

Bridgend CBC Performance Indicators 2011-12

This table contains all the performance indicators that we planned to collect and report upon. It should be noted that many of the indicators are local indicators and, therefore, comparable national data is not available.

Some targets are set for a specific year, linked to grants and funds, and for these measures a trend indication is not applicable.

Strategic Theme: Strong Communities

Improvement Objective 1: To build safe and inclusive communities supported by an effective physical infrastructure

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of adults aged 60 or over who hold a concessionary bus pass	86.4%	86.7%	89.10%	88%	↑	83.63%	Data not available	89%	Our performance exceeded the national target.
The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	97.70%	97.7%	97.9%	98%	↑	95.3%	95.6%	98%	Our performance was better than the Wales and SE Wales ¹ averages although it was marginally below our target.

¹ The SE Wales group consists of the following Local Authorities: Bridgend, Vale of Glamorgan, Rhondda Cynon Taf, Cardiff, Merthyr Tydfil, Caerphilly, Blaenau Gwent, Torfaen, Monmouthshire and Newport.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of reported fly tipping incidents cleared within five working days	97.16%	100.00%	98.55%	98%	↓	91.36%	Data not available	98%	A total of 550 incidents were reported and 542 of these were cleared within 5 working days. The target level of performance was achieved.
The percentage of municipal waste collected by local authorities sent to landfill	2009-10 measure not directly comparable	28.40%	26.31%	26%	↑	44.73%	43.82%	24%	Our performance was the best in Wales and significantly above the Wales and SE Wales averages. However, we marginally missed this very challenging target. A Civic Amenity improvement action plan was introduced by the private sector contractor operating our waste collection sites, to increase recycling in the medium term. Our long term strategy was also revised. Performance in the last 3 months of the year increased.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of Welsh Government biodegradable municipal waste allowance sent to landfill	57.9%	37.44%	47.15%	45%	↓	n/a	n/a	47%	We did not achieve our target performance due to the large tonnage of highway soil that required disposal through landfill in the year.
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	Separate measures in 2009-10	46.44%	54.91%	48%	↑	48.53%	49.09%	52%	We exceeded our target for the year and our performance was also above the Wales and SE Wales averages. Further, our performance already exceeds the target level set by the Welsh Government for 2012-13.
The percentage of municipal waste received at household waste amenity sites that is prepared for reuse and/or recycled, composted or treated biologically in another way	n/a	55%	61.25%	66%	↑	65.52%	69.3%	67%	Our performance improved and the introduction of a Civic Amenity Improvement Plan by our external contractor will contribute to sustaining performance improvement.
The percentage of households using kerbside recycling facilities	n/a	>70%	Survey not carried out in 2011-12	72.1%	n/a	n/a	n/a	3% increase	Survey not carried out in 2011-12. However, the council's recycling/reuse rate improved from 46.13% in 2010-11 to 54.8%, and municipal waste sent to landfill reduced from 28.4% in 2010-11 to 26.3%.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of households who agree the authority's recycling arrangements work well	n/a	92.4%	No survey in 2011-12	95.2%	n/a	n/a	n/a	3% increase	Last survey was only conducted in January 2011, which evidenced a strong performance.
Percentage of principal (A) roads that are in overall poor condition	6.6%	6.1%	7.1%	7%	↓	6%	7.1%	7%	The condition of our principal (A) roads deteriorated in the year. The method of calculating this measure does not enable our rolling programme of maintenance to be fully reflected. Additionally, our programme is aimed at ensuring maintenance work provides a long term solution, which means each project may take longer to complete.
Percentage of non-principal/classified (B) roads that are in overall poor condition	11.0%	7.4%	9.0%	8%	↓	7.8%	7.8%	8%	
Percentage of non-principal/classified (C) roads that are in overall poor condition	Not a measure in 2009-10	13.3%	13.0%	14.5%	↑	19.2%	12.9%	14.5%	Our performance improved in the year and exceeded both our target. and the Wales average.
The percentage of food establishments which are "broadly compliant" with food hygiene standards	n/a	72%	77.08%	70%	↑	82.96%	79.82%	75%	Our performance exceeded our target and was better than the SE Wales average, although below the all-Wales average. We have a robust investigative approach and give priority to ensuring that citizens are not at risk.

