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Local Authority Services Performance 2013–14



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Local Authority Services Performance 2013-14

Contents

1.	Table of Contents	1
2.	Foreword by the Minister for Public Services	2
3.	Introduction	3
4.	Summary of results	6
5.	What do people think of Local Authority services?	8
6.	SOCIAL CARE	10
6.1	Older Adults	12
6.2	Looked After Children	15
7.	EDUCATION	21
7.1	Examination Attainment	24
7.2	Pupil Attendance in Secondary School	26
8.	LEISURE AND CULTURE	29
8.1	Public Leisure Facilities	32
8.2	Public Libraries	33
9.	HOUSING	37
9.1	Homelessness	38
9.2	Affordable Housing	40
9.3	Empty Homes	41
9.4	Independent Living	43
10.	ENVIRONMENT	47
10.1	Recycling and composting	50
10.2	Fly-Tipping	52
11.	TRANSPORT	55
11.1	Road Network	57
12.	COMMUNITY SAFETY	59
13.	WELLBEING	64
14.	Glossary	70
15.	Contextual Data Sources	72
15.1	Local Authority Improvement Plans	72
15.2	Data Sources	73
15.3	Regional Data Sources	73
15.4	National and International Data Sources	74
16.	List of Data Sources used	74

2. Foreword by the Minister for Public Services



This is the fourth edition of the annual compendium looking at the performance of Local Authority services. This publication contains the latest performance data to support the accountability and scrutiny of public services by citizens and by elected Members acting on their behalf. Challenging financial circumstances and increasing demand for many of the key local services make more important than ever the need to focus on improving performance.

As public servants, we are accountable to citizens for the decisions we make. Ultimately, it is their money which is paying for the services provided. However, it is also vital for the challenge of variation in public service performance by citizens and their elected representatives, to be well-informed.

It is more important than ever elected Members of Local Authorities scrutinise their Authority's service performance, whether they are representing the concerns of their constituents or more formally on scrutiny committees. The abundance of performance data can be confusing. Whilst this publication provides considerable information to support robust scrutiny, it is not intended to be the only source. It includes links to other sources of information which will help those who have an interest or duty in analysing performance variation and in facilitating debate.

I realise there are some who will seek to question the particular data sources, indicators or presentation used here. In reply, I would suggest the value of performance data is in the focus and impetus it brings to the performance debate. No single set of figures tell the whole story. The indicators presented here are intended to prompt questions, not to provide simplistic answers. Improving our understanding will help us to improve performance.

Leighton Andrews AM
Minister for Public Services

3. Introduction

For each of the key services that Local Authorities are responsible for delivering in Wales, this publication sets out why that service is important, what is reasonable for the citizen to expect from that service and information on the performance of each Local Authority compared with other Local Authorities.

In publishing this information we recognise that performance data alone does not provide the whole story. Other factors, such as resource implications, population density and demographics all have an impact on performance and cannot possibly be captured in a single figure summary. To understand the context of performance and to compare against other countries (where the data are comparable) you should use the data sources signposted in the 'For more information on this area' subsection at the end of each section. Further sources of contextual and performance data are also provided in the Contextual Data Sources section.

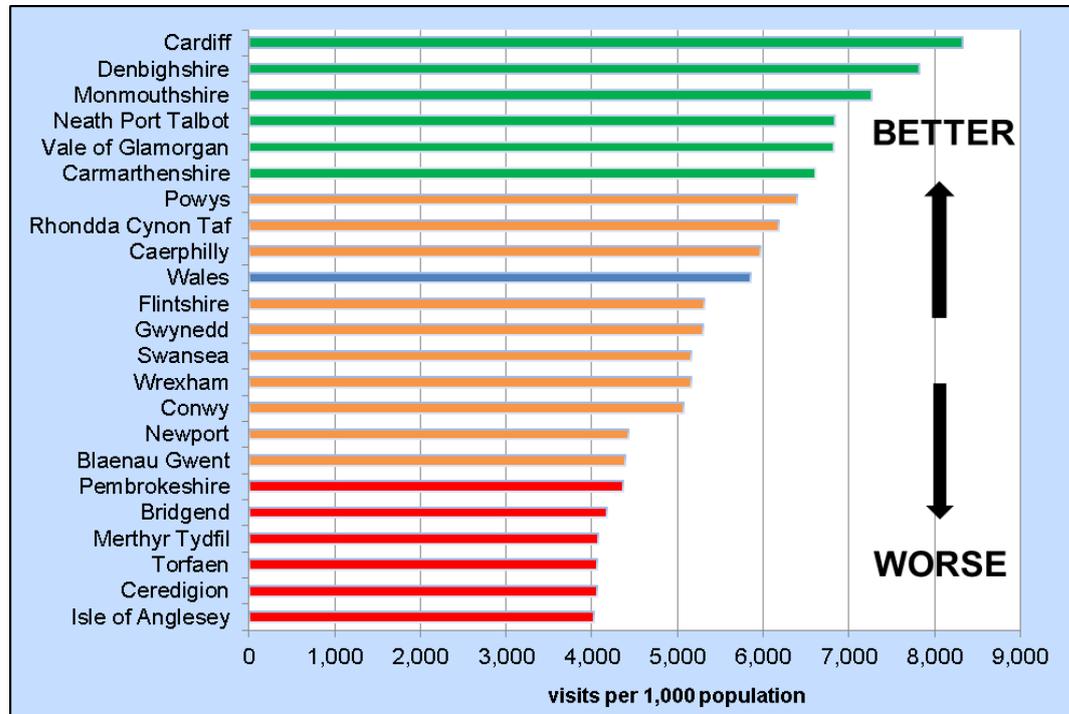
Local Authorities are, within reason, free to decide how much to spend on a particular service. Those decisions should reflect local priorities, needs and costs, and will often mean that different amounts are spent on each service across Wales. Spending more on a service may mean that it improves or becomes more accessible, but this is by no means always the case. If money is not well spent, or if extra spending is needed just to meet higher costs, then there will be no change in the quality of the service. Comparisons of spending and performance can show that higher spending does not necessarily lead to a better service.

The variation of performance over time is also an important consideration, for example, the performance of a Local Authority may have decreased in the latest year but that may follow several years of strong improvement. It is also important to bear in mind the robustness of the indicators used and for this reason volatility in the figures have been footnoted. This publication draws upon the Welsh Government National Strategic Indicators and the Programme for Government indicators and other official statistical sources as suggested by policy and statistical specialists.

The performance of Local Authorities in this publication is presented as bar charts as shown below. The Local Authorities are arranged in order of performance with the green bars showing Local Authorities whose performance is in the top quarter of the performance range and the red bars showing those whose performance is in the bottom quarter. The amber bars show Local Authorities whose performance is between these two areas. The blue bar is the all Wales performance.

Example chart:

Figure 1: The number of visits to public libraries during the year, per 1,000 head of population, 2013-14



Source: National Strategic Indicator, LCL/001b

The report contains a series of charts like the one above. The convention has been adopted that the best performing Local Authorities are at the top of the chart. Sometimes this means that the longer bars are at the top, like the above example on library visits; and sometimes the shorter bars are at the top, like the chart on homeless households.

For each chart the Local Authorities have been broadly divided into quarters, with the six best performing Local Authorities at the top of the chart in green; the six worst performing Local Authorities at the bottom in red; and the ten Local Authorities in the middle two quarters shown in orange.

The division into quarters is based on the number of authorities rather than on statistical significance, occasionally the values on either side of a division are only marginally different.

4. Summary of results

Summary of Local Authority Performance 2013-14

	Local Authority	Social Care			Education		Leisure and Culture		Home-less children
	Council service	Delayed transfer of care	Looked after young people	Looked after young people	Pupils Key Stage 4 Level 2	Attend school	Free public swims	Public library visits	
FIGURE	2	6	8	9	14	15	20	22	25
Isle of Anglesey									
Gwynedd									
Conwy									
Denbighshire									
Flintshire									
Wrexham									
Powys									
Ceredigion									
Pembrokeshire									
Carmarthenshire									
Swansea									
Neath Port Talbot									
Bridgend									
Vale of Glamorgan									
Cardiff									
Rhondda Cynon Taf									
Merthyr Tydfil									
Caerphilly									
Blaenau Gwent									
Torfaen									
Monmouthshire									
Newport									

Housing			Environment		Transport	Crime	Wellbeing		
Afford-able housing	Vacant houses	Disability grants	Recycled waste	Fly-tipping cleared	Roads in poor condition	Feeling safe after dark	Over-weight adults	Active adults	Heavy drinking adults
26	27	28	33	34	38	40	45	46	47
Green	Green	Orange	Orange	Orange	Red	Green	Orange	Green	Orange
Orange	Orange	Orange	Orange	Orange	Orange	Green	Green	Green	Orange
Green	Red	Green	Orange	Orange	Orange	Orange	Green	Orange	Orange
Red	Green	Green	Green	Red	Orange	Orange	Orange	Orange	Orange
Orange	Orange	Orange	Orange	Orange	Green	Orange	Orange	Orange	Red
Green	Green	Orange	Orange	Green	Red	Red	Orange	Red	Red
Orange	Orange	Orange	Red	Red	Red	Green	Orange	Green	Green
Red	Red	Orange	Green	Orange	Red	Green	Green	Green	Orange
Orange	Red	Red	Green	Orange	Red	Green	Green	Green	Green
Red	Orange	Red	Orange	Green	Red	Orange	Orange	Orange	Green
Orange	Orange	Orange	Orange	Red	Green	Orange	Orange	Red	Orange
Orange	Green	Green	Orange	Red	Green	Orange	Red	Orange	Green
Orange	Orange	Orange	Green	Orange	Green	Red	Orange	Orange	Orange
Orange	Green	Red	Orange	Red	Orange	Orange	Orange	Orange	Red
Green	Orange	Green	Red	Red	Green	Red	Green	Red	Red
Orange	Red	Orange	Red	Green	Orange	Orange	Red	Red	Red
Red	Orange	Green	Red	Orange	Orange	Red	Red	Orange	Green
Green	Red	Red	Green	Green	Orange	Orange	Red	Red	Orange
Red	Red	Orange	Orange	Green	Orange	Orange	Red	Orange	Orange
Green	Green	Red	Red	Orange	Green	Red	Red	Red	Green
Green	Orange	Green	Green	Orange	Orange	Green	Green	Green	Red
Orange	Orange	Red	Red	Green	Orange	Red	Orange	Orange	Orange

- a Local Authority in the best performing quarter
- a Local Authority in the middle two quarters
- a Local Authority in the worst performing quarter

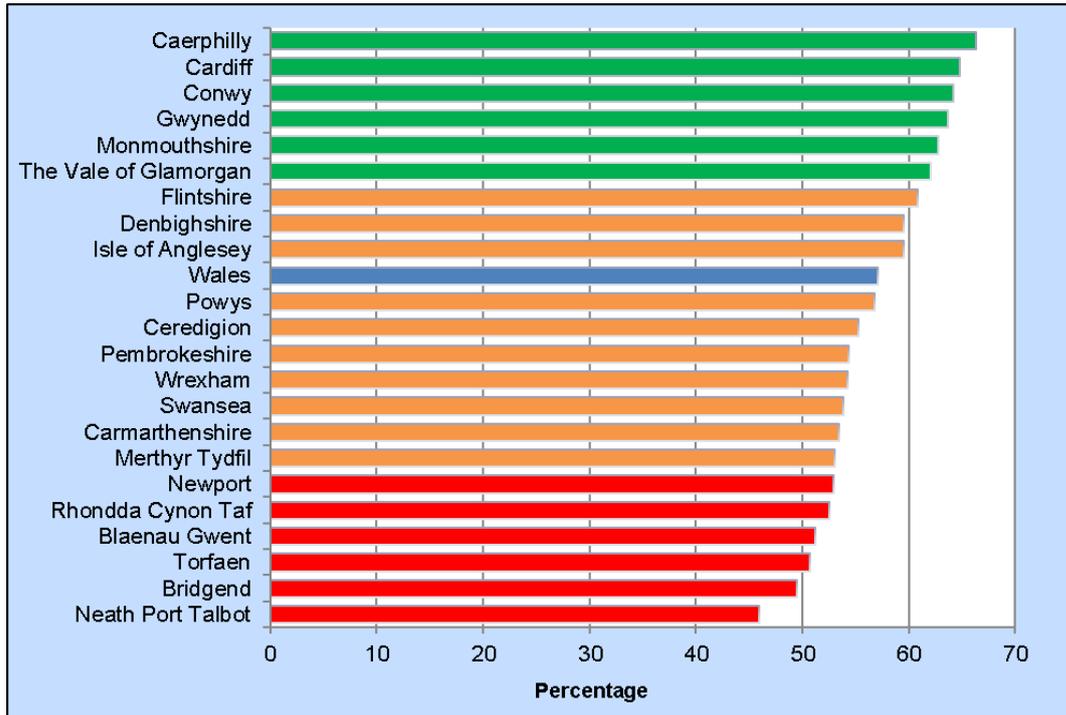
5. What do people think of Local Authority services?

