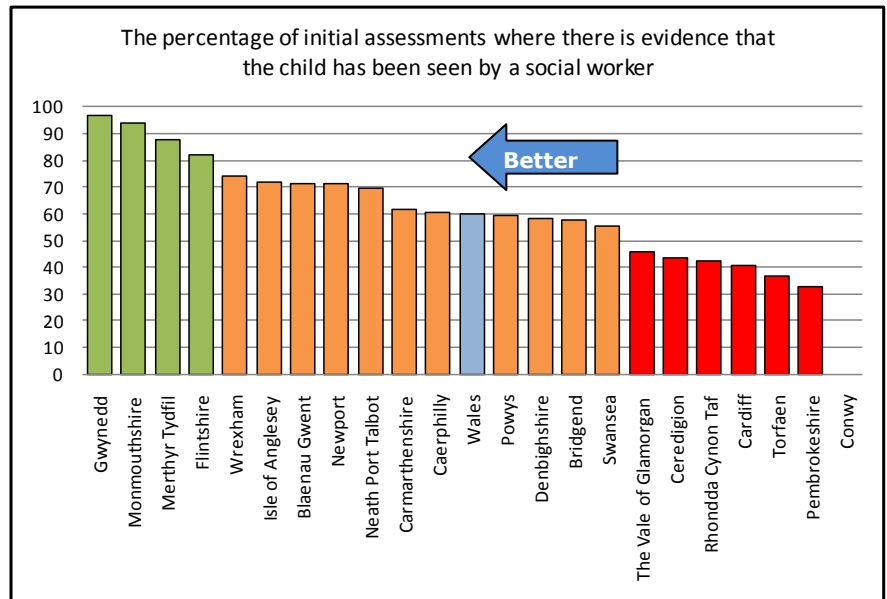


Across Wales, 65% of initial assessments were completed within seven working days. This ranged from 92.0% in Blaenau Gwent to 27.8% in Wrexham.

Where initial assessments took longer than seven working days, these were completed in an average of 25.2 days, ranging from 11.8 days in Powys to 40.2 days in Caerphilly.

Note: Conwy did not provide data relating to this indicator.

There was evidence that the child had been seen by a social worker in 60.0% of initial assessments; the same level as reported in 2008-09. This ranged from 97.0% in Gwynedd to 33.0% in Pembrokeshire.



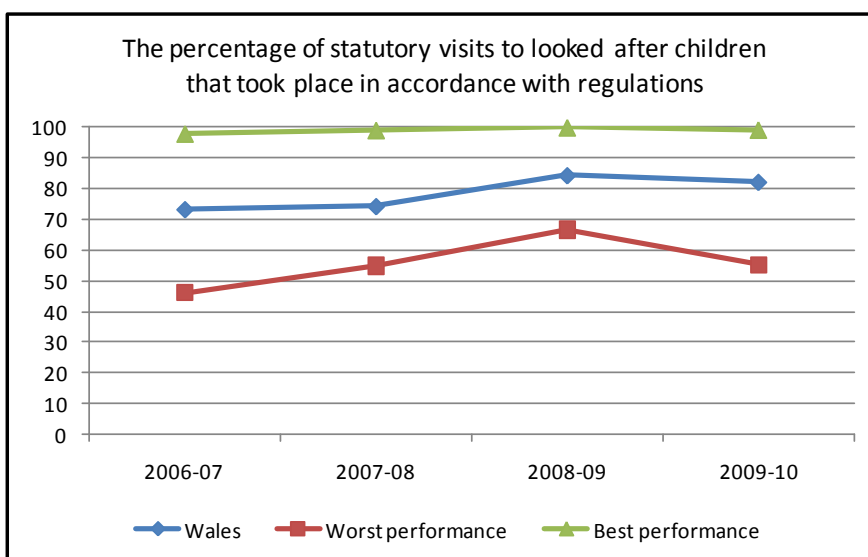
Note: Core assessments are in-depth assessments of a child's needs and the ability of parents and care providers to meet these needs.

63.4% of core assessments were completed within 35 working days. This ranged from 94.3% in Merthyr Tydfil to 21.2% in the Isle of Anglesey. Where core assessments took longer than 35 working days, these were completed in an average of 78.8 days. This ranged from 44.4 days in Flintshire to 146.9 days in Gwynedd.