Improvement Objective Two: To develop and support sustainable and affordable housing solutions for those who are homeless or in need

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of all potentially homeless households for whom homelessness was prevented for at least six months	20.8%	34.00%	43.20%	45%	↑	60.5%	50.4%	45%	Although we are below the Wales and SE Wales averages, our performance improved in the year, with a greater range of options to prevent homelessness in place.
The average number of calendar days taken to deliver a Disabled Facilities Grant	318	414	251	365	↑	326	291	306	Performance improved and was better than the Wales and SE Wales averages, also exceeding the target set for 2012-13.
The percentage of private sector dwellings that had been vacant for more than six months at 1 April that were returned to occupation during the year through direct action by the local authority	n/a	11.11%	1.27%	12%	↓	4.62%	Data not available	4.34%	The method of reporting this indicator has changed. If reported in the same way as 2010-11, the performance would have been 8.77% . Our performance was, nevertheless, below our target. An increase in the total number of privately-owned dwellings had a detrimental effect on our

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
									performance result.
The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year	n/a	37.9%	23%	10%	↓	26%	28%	10%	There was a decrease in our performance because although the number of affordable housing units provided was similar to 2010-11, there was an increase in the total number of housing units. Performance was, however, above target for the year.

Improvement Objective Three: To implement better integrated health and social care services to support independence, choice, empowerment, dignity and respect

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	1.97	2.40	2.78	<3	↓	5.03	Data not available	<3	Performance was within target for the year and better than the Wales average. However, our data appears to show a deteriorating performance year-on-year. We have identified that this is due to some process and data validation issues, which we are addressing with our partners in the NHS.
The rate of older people supported in the community per 1,000 population aged 65 or over at 31 March	87.39	85.88	85.88	>86	↔	78.6	Data not available	>85	An additional 46 people aged 65 or over were supported to live in the community, compared to an additional 14 people in 2010-11. However, the increased number of citizens in this age group has resulted in our performance rate being static. Our performance was better than the Wales average.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The rate of older people whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	21.93	21.53	20.45	<21	↑	21.35	Data not available	<20.5	Our performance continues to improve and was better than the Wales average.
The percentage of adult clients who are supported in the community during the year aged 18 to 64	95.25%	97.27%	96.86%	>97%	↓	94.03%	94.83%	>97%	The number of adults aged 18 to 64, supported in the community during the year, increased to 1328. However, the total number of clients in this age group that were supported in the community or in care homes also increased. Therefore, percentage performance for this indicator decreased.
The percentage of adult clients who are supported in the community during the year aged 65+	82.07%	85.22%	85.47%	>85%	↑	83.94%	84.30%	>85%	Our performance continued to exceed target and was also better than the Wales and SE Wales averages.
The percentage of adult clients with a care plan at 31 st March whose care plans should have been reviewed that were reviewed during the year	78.1%	75.5%	78.10%	>78%	↑	78.3%	79.5%	>78%	Although marginally below the Wales and SE Wales averages, our performance improved and the target was achieved.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of adult protection referrals completed where the risk has been managed	n/a	84.64%	86.60%	85%	↑	88.02%	85.84	86%	Our performance improved and the target was achieved.
Percentage take-up of Extra Care Housing	n/a	n/a	100%	70%	n/a	n/a	n/a	85%	There were no Extra Care Housing schemes prior to 2011-12. In the course of 2011-12, a number of schemes were opened and all units were fully occupied.
Percentage of carers of adults who were offered an assessment or review in their own right	82.6%	86.00%	87.6%	90%	n/a	76.1%	73.3%	92%	Although the target percentage was not achieved, our performance continued to improve and was better than the Wales and SE Wales averages.
Rolling total of open, live Telecare installations	n/a	762	1089	720	n/a	n/a	n/a	750	A significant increase in the number of installations was achieved with the level of positive feedback from clients also increasing.
Percentage of Telecare clients who felt that the service made it easier for them to manage in their own home	n/a	94%	95%	93%	n/a	n/a	n/a	95%	
Number of citizens supported by Community Integrated Intermediate Service per annum	n/a	1065	1252	650	n/a	n/a	n/a	700	An additional 187 citizens were supported by the service.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The numbers of recipients of Community Integrated Intermediate Service that have received interventions that have provided an alternative to a hospital placement	n/a	768	912	750	n/a	n/a	n/a	800	Hospital admission was avoided for an additional 144 citizens.
Number of individual citizens accessing the equipment demonstration & training facility per annum	n/a	n/a	728	250	n/a	n/a	n/a	350	A significant increase was achieved.
Percentage of GP referrals to the National Exercise Referral Scheme and healthy living interventions resulting in people feeling better because of their participation	n/a	42%	42%	44%	n/a	n/a	n/a	47%	Although slightly below target, performance was maintained, despite the increasing number of patients referred to the scheme who had complex health presentations.