The National Survey for Wales is a survey of approximately 14,500 addresses across Wales involving a 25-minute face-to-face interview with people aged 16 and over. The survey covers a range of topics including health, wellbeing and public services.

The latest results are for April 2013 to March 2014 and showed that:

- there was support for more performance information with 52 per cent of respondents wanting more information on how their council is performing;
- 41 per cent of respondents felt that their council was good at letting them know how well they were performing while 40 per cent thought that the opposite was the case;
- an average of 57 per cent of respondents felt that their council provided high quality services (the proportions varied from two-thirds in Caerphilly, Cardiff, and Conwy to just under a half in Neath Port Talbot);
- 58 per cent of respondents felt that they were not able to influence decisions affecting their local area;
- 49 per cent of respondents said they would like to be more involved in the decisions which affect their local area.

Figure 2: The percentage of respondents who felt their council provides a high quality service



Source: National Survey for Wales, April 2013 to March 2014, sample size 14,600 people

For more information on this area:

- National Survey for Wales Statistical Release – <http://wales.gov.uk/statistics-and-research/nationals-survey/?lang=en>

6. SOCIAL CARE

Social Care Services are an integral part of the services provided by Local Authorities. They work closely with other services such as health and education to ensure that people are helped to live as fulfilling lives as possible.

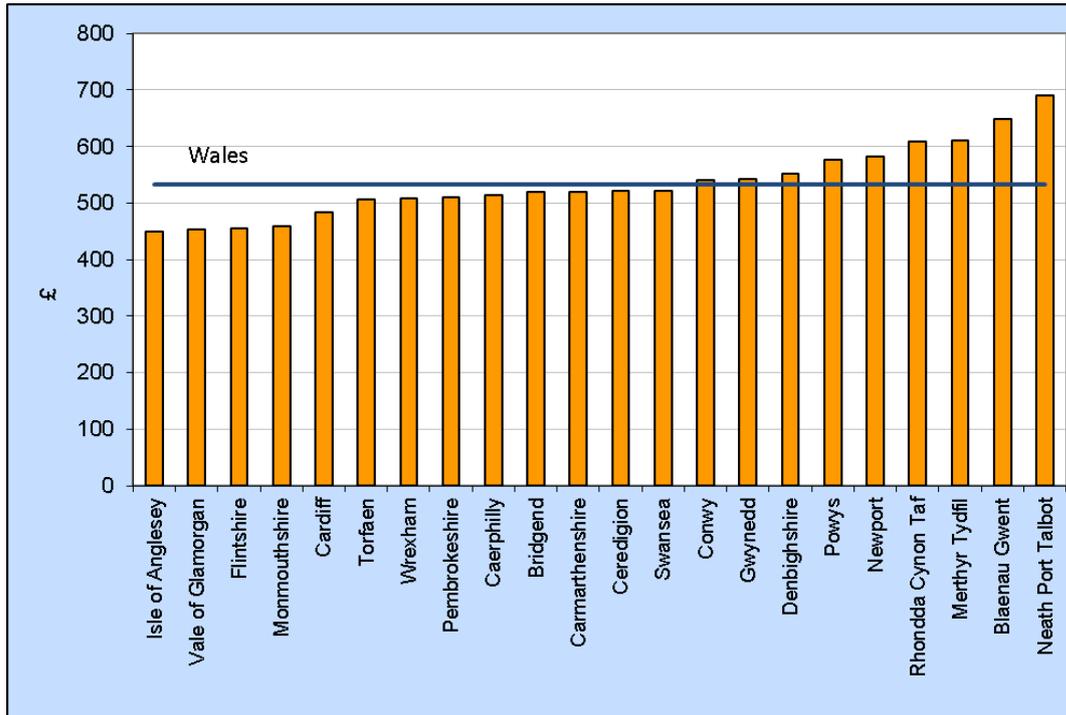
Work is ongoing to transform Social Services in Wales to ensure that they meet the needs of people now and for the longer term. This includes a programme of work to support more voice and greater control for people who use services and to improve wellbeing. This includes a new national outcomes framework to provide a clear way of identifying outcomes and measuring the success of those outcomes across the whole sector.

Your Local Authority Director for Social Services is responsible for providing leadership in relation to how the Local Authority delivers social care services for adult and children to meet your needs and requirements.

The Care and Social Services Inspectorate Wales (CSSIW) has a statutory duty to encourage the improvement of social care, through regulating, inspecting and reviewing services. All care homes providing personal and/or nursing care and those agencies providing care services at someone's home have a legal duty to be registered with and regulated by CSSIW in order to operate.

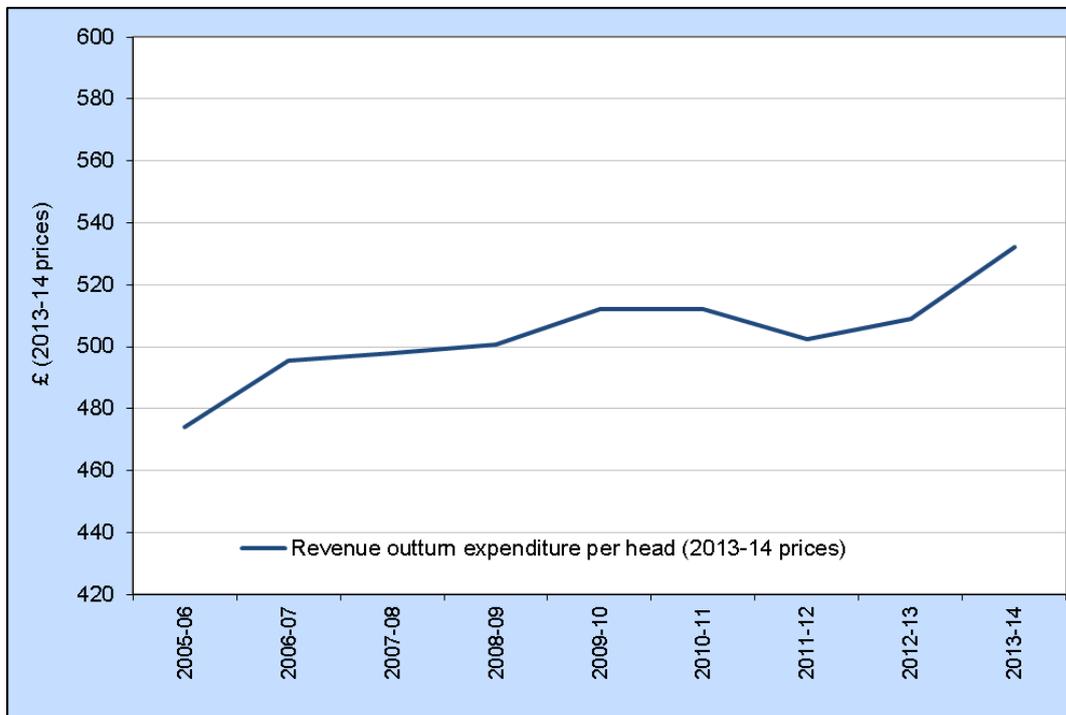
Being able to lead an active and healthy lifestyle, as independently as possible, is important no matter what stage we are at in our lives. As we get older, having the appropriate level of support and the most up to date information available to make those important life choices is crucial. Each Local Authority employs an Older Persons Coordinator who is responsible for ensuring that your voice is heard and ensuring that your needs and concerns are reflected in all aspects of Local Authority activity.

Figure 3: Revenue Outturn Expenditure per head of population on Social Services, 2013-14



Source: Welsh Government

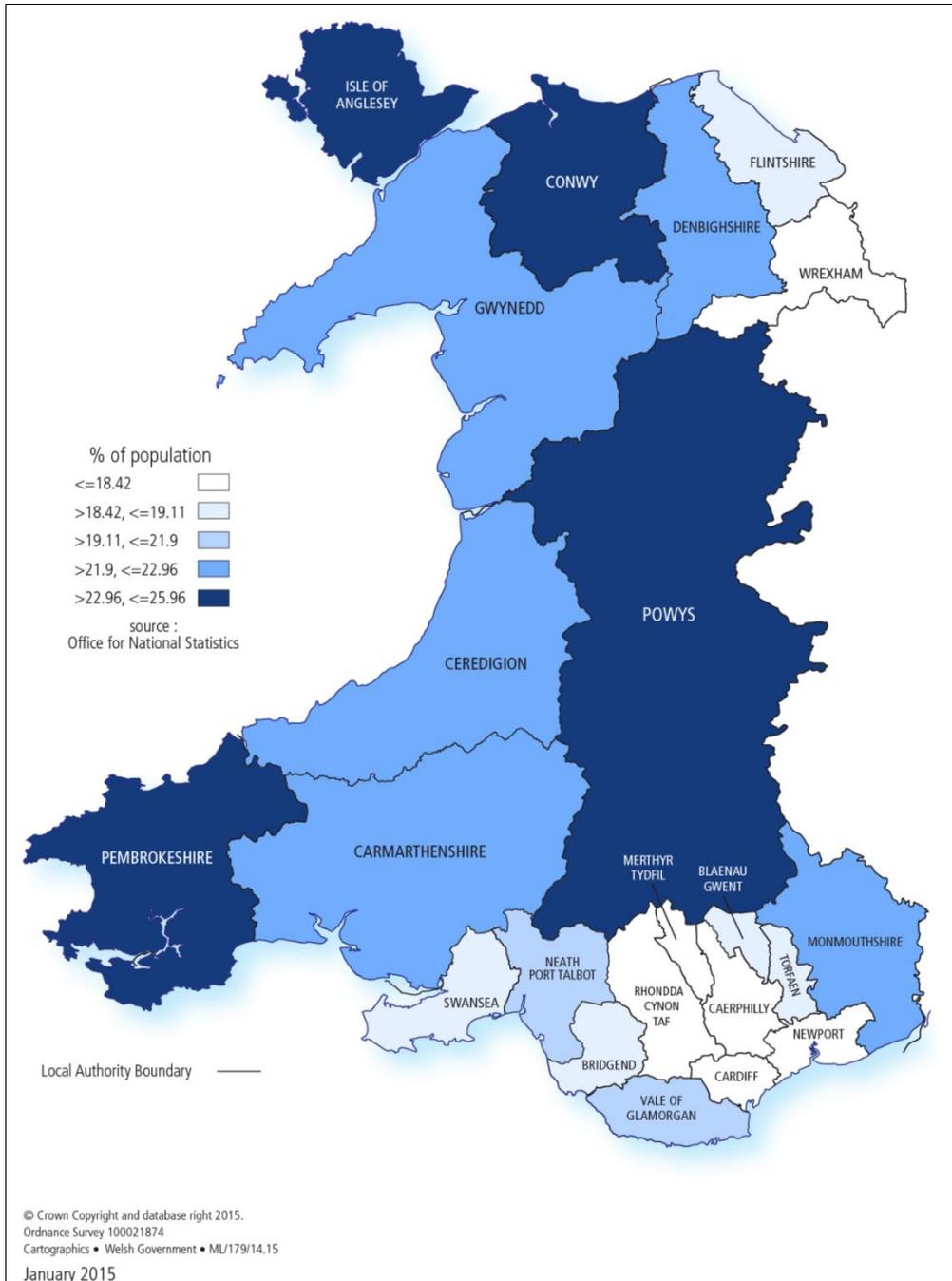
Figure 4: Revenue Outturn Expenditure per head of population on Social Services, Wales



Source: Welsh Government

6.1 Older Adults

Figure 5: Percentage of population aged 65 and over, 2013



Source: Office for National Statistics

6.1.1 Delayed Transfers of Care

Why is this important?