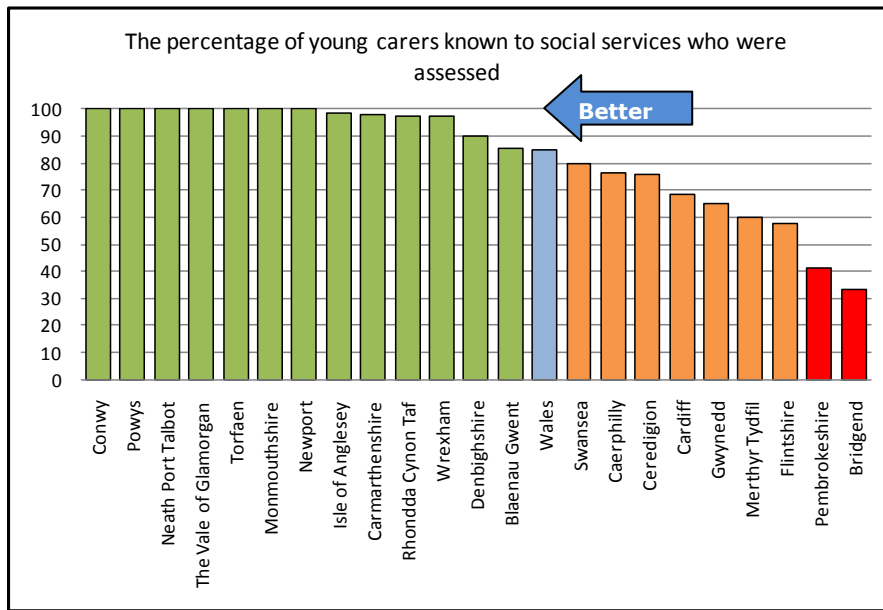
There were over five thousand children in the care of their local authorities at the end of March 2010. Over 2,200 placements were started during the year; 92.3% of these began with a care plan in place. This is an improvement on the 91.8% reported in 2008-09.

Note: Stability is recognised as important for the wellbeing of children in care.

13.1% of children in the care of their local authorities experienced one or more changes of school during the year, which were not due to transitional arrangements; compared to 13.5% in 2008-09. This ranged from 1.9% in Monmouthshire to 22.8% in Gwynedd. During the same period, 10.2% of children in care experienced 3 or more placements; an increase on the 9.7% reported in 2008-09. This ranged from 3.8% in The Vale of Glamorgan to 22.8% in Wrexham.



82.2% of the statutory visits due to children in care took place in 2009-10 compared to 84.4% in 2008-09. This ranged from 99.3% in Torfaen to 55.2% in Bridgend.



Children often play the role of 'carer' for other family members. 85% of young carers known to social services received an assessment of their needs; an improvement on the 75% reported in 2008-09. This ranged from 100% in Conwy, Powys, Neath Port Talbot, The Vale of Glamorgan, Torfaen, Monmouthshire and Newport to 33% in Bridgend.

Note: Torfaen and Monmouthshire operate a shared arrangement for Youth Justice.

86% of children and young people in the Youth Justice system who needed a substance misuse assessment saw that assessment start within five working days. This ranged from 100% in the Isle of Anglesey, Swansea, Merthyr Tydfil and Torfaen/Monmouthshire to 50% in Wrexham and Pembrokeshire.

Local government keeping our communities safe and clean...

Local authorities ensure that the places where we live and work are clean and safe.

In 2009-10, 94.9% of highways and relevant land inspected was of a high or acceptable level of cleanliness compared to 95.2% in 2008-09 and 96.0% in 2007-08. The 2009-10 figures ranged from 99.5% in Torfaen to 85.0% in Blaenau Gwent.

Local authorities in Wales took 3.7 days on average to repair street lamp failures; the lowest reported since 2005-06. This ranged from 0.8 days in Denbighshire to 7.6 days in Powys.

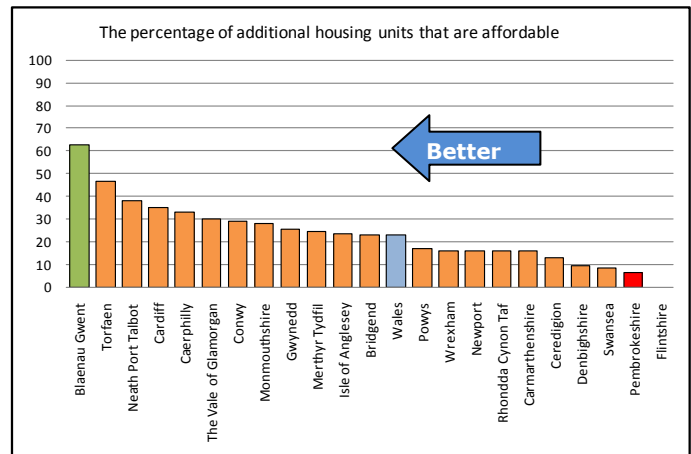
Performance in Public Protection at a Wales level was worse than in 2008-09. In 2009-10, local authorities inspected 97.5% of 'high risk' businesses that were liable to an inspection for Trading Standards compared to 99.1% in 2008-09. Five authorities reported less than 100% for this indicator; Ceredigion (98%), Rhondda Cynon Taf (97%), Flintshire (88%), Monmouthshire (77%), and Torfaen (60%).