Strategic Theme: Young Voices

Improvement Objective 4: To work in collaboration with partners to combat poverty and provide children with the best start in life

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of first placements of looked after children during the year that began with a care plan in place	86.7%	87.1%	88.7%	93%	↑	88.9%	91.0%	95%	Performance continued to improve, although we were below the Wales and SE Wales averages.
The percentage of children looked after at 31 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 31 March	8.6%	13%	14.4%	<15%	↓	12.19%	Data not available	<13%	Although we achieved our target, there was a decrease in performance in the year, against the background of a 6% increase in the looked after population served by the authority.
The percentage of children looked after on 31 March who have had three or more placements during the year	8.6%	10.4%	7.8%	<10%	↑	9.2%	9.5%	<10%	Performance continued to improve and was better than the Wales and SE Wales averages.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen by the Social Worker	n/a	77.9%	73.2%	72%	↓	67.9%	63.4%	75%	Although performance was above our target, performance deteriorated compared to 2010/12. Work to improve performance is ongoing within the Safeguarding Teams.
The percentage of reviews carried out in accordance with the statutory timetable a) Children in Need b) Child Protection Register c) Looked After Children	a) n/a b) n/a c) 94%	a) n/a b) 99.2% c) 97.1%	a) 73.7% b) 95.6% c) 97.1%	a) 60% b) 99% c) 97%	↔	a) 63.6% b) 96.6% c) 91.8%	a) 63.5% b) 97.3% c) 96.6%	a) 70% b) 99% c) 98%	Performance was sustained and was better than the Wales and SE Wales averages for Children in Need and Looked After Children. Actions were commenced to ensure future continuous improvement.
The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	51%	61.80%	74.60%	70%	↑	82.5%	83.7%	78%	Performance continued to improve, although we were below the Wales and SE Wales average.
The percentage of young people formerly looked after with whom the authority is in contact at the age of 19	100%	88.9%	100%	92%	↑	92.58%	Data not available	95%	Although marginally below the Wales average, our performance improved and contact with all such young people was achieved.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, nonemergency accommodation at the age of 19	94.1%	87.5%	94.1%	90%	↑	90.88%	Data not available	95%	Our performance improved and exceeded our target. Our performance was also better than the Wales average.
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	41.2%	37.5%	29.4%	40%	↓	52.21%	Data not available	45%	Our performance is below the Wales average. Due to the small number of young people involved, this measure is prone to large percentage changes. Significant efforts continue to be made to support young people into training, education or employment, recognising the individual circumstances of each young person and their complex needs.
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	0.90%	0.8%	0.58%	0.7%	↑	0.54%	0.4%	0.7%	Our performance continued to improve and exceeded our target although it was below the Wales and SE Wales averages.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding 31 August that leave compulsory education, training or work based learning without an approved external qualification.	5.3%	6.7%	5.88%	14%	↑	3.48%	Data not available	10%	Our performance improved but was below the Wales average. One out of 17 pupils left with no qualification in 2011-12, compared to 1 out of 15 pupils in 2010-11.
The average external qualifications point score for 16 year old looked after children in any local authority maintained learning setting	123	185	194	160	↑			TBC	Target was exceeded.
The percentage of young carers known to Social Services who were assessed	33.3%	100%	100%	85%	↑	90.6%	90.9%	85%	Every young carer known to Social Services was assessed. Our performance was better than the Wales and SE Wales averages.
Number of families benefiting from "team around the family" approach.	n/a	4	71	10	n/a	n/a	n/a	15	Our performance substantially exceeded our target.
Percentage of families accessing "team around the family" support who say that they have benefitted from the service.	n/a	n/a	Data being collected as cases close	-	n/a	n/a	n/a	10% increase	This data is yet to be collated and analysed due to the high number of families for whom support is ongoing.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
Number of new multi-agency teams providing services to respond to the needs of families.	n/a	0	1	1	n/a	n/a	n/a	2	The Connecting Families Team was established and commenced provision of services in the year.
Reduced number of children referred to social services with concerns about neglect or abuse.	n/a	441	391	420	n/a	n/a	n/a	400	A reduction was achieved.