A delayed transfer of care happens when a hospital patient is ready to move on to the next stage of care but is prevented from doing so for one or more reasons.

A delayed transfer of care can have a negative impact on a patient's long term wellbeing. For an elderly person, the effect can be particularly profound. Having to stay in hospital for a longer period than required can lead to further potential health risks. Also, having to rely on support to undertake activities previously managed alone can lead to low self-esteem, loss of confidence and feelings of dependency, which can in turn lead to depression.

Timely transfer and discharge arrangements are also important in ensuring the availability of beds.

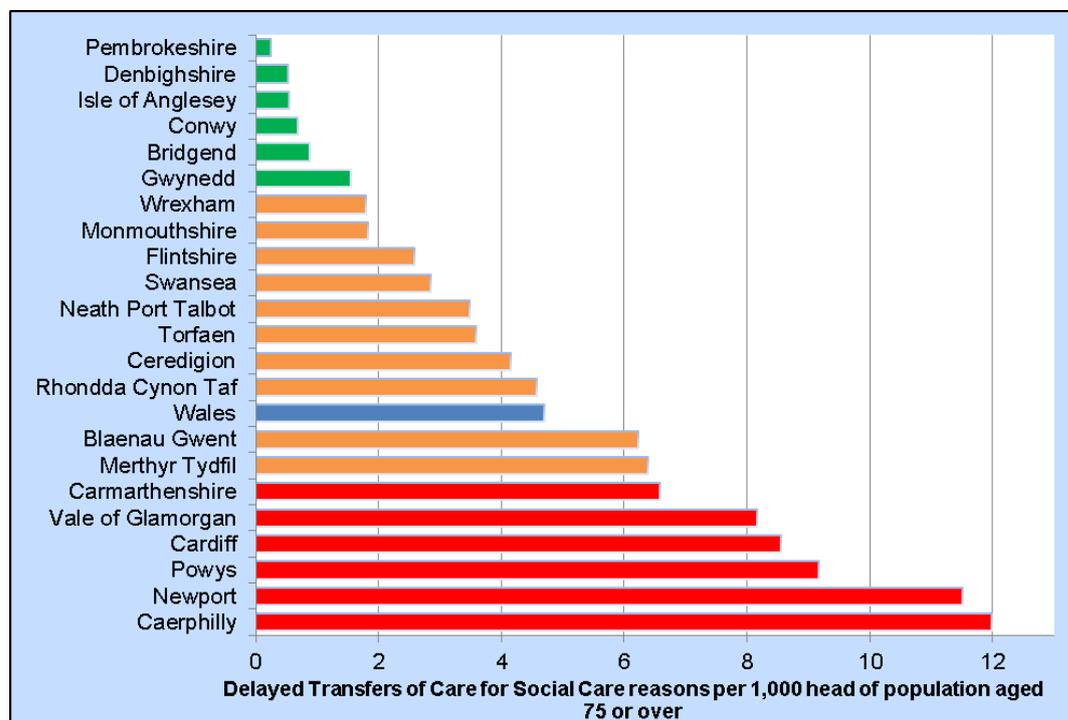
What should I expect from my Local Authority?

If during your stay in hospital it appears that you will need ongoing care and support when you leave, Social Services will work alongside health professionals to undertake an assessment of your needs and how they can best be met. A Care Plan will then be developed setting out how and when those needs will be met, for example with a period of reablement or with home care support services. Planning for your discharge from hospital should start as soon as you have been admitted, the ultimate goal being to enable you to return to your usual place of residence, where possible.

If it has been agreed that your longer term needs are better met within a care setting, social care staff will be responsible for keeping you fully informed about what this will involve and in supporting you to make choices about the move to a residential or nursing home. You will be entitled to select suitable placements, in accordance with your assessed needs, and to visit them before making a final decision. Your Local Authority will be responsible for arranging your accommodation if a financial assessment concludes that they will need to fund the cost of it, in whole or in part.

How is my Local Authority performing?

Figure 6: Delayed Transfers of Care for Social Care reasons per 1,000 head of population aged 75 or over, 2013-14



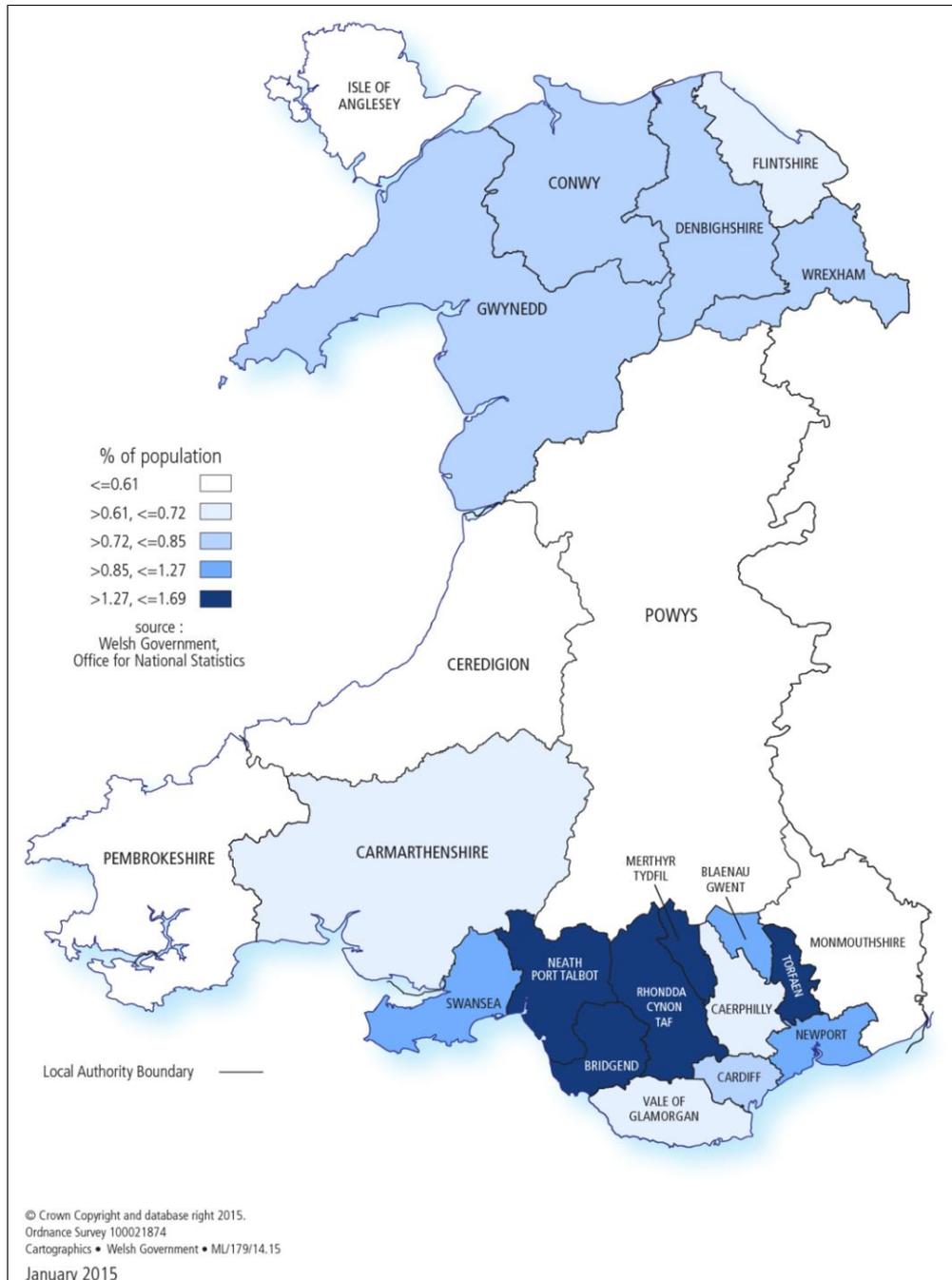
Source: National Strategic Indicator, SCA/001

In 2013-14 there were an average of 4.7 delayed transfers of care for social care reasons per 1,000 people aged 75 and over. This proportion ranged from below 1 in Pembrokeshire (0.24), Denbighshire (0.54), Isle of Anglesey (0.55), Conwy (0.69), and Bridgend (0.88) to over 10 in Caerphilly (11.99) and Newport (11.51). The biggest improvements during the year were in Cardiff and Neath Port Talbot with falls in the rates of 3.0 and 2.5 respectively. The largest rises were in Merthyr Tydfil (3.0), Powys (2.9), and Caerphilly (2.7). Half the Local Authorities stayed about the same with rises or falls of less than 1.0.

Before and during stays a service plan is formed for individuals. Their carers and families are involved in developing this together with social workers and therapists. This means families can be involved in decision making in a safe and supportive environment.

6.2 Looked After Children

Figure 7: Looked after children as a percentage of the population aged 0 to 17, (LAC data 2013-14, population data 2013)



Source: Welsh Government, Office for National Statistics

Looked After Children are children who are in the care of a Local Authority or who are provided accommodation by the Local Authority.

Local Authorities, as corporate parents for looked after children, are required to ensure the safety and wellbeing of them and to ensure that they are given the same opportunities as their peers.

Corporate parenting guidance “*If this were my child: A councillor’s guide to being a good corporate parent to children in care and care leavers*”, issued by the Welsh Government, sets out the distinct responsibilities for Local Authority elected members (and officers) for looked after children. A copy of this guidance can be found by following this link: (<http://wales.gov.uk/topics/health/publications/socialcare/guidance1/corporateparent/?lang=en>).

The numbers of children in Local Authority care are relatively small and the numbers in each age bracket are smaller still. Hence performance data about looked after children can be volatile and liable to influence by just a handful of decisions about small numbers of children. This is especially true comparing one Local Authority with another or one year with another. So the analysis should be read with that in mind. However year on year increases over the past decade have made this an area for priority action. A strategy to repair families so that they can stay together, where it is safe to do so, is being prepared for consultation.

6.2.1 Former Looked After Children in Education or Employment

Why is this important?

Children looked after and care leavers are significantly disadvantaged, often having multiple learning, disability and mental health needs. Many will have experienced chaotic family lifestyles which can have an adverse impact on their development. Having the stability to grow and develop in their relationships and in education is vitally important if they are to achieve their full potential and move on successfully into the adult world.

What should I expect from my Local Authority?

Schools in Wales give priority to the admission of looked after children. All schools have a lead person, usually, but not necessarily a teacher, who is responsible for ensuring that there is appropriate support and procedures in place to enable looked after children to achieve their full potential.

Each looked after child will have a Care or Pathway Plan, which sets out the support they are entitled to, including study support and materials or equipment. The plan is drawn up by their allocated social worker who will work with the child, teacher, parent, relative or carer along with other professionals.