For Food Hygiene, 96.3% of 'high risk' businesses were inspected compared to 99.3% in 2008-09. Two authorities reported less than 99% for this indicator; Gwynedd (95%) and Swansea (62%).

Local government meeting our future housing needs...

Note: Flintshire did not provide data relating to the provision of affordable housing.

23% of the additional housing provided during 2009-10 by local authorities across Wales were affordable housing units; an improvement on the 14% reported in 2008-09. Whilst the overall figure for Wales improved, the gap between the best and worst performing authorities widened; ranging from 63% in Blaenau Gwent to 7% in Pembrokeshire.



Note: Flintshire and Powys did not provide data relating to this indicator.

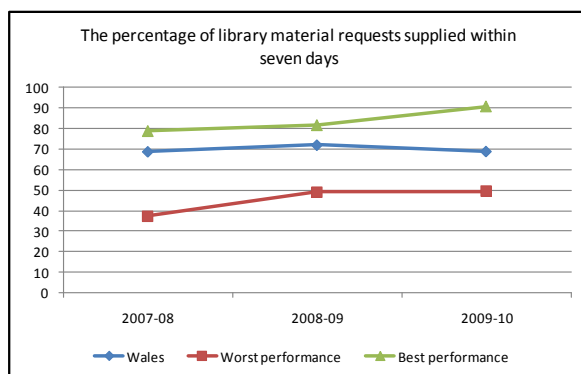
66.7% of all additional housing units developed during 2009-10 were located on previously developed land; a reduction compared to the 68.4% reported in 2008-09. This ranged from 98.0% in Cardiff to 24.2% in Monmouthshire.

Local government providing leisure and cultural services...

Local authority libraries provide a range of facilities for the communities they serve. Whilst the number of library visits per person remained at around 6 in 2009-10, the total number of visits rose to over 17.6 million; an increase of over 1.6 million visits. This ranged from almost 10 visits per person in Cardiff to just over 3 visits per person in Blaenau Gwent.

Note: Pembrokeshire and Carmarthenshire did not provide data relating to computer use.

The number of publicly accessible computers across Wales rose from 9.5 to 9.8 per 10,000 people in 2009-10 although the percentage of available computer hours used fell from 43.8% to 42.0%. This ranged from 88.0% in Ceredigion to 19.3% in Merthyr Tydfil.



The percentage of requests for library material (e.g. books, audio and video materials etc.) supplied within one week fell from 72.0% in 2008-09 to 68.9% in 2009-10. This ranged from 90.8% in Neath Port Talbot to 49.4% in Carmarthenshire.

Active participation in physical activity plays an important part in keeping us healthy. Local authority sport and leisure centres attracted 25.8 million visits from people taking part in physical activities during 2009-10; an increase of around 800 thousand visits. Across Wales, this ranged from over 13 visits per person in Gwynedd to just under 5 visits per person in Neath Port Talbot.

Contact details

If you require any further information regarding this bulletin please contact:

Richard Palmer

Head of Improvement
Local Government Data Unit ~ Wales
Tel: 029 2090 9500
E-mail: enquiries@dataunitwales.gov.uk

The full performance indicator data set is published on our website:
www.dataunitwales.gov.uk

Notes

One of the key functions of the Local Government Data Unit ~ Wales is to collect, process, interpret and disseminate statistical data on local government services and activities in support of local government improvement.

The indicators quoted here are part of the Performance Measurement Framework for local authorities in Wales. The indicators reflect key priorities identified by the Welsh Assembly Government and local government in Wales. They also provide service/policy area specific performance information to aid service improvement.

We have collected data for the framework from the 22 local authorities in Wales. The National Strategic Indicator data, which is a sub-set of the data collected, has been audited by the Wales Audit Office.

Wales values are based on the base data submitted by the authorities. Where authorities have not supplied their base data, their figures do not contribute to Wales values.

Where appropriate, data has been rounded for the purposes of this bulletin. The complete data set (including the base data) is available on our website.

A guidance document relating to the 2009-10 indicator set is also available on our website. This provides a detailed definition for each of the indicators along with their classification i.e. National Strategic Indicator or Core Set Indicator.

The colours (red, amber and green) used in the performance ranking charts are based on the range of PI values. Green indicates performance was at a level within the top quarter of the performance range; red indicates performance was at a level within the bottom quarter of the performance range. Amber is used where the performance level falls between these two points.

In performance range charts, blue represents the Wales PI value, green shows the PI value for the best local authority performance, and red shows the PI value for the worst local authority performance.