Improvement Objective Five: To help all children and young people to achieve higher standards of attainment through accessing high quality learning opportunities

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
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	78.8%	78%	77.1%	79%	↓	80.3%	81.3%	80%	Performance fell by 0.9% in the year and was below the Wales and SE Wales averages. A number of actions for KS2 pupils have been commenced in 2012, to improve our performance.
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	58.5%	60%	67%	62%	↑	68.1%	70.9%	64%	Performance improved significantly in the year, although it was below the Wales and SE Wales averages. Actions are continuing to improve our performance further in 2012-13.
The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority	373.0	370.8	389.1	375	↑	424.4	443.4	380	Performance improved in the year although it was below the Wales and SE Wales averages. Actions are continuing to improve our performance further in 2012-13.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of final statements of special education need issued within 26 weeks, including exceptions	43.2%	14.7%	17.4%	41.7%	↓	73.31%	Data not available	41.7%	Performance improved but was significantly below target and significantly below the Wales average. To achieve an improved future performance, action was taken in the year to improve the timeliness of the contributions required from external agencies for the completion of statements. The Formal Assessment and Critical Cases Team was also supported with a programme of intensive, external training.
The percentage of final statements of special education need issued within 26 weeks, excluding exceptions	100%	18.2%	100%	100%	↑	94.37%	Data not available	100%	Action was taken to address the misinterpretation of the measure in 2010-11 and full performance was achieved.
The percentage of pupil attendance in primary schools	93.3%	93%	93.3%	93.2%	↑	93.3%	94.1%	93.4%	Performance improved and matched the Wales average. The Education Welfare Service continues to work closely with pupils, parents and partners to deter unauthorised absence.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of pupil attendance in secondary schools	91.3%	90.9%	91.3%	91.3%	↑	91.4%	92.1%	91.4%	Performance improved and was marginally below the Wales average. The Education Welfare Service continues to work closely with pupils, parents and partners to deter unauthorised absence.
The number of centres offering the Welsh Baccalaureate Qualification (WBQ) to 14 – 19 year old learners at Foundation Level	n/a	3	3	7	n/a	n/a	n/a	9	Our position was unchanged on the previous year. It has been established that schools have been entering students for the Intermediate and Advanced levels, rather than the Foundation level and this will be examined in 2012-13. The place of the WBQ in the curriculum is being reviewed nationally.
The number of centres offering the Welsh Baccalaureate Qualification (WBQ) to 14 – 19 year old learners at Intermediate Level	n/a	4	8	8	n/a	n/a	n/a	10	Target was achieved. The WBQ is offered to post-16 students in all schools and Bridgend College.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The number of centres offering the Welsh Baccalaureate Qualification to 14 – 19 year old learners at Advanced Level	n/a	8	8	9	n/a	n/a	n/a	10	Performance was sustained.
The number of level 3 courses offered to post-16 students through each local curriculum	n/a	30	35	35	n/a	n/a	n/a	40	Performance improved and target was achieved. All schools and Bridgend College are exceeding the Learning and Skills Measure.
The percentage of students aged 16 leaving education and training without a recognised qualification	n/a	0.01%	0.58%	<1.5%	n/a	n/a	n/a	<1.5%	The figure of 0.58% equates to 9 pupils. We are taking a number of actions to transform the options and opportunities for young people in conjunction with public sector, third sector and work-based learning providers.
The number of centres making impartial information about the range of learning pathways available to 14-19 year old learners via a Virtual Learning Environment.	n/a	3	6	6	n/a	n/a	n/a	9	The number of centres was doubled in the year and further plans are in place through Careers Wales.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of students completing Key Stage 4 and remaining in education, training or work-based learning to reach at least the target level	n/a	87.3%	89.5%	87.5%	n/a	n/a	n/a	88%	Performance improved and was above target
The number of centres offering the opportunity to accredit learners' key skills (communication, application of number and ICT).	n/a	4	6	6	n/a	n/a	n/a	9	The number of centres increased to our targets levels.
The number of centres offering learners the opportunity to achieve an accredited work related qualification.	n/a	6	8	8	n/a	n/a	n/a	10	
The number of young people accessing skills centre-based provision.	n/a	15	25	25	n/a	n/a	n/a	40	The number of people accessing this provision increased and our target was achieved.