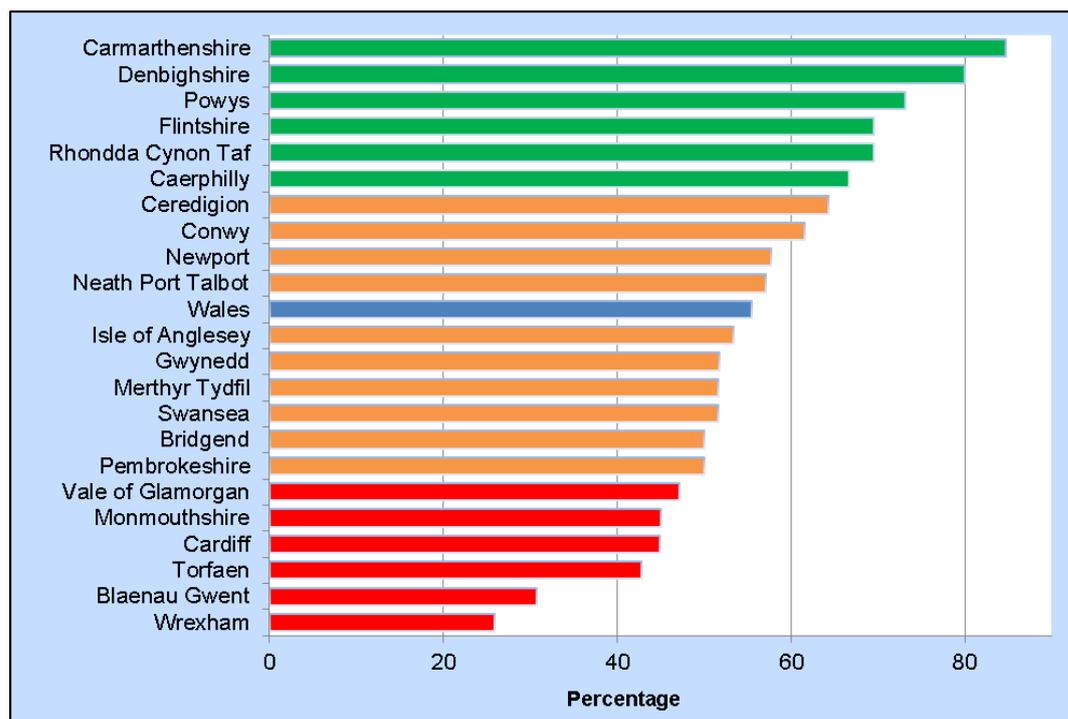
If you are a care leaver wanting to move on to higher education, your Local Authority can provide you with a bursary to assist you with your studies.

Young people who had been in care previously but who have left care are now able to approach their Local Authority to reconnect to care services for the purpose of education or training following an assessment of their needs.

The Local Authority will then create a ‘new’ pathway plan which will set out the services and entitlements they can access.

How is my Local Authority performing?

Figure 8: 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, average of 2012-13 and 2013-14 (a)(b)



Source: National Strategic Indicator, SCC/033f

- (a) These data are volatile therefore a two-year average has been taken
- (b) Data for 2011-12 excludes children who have been looked after for less than 13 weeks

Over 2012-13 and 2013-14, an average of 55.5 per cent of former looked after children with whom the Local Authority is in contact were known to be engaged in education, training or employment at the age of 19 (a slight increase on the previous figure of 54 per cent). This ranged from the best performing Local Authorities Carmarthenshire (85 per cent) and Denbighshire (80 per cent) to Wrexham (26 per cent) and Blaenau Gwent (31 per cent).

6.2.2 Looked After Children with Three or More Placements

Why is this important?

The strategic framework “*Toward a Stable Life and a Brighter Future (2007)*” sets the Welsh Government’s aspirations to improve placement choice and stability and to require Local Authorities to ensure sufficient services and

placements to meet the full and diverse needs of looked after children. Evidence shows that frequent moves between care placements can have a drastic effect on the ability of children and young people to succeed.

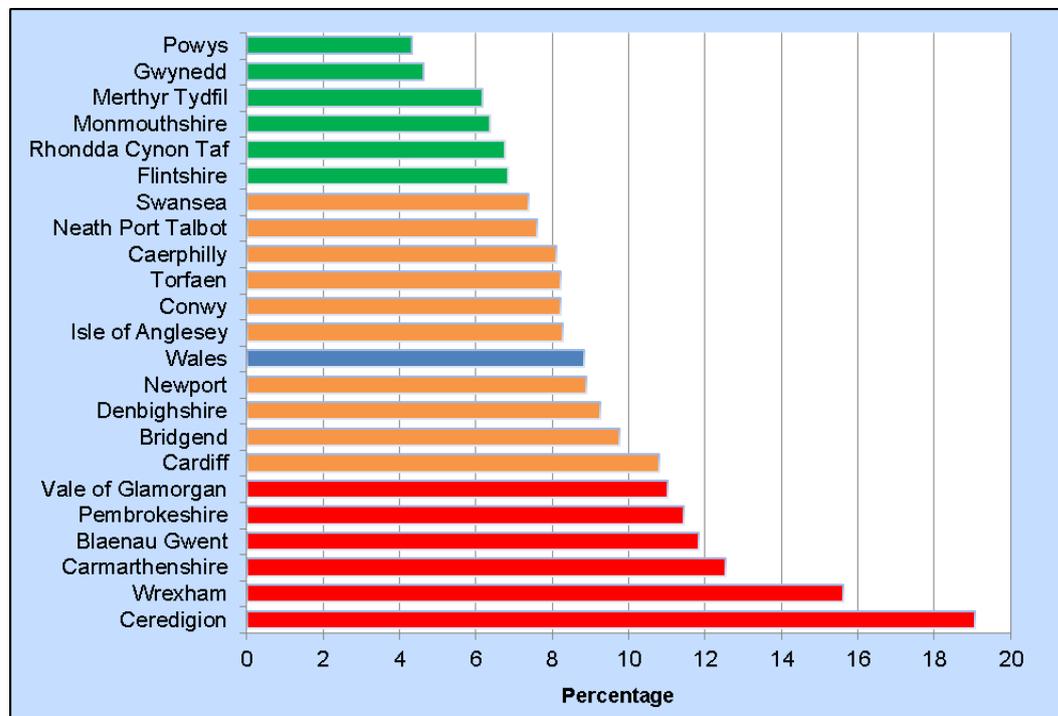
What should I expect from my Local Authority?

The welfare and safety of children is the first consideration when providing services for them. Providing it is in their best interest children should grow up in the care of their families. Local Authority policies should promote permanence for children by seeking to enable those who cannot live with their parents to remain with members of their extended family or friends, providing where appropriate a better alternative to growing up in the care of the Local Authority. Permanence is the framework of emotional, physical and legal conditions that gives a child a sense of security, continuity, commitment and identity. For most looked after children, permanence is achieved through a successful return to their birth family, where it has been possible to address the factors which led to the child becoming looked after. Where this is not possible, the care of family and friends will often provide an important alternative route to permanence for the child, particularly where this can be supported by a residence order or a special guardianship order or, by adoption.

If the care of family and friends is not possible, there are a range of quality placements that can offer better outcomes for our looked after children and young people, through identifying their needs, whilst still ensuring their lives have the appropriate safeguards. Over three quarters of looked after children are in foster placements, for some this is a temporary arrangement, but for many children, particularly older children with a link to their birth parents, long term foster care, is the best permanent care option. At 31 March 2013 teenagers between the ages 13 and 18 make up 37 per cent of the 'looked after population', many of whom have higher needs requiring specialist care. For these young people a residential setting may be most suited as they are able to be cared for by professionals who have the skills and experiences to encourage them to reach their optimum potential.

How is my Local Authority performing?

Figure 9: Percentage of Looked After Children with three or more placements in the year, average of 2012-13 and 2013-14 (a)



Source: Welsh Government

(a) These data are volatile therefore a two-year average has been taken

For 2012-13 and 2013-14, an average of 9 per cent of Looked After Children had three or more placements in the year (the same as the previous figure). This ranged from below 5 per cent in Powys (4.3) and Gwynedd (4.6) in Gwynedd to over 15 per cent in Ceredigion (19.1) and Wrexham (15.6). Most Local Authorities were in the range 5 to 10 per cent.

For more information on this area:

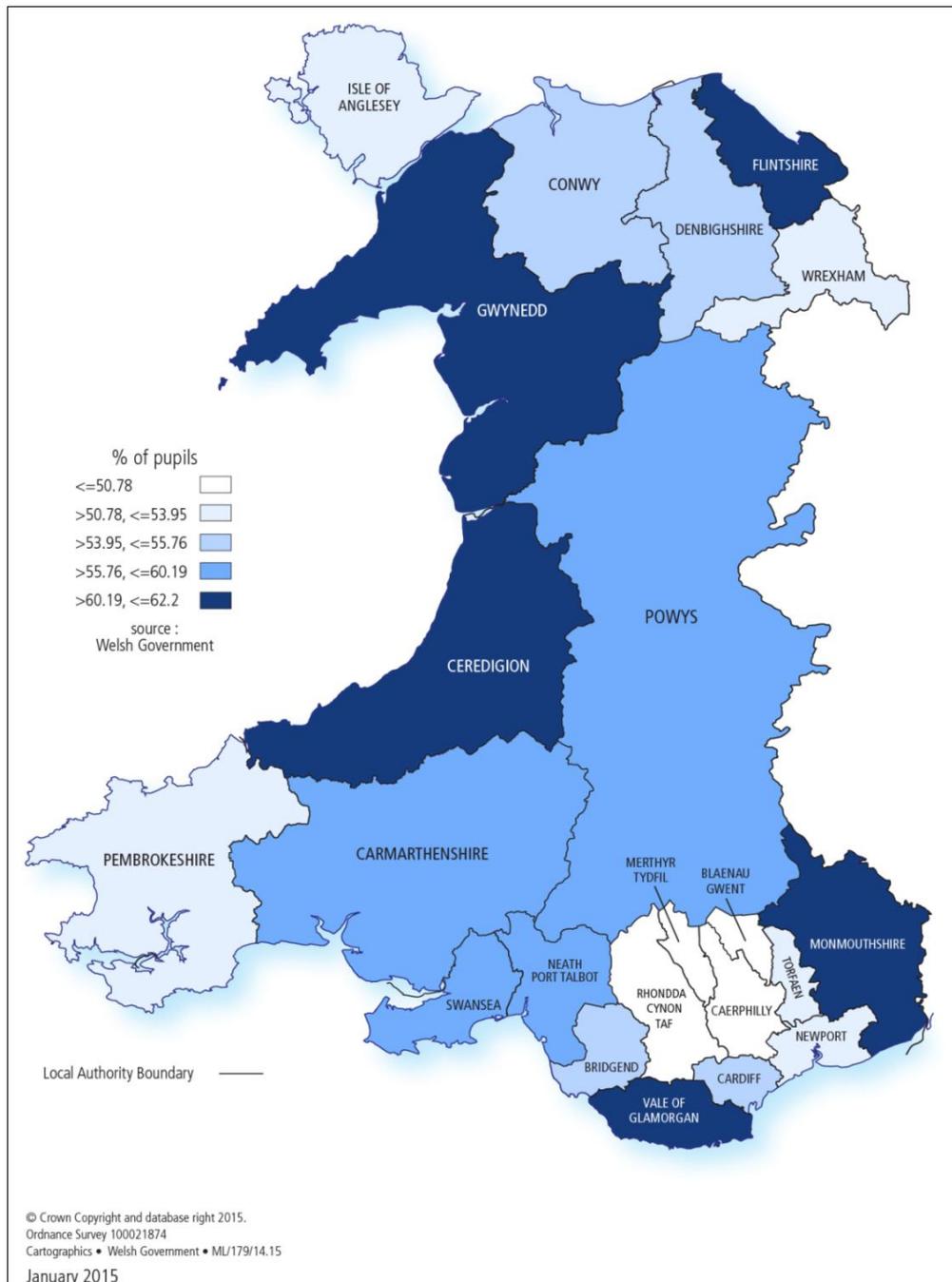
- Data used in this section, see list of data sources used.
- Programme for Government - <http://wales.gov.uk/about/programmeforgov/culture/programme?lang=en>;
- Financial Information - <http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx?ReportId=2631>;
- Welsh Government Social Care Statistical Releases – <http://wales.gov.uk/topics/statistics/theme/health/social-services/?lang=en>
<http://wales.gov.uk/topics/statistics/theme/schools/?lang=en>;
- Similar statistical releases for England can be accessed on the Department for Education website:

- <http://www.education.gov.uk/> ;
- Child protection statistics for Scotland can be accessed on the Scottish Government website; <http://www.scotland.gov.uk/Topics/Statistics/Browse/Children/ChildrenSocialWork>
- Children Looked After statistics for Scotland can be accessed on the Scottish Government website: <http://www.scotland.gov.uk/Topics/Statistics/Browse/Children/ChildrenSocialWork> ;
- Child protection statistics for Northern Ireland can be accessed on the Department of Health, Social Services and Public Safety website: http://www.dhsspsni.gov.uk/index/stats_research/stats-cib/stats-cib_pubs/stats-cib-children_order_bulletin.htm;
- UK Government Social Care Statistical Releases – <http://www.ons.gov.uk/ons/taxonomy/index.html?nscl=Social+Care+Clients>;
- European Social Care Statistics – http://epp.eurostat.ec.europa.eu/portal/page/portal/social_protection/publications;
- Care and Social Services Inspectorate Wales - <http://wales.gov.uk/cssiwsite/newcssiw/?lang=en>.