Strategic Theme: Healthy Living

Improvement Objective Six: To improve physical and emotional wellbeing by promoting active lifestyles, participation and learning

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The number of visits to public libraries during the year, per 1,000 population	n/a	3857	4243	4450	↑	6048	Data not available	4450	The number of physical visits to libraries increased in the year but was short of our target. Our performance was also below the Wales average.
The number of visits to local authority sport and leisure centres during the year per 1,000 population where the visitor will be participating in physical activity	8415	8974	9520	9200	↑	8761	Data not available	9200	Our performance continued to improve and we exceeded our target. Our performance was also better than the Wales average.
Percentage of year 9 pupils that are physically active on five or more days a week (STRATA Survey)*	n/a	44.7%	37.8%	47%	n/a	n/a	n/a	Bi-annual target	The council implemented all aspects of the Local Authority Partnership Agreement with Sport Wales and achieved an overall increase in levels of activity, with performance being recognised as good practice. Therefore, the outcome against this particular measure may have been due to the complexity of this survey.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
Gender gap (year 9 pupils) in sport and physical activity participation on five or more days a week (STRATA Survey)*	n/a	13.80%	18.8%	12%	n/a	n/a	n/a	Bi-annual target	Targets agreed with Sports Wales were achieved. The data collected shows that the participation rate for boys was, on the whole, better than that for girls, although both showed improvement.
Number of children and young people who consider themselves healthy or unhealthy as an indicator of vitality (STRATA Survey)	n/a	73%	76.10%	75%	n/a	n/a	n/a	Bi-annual target	The target was exceeded with 82.6% of boys and 70% of girls identifying themselves as healthy or very healthy. There were also reductions recorded in fast food consumption, alcohol and smoking rates.
Number of participants using improved walking routes and participating in community based exercise programmes	n/a	350	948	300	n/a	n/a	n/a	500	A significant increase in the number of participants in the Lets Walk Cymru Programme was achieved.
Private sector employers as Health Challenge Business Partners	n/a	46	51	48	n/a	n/a	n/a	50	An increase in performance was achieved, exceeding our target.
The number of people participating in the Garw Valley Obesity Project	n/a	145	221	80	n/a	n/a	n/a	90	Our performance significantly exceeded our target.
The number of GP referrals to the National Exercise Referral	1369	1456	1913	1200	n/a	n/a	n/a	1200	Our performance significantly exceeded our target.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
Scheme									
The number of people participating in the Pulmonary Rehabilitation Project	n/a	45	63	55	n/a	n/a	n/a	100% of referrals to be provided with a service	Our performance improved. Note: our performance measure for 2012-13 has been revised, to ensure it is more qualitative in nature.

Strategic Theme: New Opportunities

Improvement Objective Seven: To support our disadvantaged communities by promoting economic growth, physical renewal and sustainability

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage of applications for development determined within eight week target	Not comparable	82%	85%	82%	n/a	n/a	n/a	82%	Our performance has continued to improve and exceeded the 80% target set by Welsh Government.
The percentage of major applications where negotiations and / or pre-application advice has taken place to improve the quality of the scheme	n/a	83%	85%	83%	n/a	n/a	n/a	83%	Our performance has continued to improve and exceeded the target set by Welsh Government.
Deliver visitor events in Bridgend town centre	n/a	n/a	5	3	n/a	n/a	n/a	3	Target was exceeded.

Measure	2009-10 Actual	2010-11 Actual	2011-12					2012-13 Target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The number of new VARP projects developed and delivered – see below:	n/a	4 in total	5 in total	n/a	n/a	n/a	n/a	n/a	See below:
The number of projects implemented through the Ogmere Valley VARP that have been identified as meeting local needs, developed in partnership with, or by the local community .	n/a	4	1	n/a	n/a	n/a	n/a	n/a	One project was approved through the Ogmere VARP for 2011-12 and this was delivered.
The number of projects implemented through the Garw Valley VARP that have been identified as meeting local needs, developed in partnership with, or by the local community.	n/a	4	1	n/a	n/a	n/a	n/a	n/a	The Garw Valley Real Food project was agreed for delivery in 2011-12 and was completed.
The number of projects implemented through the Llynfi Valley VARP that have been identified as meeting local needs, developed in partnership with, or by the local community	n/a	4	3	n/a	n/a	n/a	n/a	n/a	All 3 projects agreed for delivery in 2011-12 were completed.

Strategic Themes: Proud Past & Green Spaces

Improvement Objective Eight: To manage and promote the natural and historical environment

Measure	09/10 Actual	10/11 actual	2011-12					12/13 target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
The percentage change in carbon dioxide emissions in the non domestic public building stock	1.85%	2.00%	5.85%	2.24%	↑	4.2%	4.25%	3%	Our performance continues to improve and was above the Wales and SE Wales averages.
The percentage of total length of rights of way which are easy to use by members of the public	n/a	89%	88%	87%	↓	52%	70%	89%	We exceeded our target although our performance marginally decreased. Our performance was substantially better than the Wales and All Wales averages. All schemes aimed at improving rights of way were completed. In total, 24.6km of paths were improved and 6.6km of new paths were created.
Coastal path in place along whole Bridgend coast	n/a	37.90%	100%	90%	n/a	n/a	n/a	n/a - already in place	The Coastal Path was completed with signage and way- marking. Where necessary, rights of way were formally registered by Creation Agreement with the relevant landowners.
Number of Townscape Heritage Initiative Programme	n/a		11	11	n/a	n/a	n/a	6	All 11 planned projects were completed.

Measure	09/10 Actual	10/11 actual	2011-12					12/13 target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
Bridgend/Maesteg historic buildings restored		8							
Number of Townscape Heritage Initiative Programme Bridgend/Maesteg vacant (or partly vacant) buildings brought back into use	n/a	8	3	3	n/a	n/a	n/a	4	The 3 planned projects were completed.
Number of businesses supported with Townscape Heritage Initiative funding	n/a	8	11	13	n/a	n/a	n/a	6	Due to the prevailing financial circumstances, two buildings targeted for action remained vacant at the end of 2011-12.
Number of conservation skills training workshops held	n/a	6	4	4	n/a	n/a	n/a	4	All workshops that were planned were held.
Amount of private sector funding levered	n/a	£20,000	£110,000	£110,000	n/a	n/a	n/a	£440,000	The target level of funding was achieved.
Number of property owners who rate service / support provided as good / excellent (in relation to number of buildings restored that year)	n/a	8	Surveys to be conducted in Sept. 2012	7	-	n/a	n/a	4	

Corporate Governance

Improvement Objective Nine: To improve the way we work to ensure effective and efficient use of our financial, technological, physical and human assets

Measure	09/10 Actual	10/11 actual	2011-12					12/13 target	Comments	
			Actual	Target	Trend	All Wales Average	South East Wales Average			
Time taken to process housing benefit and council tax benefit new claims and change events	9.6 days	8.8 days	9.4 days	8	n/a	n/a	n/a	n/a	No target	Average response times improved for new claims. During the year, the Department of Work & Pensions and HM Revenue & Customs began the direct notification of changes of circumstances. This had an adverse impact on processing times but performance improved in the last 3 months of the year.
Customer enquiries resolved at the first point of contact (single telephone number)	84% for text and phone enquiries	n/a	90%	no target	n/a	n/a	n/a	n/a	5% increase	Overall performance commitments relating to telephone enquiries were exceeded.
Written enquiries received by the Customer Service Centre will be responded to within five working days	n/a	99.8%	100%	85%	n/a	n/a	n/a	n/a	90.0%	We responded to all 15,860 emails and items of correspondence within 5 working days.
Voice and data network	n/a	100%	100%	99.99%	n/a	n/a	n/a	n/a	99.99%	There was full service

Measure	09/10 Actual	10/11 actual	2011-12					12/13 target	Comments
			Actual	Target	Trend	All Wales Average	South East Wales Average		
availability									availability in the year.
Storage area network (core computing) availability	n/a	100%	100%	99.99%	n/a	n/a	n/a	99.90%	
Core applications (as defined in the ICT Strategy), central printers and multi function devices and network connected devices availability	Not comparable	99.98%	100%	99.99%	n/a	n/a	n/a	99.90%	
Reduction of legal services costs	n/a	£13k	£15k	£15K	n/a	n/a	n/a	£22k	The target level of cost reduction was achieved.
Number of jointly procured training events between partners	n/a	21	10	10	n/a	n/a	n/a	10	The target and planned number was achieved.