7. EDUCATION

Parents and young people have a right to expect the best from the education they receive. Local Authorities will work with regional consortia for school improvement and schools to ensure that all children and young people have access to high quality education, training and work experience, tailored to meet their needs.

Figure 10: Percentage of pupils at Key Stage 4 achieving the Level 2 inclusive threshold, 2013/14 (a)



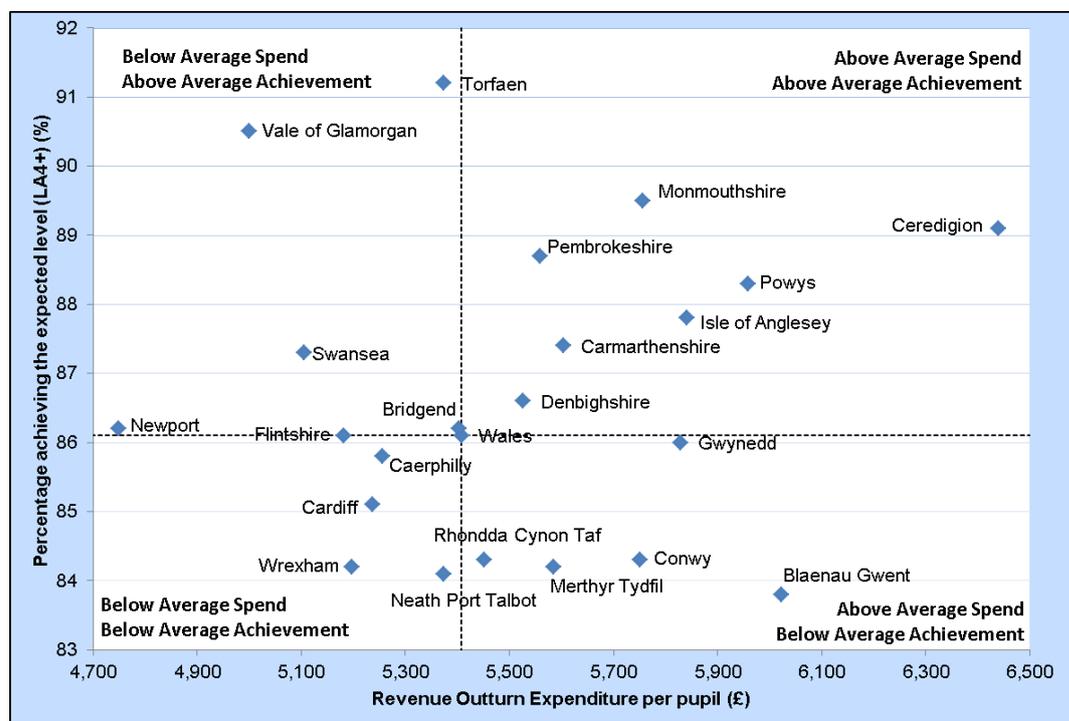
Source: Welsh Government

(a) Level 2 inclusive represents the percentage of pupils aged 15 achieving 5 GCSEs at grade A*-C including English or Welsh first language and mathematics.

When analysing the performance of a Local Authority’s education services it is important to place that performance in the local context. For data sources which can place the performance in context see the [Contextual Data Sources](#) section. For data sources to compare performance outside of Wales see the ‘For more information on this area:’ section at the end of this chapter.

In April 2013 to March 2014 92 per cent of respondents to the National Survey for Wales felt satisfied with their child’s primary school and 85 per cent were satisfied with their child’s secondary school.

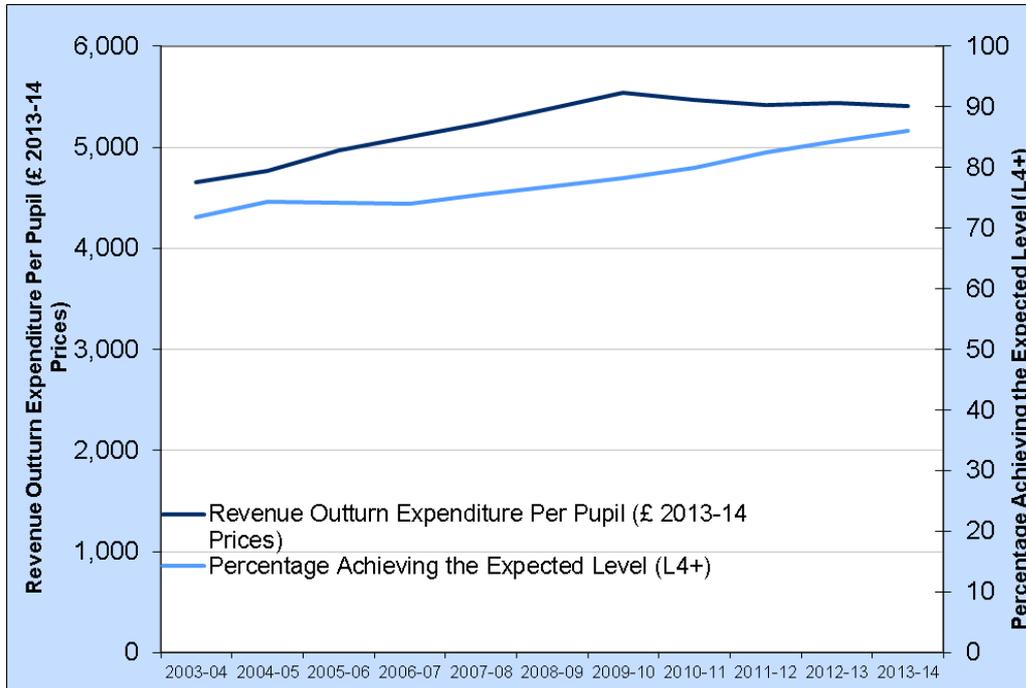
Figure 11: Revenue Outturn Expenditure per pupil, 2013/14 and Percentage of pupils at Key Stage 2 achieving the expected Level (L4+) 2014 (a)



Source: Welsh Government

(a) Excludes independent schools

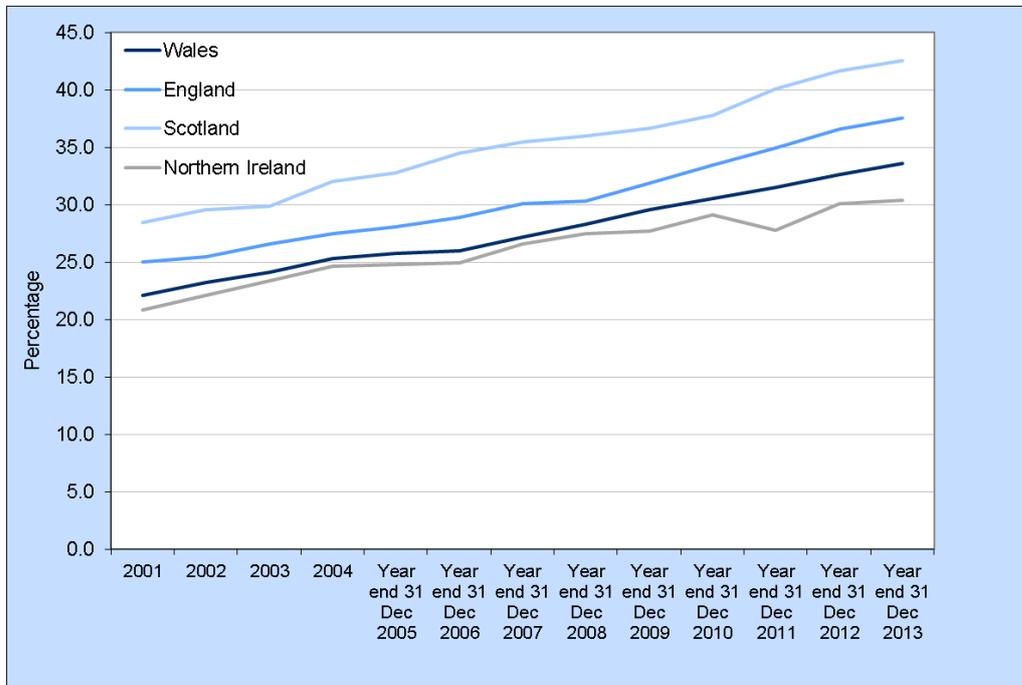
Figure 12: Revenue Outturn Expenditure per pupil, 2013/14 prices and Percentage Achieving Expected Level (L4+) 2003/04 to 2013/14, Wales (a)



Source: Welsh Government

(a) Excludes independent schools

Figure 13: Percentage of Working Age Population Qualified to National Qualification Framework Level 4 or Above (a)



Source: Annual Population Survey

(a) For years labelled 2001 to 2004 the actual periods covered are the 12 months running from March in the year given to February in the following year.

Since 2004, the annual data for Figure 13 have been produced on a rolling annual basis, updated every three months. The rolling annual averages are on a calendar basis with the first rolling annual average presented here covering the period 1 January 2004 to 31 December 2004. Note therefore that there is a two-month overlap between the last period presented on the former March to February basis, and the first period on the new basis.

7.1 Examination Attainment

A child and young person's educational attainment, including their ability to gain good qualifications provides them with a solid foundation in which to pursue further educational and employment opportunities.

Your Local Authority is responsible for supporting your school in ensuring that appropriate standards of performance are being met. School Improvement services are delivered on behalf of Local Authorities by regional education consortia. There are 4 regional consortia covering North Wales, Mid and West Wales, South East Wales and Central South Wales. Local Authorities and consortia are however still held to account through Estyn inspections and local scrutiny arrangements and are responsible for ensuring that schools are supported to improve managing and self-evaluating their overall performance.

Why is this important?

Everyone deserves to have the best chance in life. A good, high quality education forms part of that expectation. It not only allows young people to gain new knowledge and skills but it also extends their future life opportunities, enabling them to take a full and active part in community life, widen future education opportunities and preparing them for working life in the 21st century.

The Level 2 inclusive is regarded as "the gold standard" measure of achievement at the end of compulsory education. It is one of the component measures that feature in the categorisation of secondary schools.

What should I expect from my Local Authority?

All schools are required to produce an annual public profile, which will give you information about your school's performance and a school development plan, which provides you with information on how they will ensure improved standards of education are being met.

Children and young people in secondary education are entitled to a rich and varied curriculum. From the age of 14 each young person has their own unique individual learning pathway which will lead to approved qualifications. This allows pupils to identify and record the help and advice required to enable them to achieve the qualifications they need.

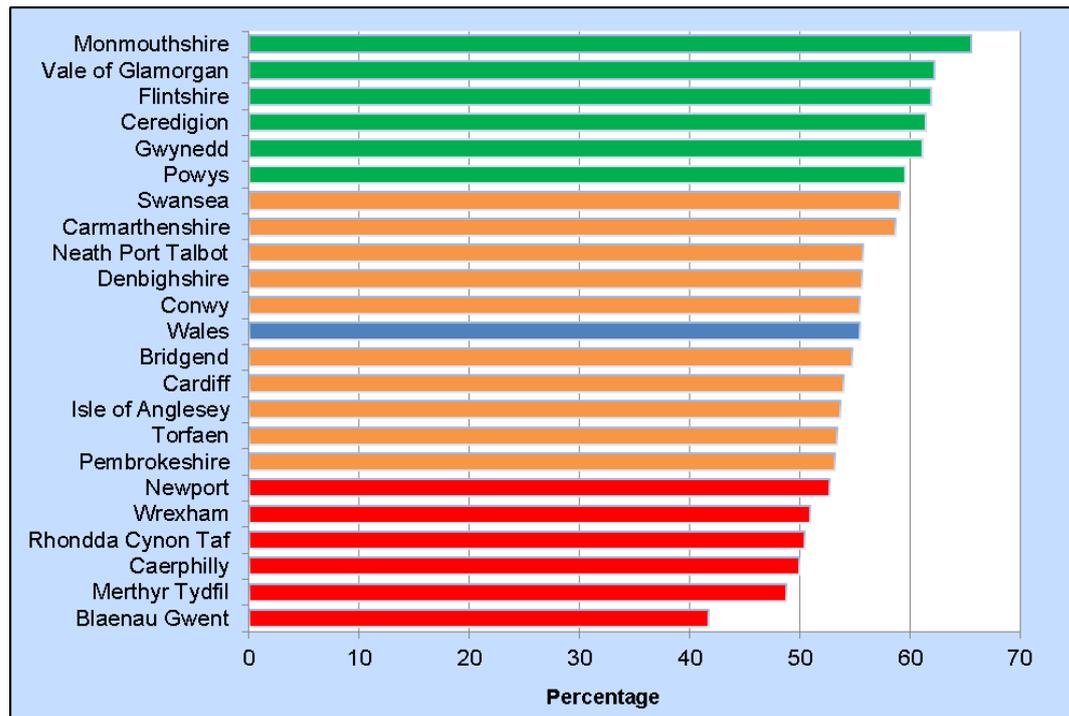
As part of their learning pathway, pupils at Key Stage 4 can choose from a minimum of 25 course choices, which includes 3 vocational courses, enabling them to gain work experience and learning outside a school environment. They are also entitled to personal support and careers advice provided by a qualified Careers Wales Advisor. For post-16 pupils a choice of 30 courses are available.

Each national curriculum subject has its own set of challenging targets. Within each subject your child's progress is assessed against a national standard. You are also entitled to a written report about your child's progress at least once a year.

The average wider capped points score is calculated using the best eight results from all qualifications approved for pre-16 use in Wales for each pupil. Where the Welsh Baccalaureate Qualification has been achieved, each component part is counted as an individual qualification.

How is my Local Authority performing?

Figure 14: Percentage of pupils at Key Stage 4 achieving the Level 2 inclusive threshold, 2013/14 (a)



Source: Welsh Government

(a) Level 2 inclusive represents the percentage of pupils aged 15 achieving 5 GCSEs at grade A*-C including English or Welsh first language and mathematics.

In 2013/14 the proportion of pupils aged 15 who achieved the Level 2 threshold including a GCSE pass in English or Welsh first language and mathematics in Wales was 55 per cent (a rise of 2.7 percentage points on the figure for the previous year). The percentage ranged from over 60 per cent in Monmouthshire (66), Vale of Glamorgan (62), Flintshire (62), Ceredigion (61),

and Gwynedd (61) to below 50 per cent in Blaenau Gwent (42) and Merthyr Tydfil (49). The biggest improvement over the year was in Merthyr Tydfil with an increase of 10 percentage points. There were very small decreases in five Local Authorities but all were less than one percentage point.

7.2 Pupil Attendance in Secondary School

Why is this important?

Attendance at school is regarded as pivotal in education. The relationship between attendance and attainment is very strong. For example in 2012, 66 per cent of those pupils with an absence rate of less than 4 per cent attained level 2 inclusive (the average for Wales was 51.5 per cent). However for those absent for 30-50 per cent of the time only 11 per cent attained level 2 inclusive. Pupil attendance importance is recognised by it being a tracking indicator in the Welsh Government's Programme for Government.

What should I expect from my Local Authority?

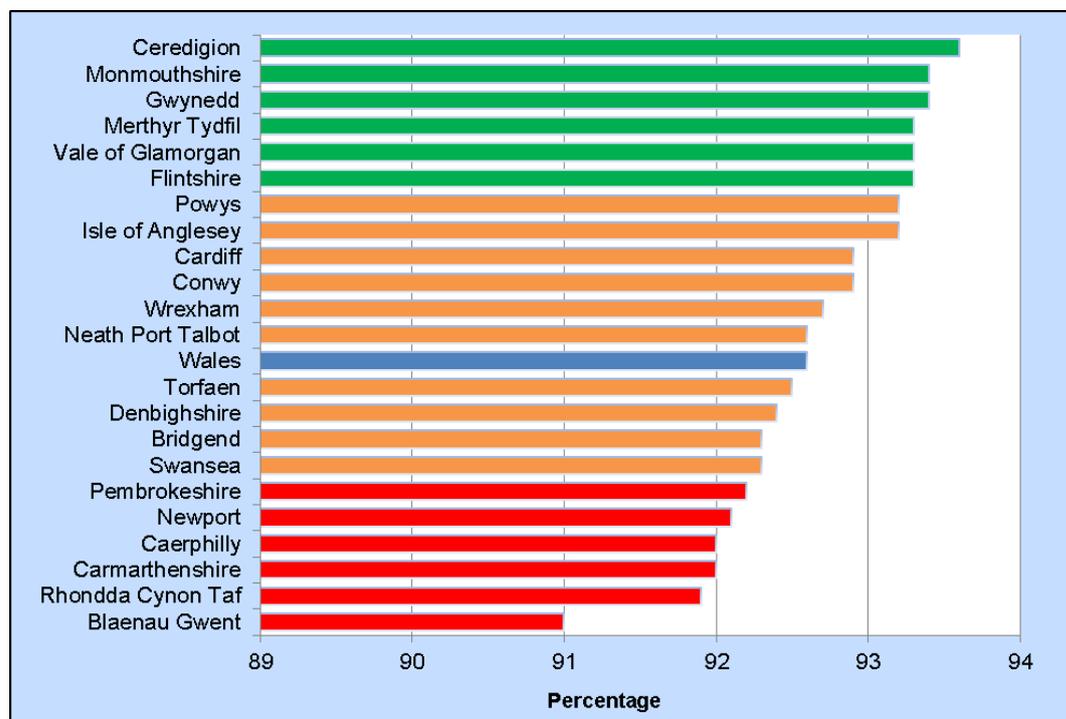
Local Authorities have a duty to ensure that a child for whom they are responsible is receiving suitable education either by regular attendance at school or otherwise. The officers who support the Local Authority in meeting their duties (Education Welfare Officers) should build effective working relationships with schools to resolve attendance problems by:

- working closely with schools to define their role and responsibilities surrounding school attendance;
- ensuring that policies and operational practices are shared between the Education Welfare Service (EWS) and schools;
- agreeing arrangements for referral, regular review, monitoring and evaluation;
- agreeing procedures for resolving enquiries.

Local Authorities are also required to set standards for attendance at primary and secondary schools.

How is my Local Authority performing?

Figure 15: Percentage half day sessions attended at secondary School, 2012/13



Source: Welsh Government

This data is for the same year as the previous report. In 2012/13 the percentage of half day sessions attended in Wales was 92.6 per cent, this ranged from 91 per cent in Blaenau Gwent to 93.6 per cent in Ceredigion. This is the sixth consecutive year that performance in Caerphilly and Merthyr Tydfil has improved; the fifth consecutive year of improvement for Conwy and the fourth consecutive year of improvement for Newport and Monmouthshire. The biggest deterioration over the year was in Denbighshire and the biggest improvement was in Rhondda Cynon Taf.

For more information on this area:

- Data used in this section, see list of data sources used.
- Programme for Government - <http://wales.gov.uk/about/programmeforgov/education/?lang=en>
- National Survey for Wales – <http://wales.gov.uk/about/aboutresearch/social/ocsropage/nationalsurveyforwales/?lang=en>;
- Financial Information - <http://www.statswales.wales.gov.uk/TableView/tableView.aspx?ReportId=2631>;
- My Local School – <http://mylocalschool.wales.gov.uk/>
- Welsh Government Education Statistical Releases – <http://wales.gov.uk/topics/statistics/theme/schools/?lang=en>;

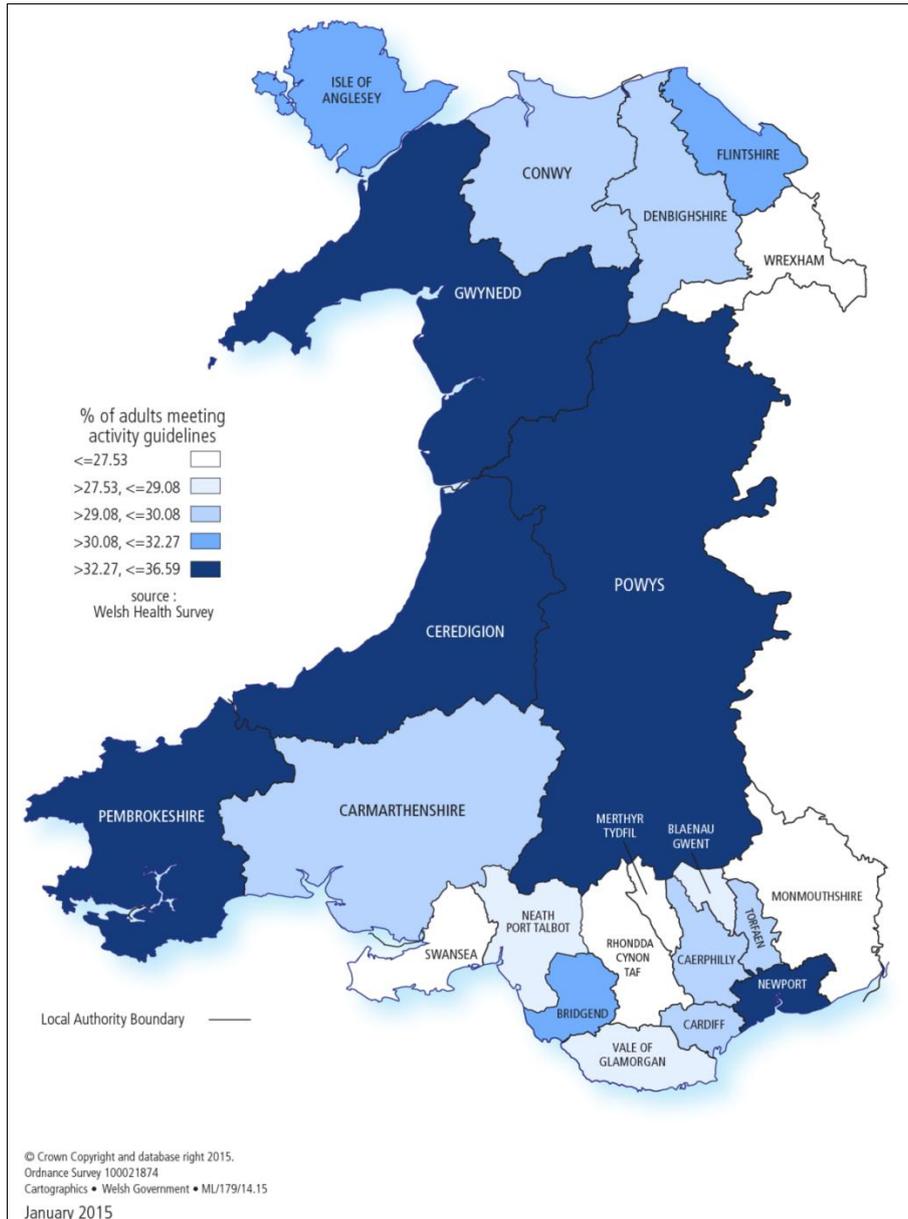
Local Authority Services Performance 2013-14

- UK Government Education Statistical Releases – <http://www.ons.gov.uk/ons/taxonomy/index.html?nscl=Children%2C+Education+and+Skills>;
- European Education Statistics – http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=edat_lfse_09&lang=en.

8. LEISURE AND CULTURE

Having access to good quality recreational and leisure facilities is critical to the health and wellbeing of people. Local Authorities have a key role to play in ensuring that the facilities and services provided are good quality, accessible and meet the needs of the citizen.

Figure 16: Percentage of adults meeting daily physical activity guidelines, 2012 & 2013 (a) (b)

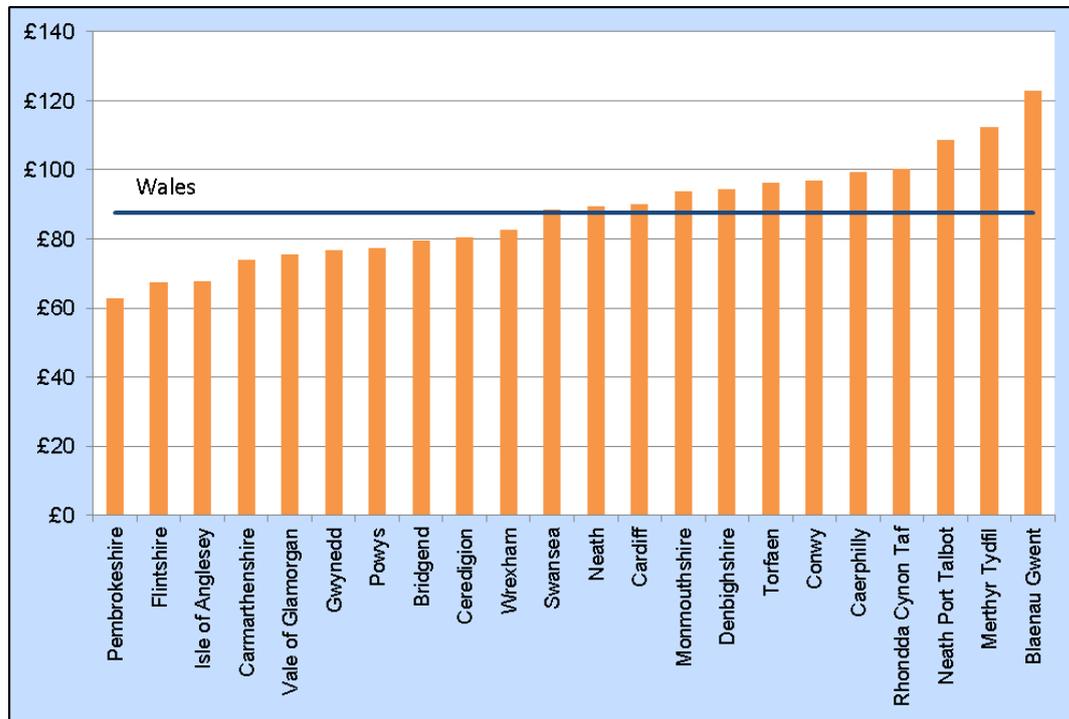


Source: Welsh Health Survey

(a) Did at least thirty minutes of at least moderate intensity physical activity on five or more days in the previous week. (Prior to 2011 this was the target activity level for meeting physical activity guidelines, but guidelines were revised during 2011 to allow more flexibility in how target activity levels are met).

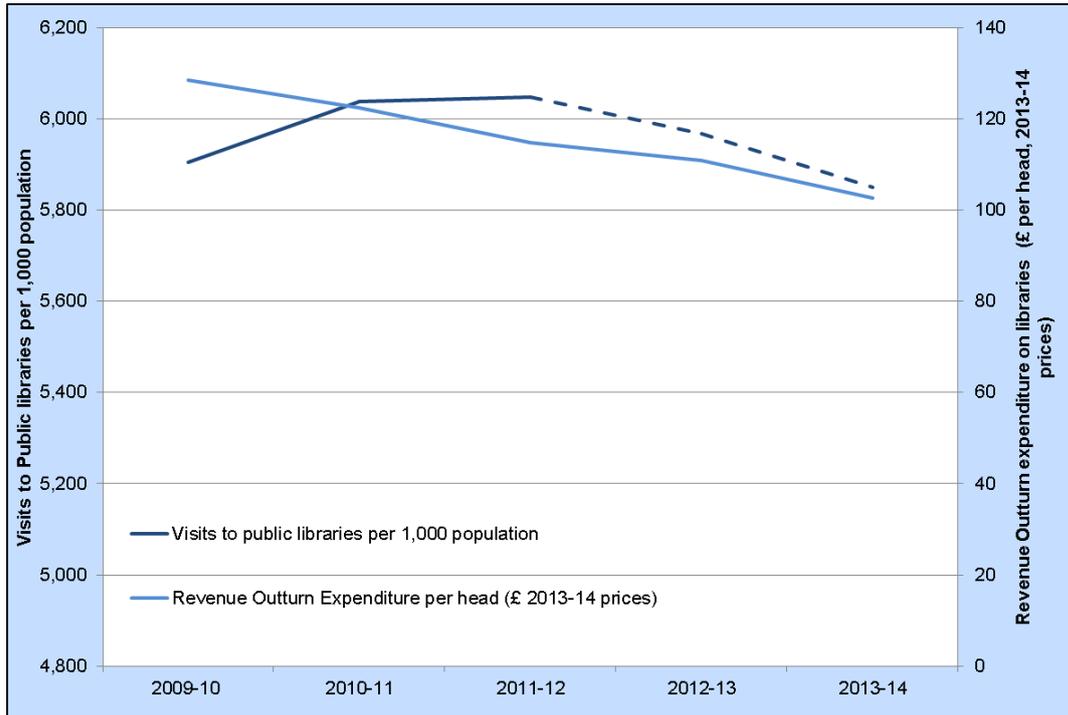
(b) These figures are age-standardised.

Figure 17: Revenue Outturn Expenditure per head of population on libraries, 2013-14



Source: Welsh Government

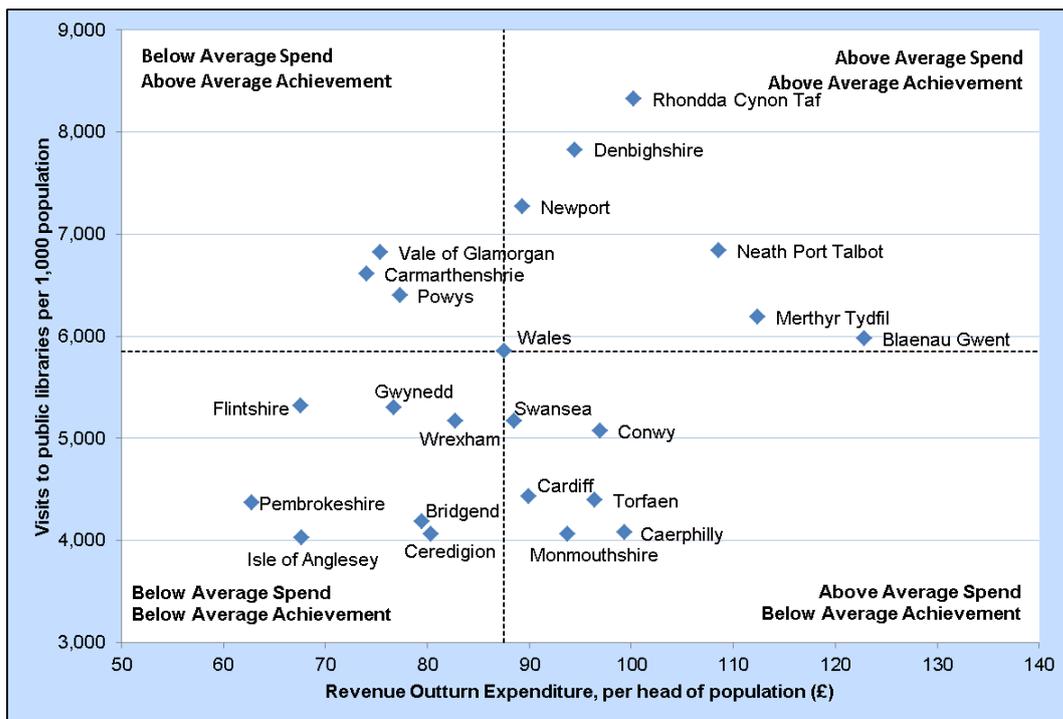
Figure 18: Revenue outturn Expenditure per head on libraries and Visits to Public Libraries per 1,000 head of population



Source: National Strategic Indicators, LCL/001b, Welsh Government

(a) Due to a change in the definition of the indicator LCL/001, from 2011-12 this indicator is not directly comparable with previous years.

Figure 19: Revenue Outturn Expenditure per head on libraries and Visits to Public Libraries per 1,000 head of population, 2013-14



Source: Welsh Government, National Strategic Indicator LCL/001b

8.1 Public Leisure Facilities

Sport and physical activity are vital in promoting health and making people feel good about themselves. The free swimming initiative run by Local Authorities makes a key contribution towards improving the health and wellbeing of people in Wales.

Why is this important?

Free swimming is a national initiative to provide opportunities for young and older people to lead active healthy lifestyles through water-based activities in Local Authority owned leisure centres and swimming pools. The indicator is a part-measure of the Local Authorities' commitment to provide sport and physical activity opportunities for their citizens.

What should I expect from my Local Authority?

The minimum provision for each scheme is:

Children and Young People Aged 16 and Under

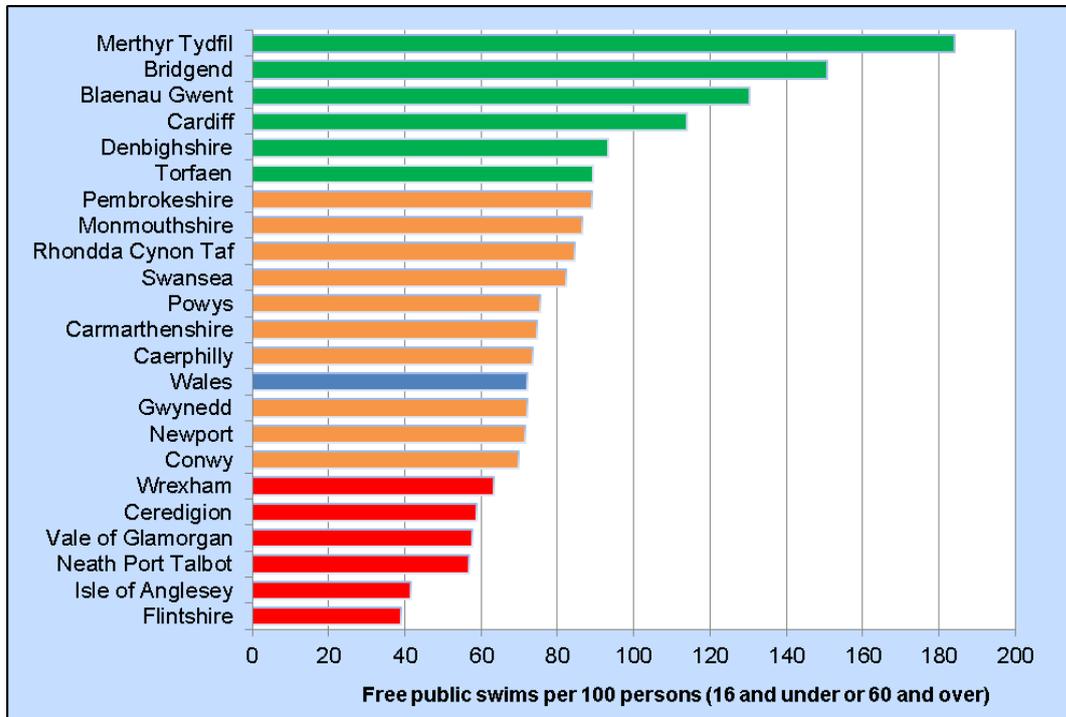
- 14 hours of free swimming per week during all school holidays, of which a minimum of 7 hours is for structured aquatic activities;
- 1 dedicated structured session for disabled children per week per Local Authority area during all school holidays;
- 2 hours of free swimming or a dryside activity per weekend per Local Authority area throughout the year.

Adults Aged 60 and Over

- Free swimming during all public swimming sessions outside school holidays (and throughout the year where this is possible);
- A minimum of 1 hour per day per Local Authority, and a minimum of 1 hour per week per pool, will be dedicated to a free structured activity session such as swimming lessons, aqua aerobics and aqua chi. These activities should be targeted locally and ensure inclusive provision for older people.

How is my Local Authority performing?

Figure 20: Number of free public swims for those aged 16 and under or 60 and over, per 100 persons in those age groups, 2013-14



Source: Welsh Government, Local Government Data Unit ~ Wales

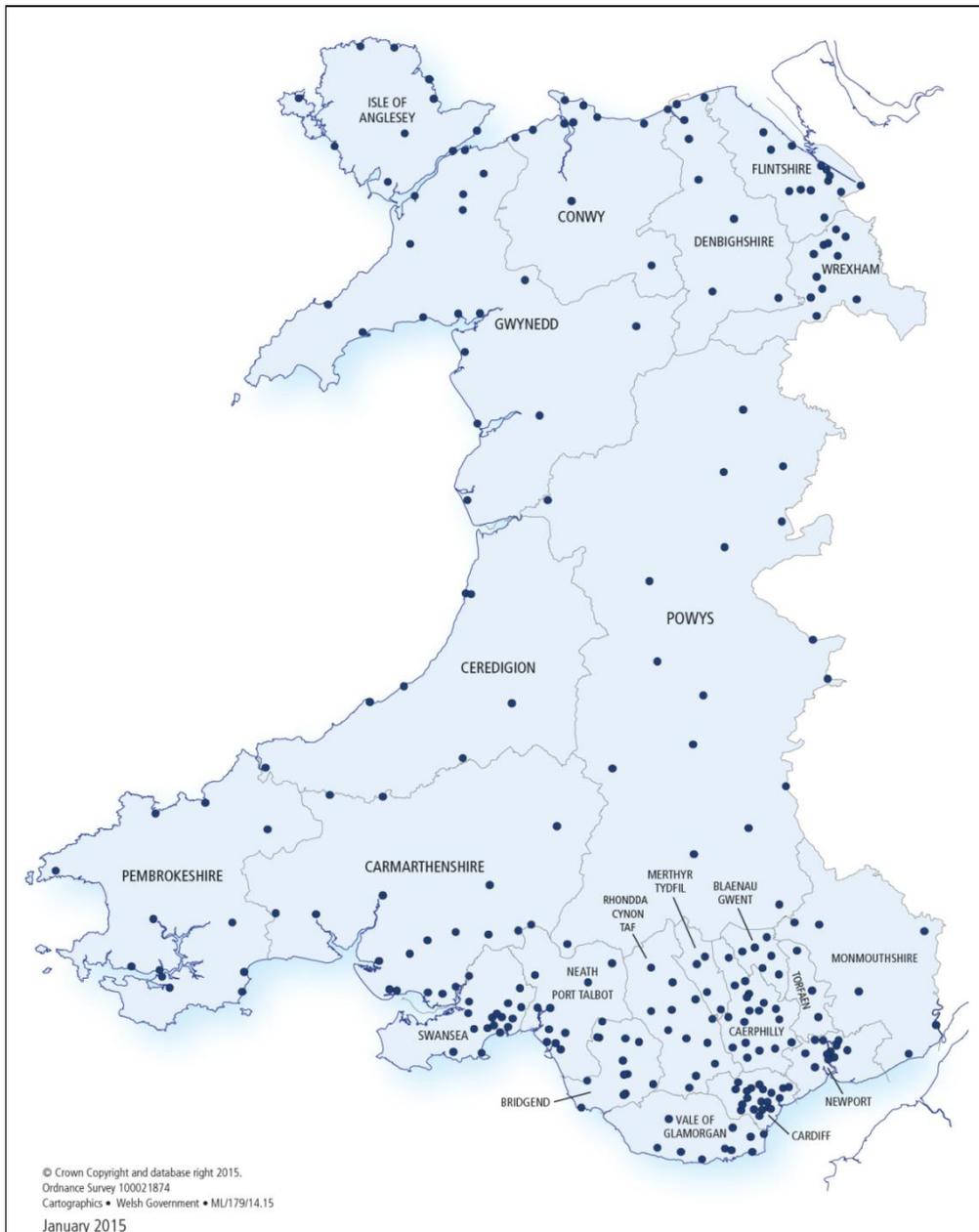
In 2013-14 there were an average of 72 free public swims for those aged 16 and under or 60 and over per 100 persons aged in those age groups (lower than the previous figure of 81). This ranged from over 100 in Merthyr Tydfil (184), Bridgend (151), Blaenau Gwent (130), and Cardiff (114) to fewer than 50 in Flintshire (39) and the Isle of Anglesey (41).

8.2 Public Libraries

Public libraries are valuable cultural and educational hubs in our communities, where families, schools and all members of the public can access a wide range of information and resources. As a statutory service, Local Authorities are required to provide comprehensive and efficient library services.

In January to March 2012, 94 per cent of the working age population (16 to 64) said it was easy to get to and from a library although this dropped to 85 per cent for the population aged 65 and over.

Figure 21: Location of public libraries



Source: Welsh Government

Why is this important?

Public libraries contribute to the social, educational, cultural and economic wellbeing of the people of Wales. They should be inclusive places welcoming people from all social and economic backgrounds to benefit from generally free access to the rich and varied resources provided.

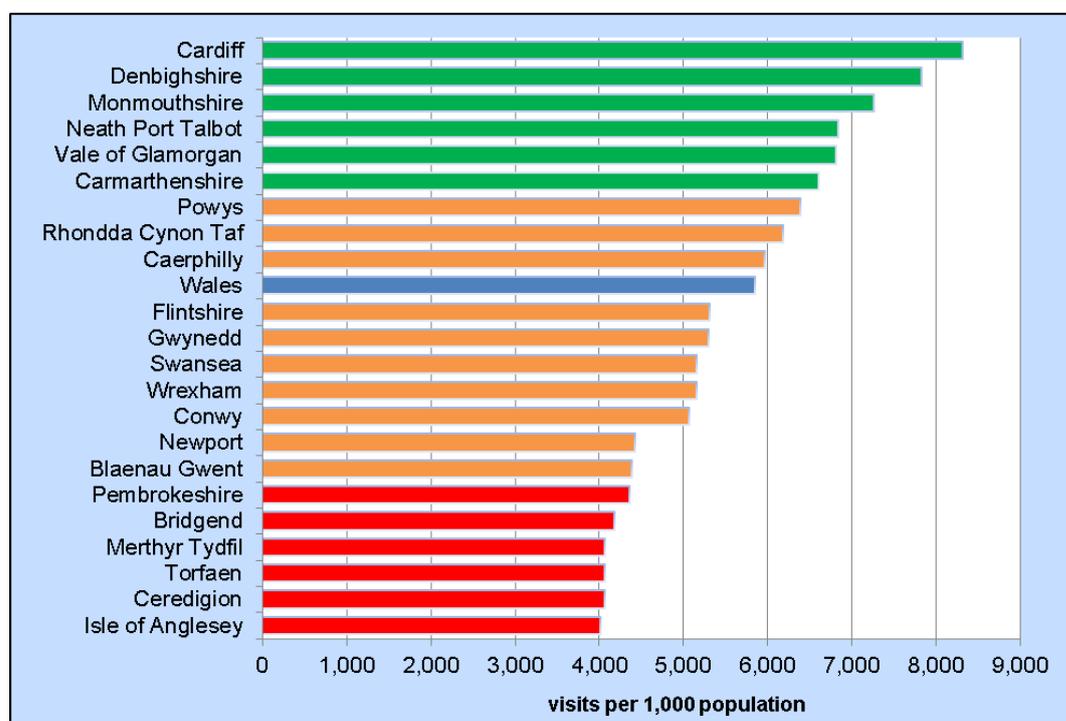
What should I expect from my Local Authority?

Libraries in Wales will:

- lend books for free;
- be open to all members of their communities;
- be free to join;
- provide free use of the internet and computers;
- deliver free access to online services in the library and from home, the workplace or via mobile devices;
- ensure friendly, knowledgeable and qualified staff are on hand to help;
- maintain a searchable catalogue of Welsh library resources.

How is my Local Authority performing?

Figure 22: The number of visits to public libraries during the year, per 1,000 head of population, 2013-14



Source: Welsh Government, National Strategic Indicator, LCL/001b.

In 2013-14 there were an average of 5,851 visits to public libraries per 1,000 population (a small decrease on the previous figure of 5,968). This ranged from over 7,000 visits in Cardiff (8,326), Denbighshire (7,827), and Monmouthshire (7,270) to about 4,000 in the Isle of Anglesey (4,024), Ceredigion (4,063), Torfaen (4,064), and Merthyr Tydfil (4,076).

For more information on this area:

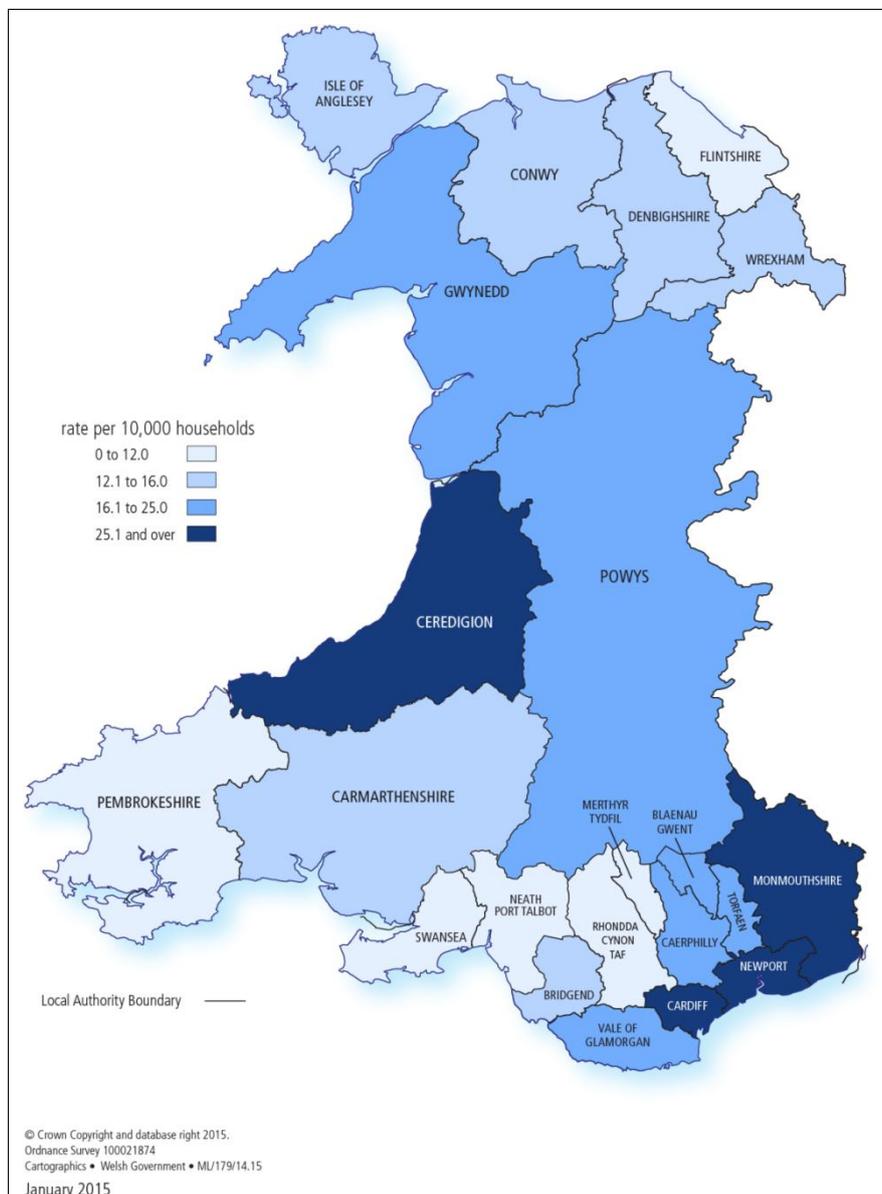
- Data used in this section, see list of data sources used.
- National Strategic Indicators Viewer -
<http://data.wales.gov.uk/apps/nsi/>;
- National Strategic Indicator Data -
<http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx?ReportId=32612>;
- Local Government Data Unit ~ Wales -
<http://www.freeswimmingwales.net/>
- Programme for Government -
<http://wales.gov.uk/about/programmeforgov/culture/programme?lang=en>;
- National Survey for Wales –
<http://wales.gov.uk/about/aboutresearch/social/ocsropage/nationalsurveyforwales/?lang=en>;
- Financial Information -
<http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx?ReportId=2631>;
- Welsh Public Library Standards –
<http://wales.gov.uk/topics/cultureandsport/museumsarchiveslibraries/cymal/libraries/wpls/?lang=en>.

9. HOUSING

Everyone has a right to a decent and affordable home which they can afford. A home is a vital part of people’s lives, it affects their health and wellbeing, quality of life and the opportunities open to them. It is a key element in providing children with the best possible start to their lives and the chance to realise their full potential. Local Authorities have a statutory responsibility to meet people’s housing needs. The map below shows the number of households that were accepted as homeless as a rate per 10,000 households. The following charts show how much Local Authorities spend on housing per head of population and how that compares with other Local Authorities.

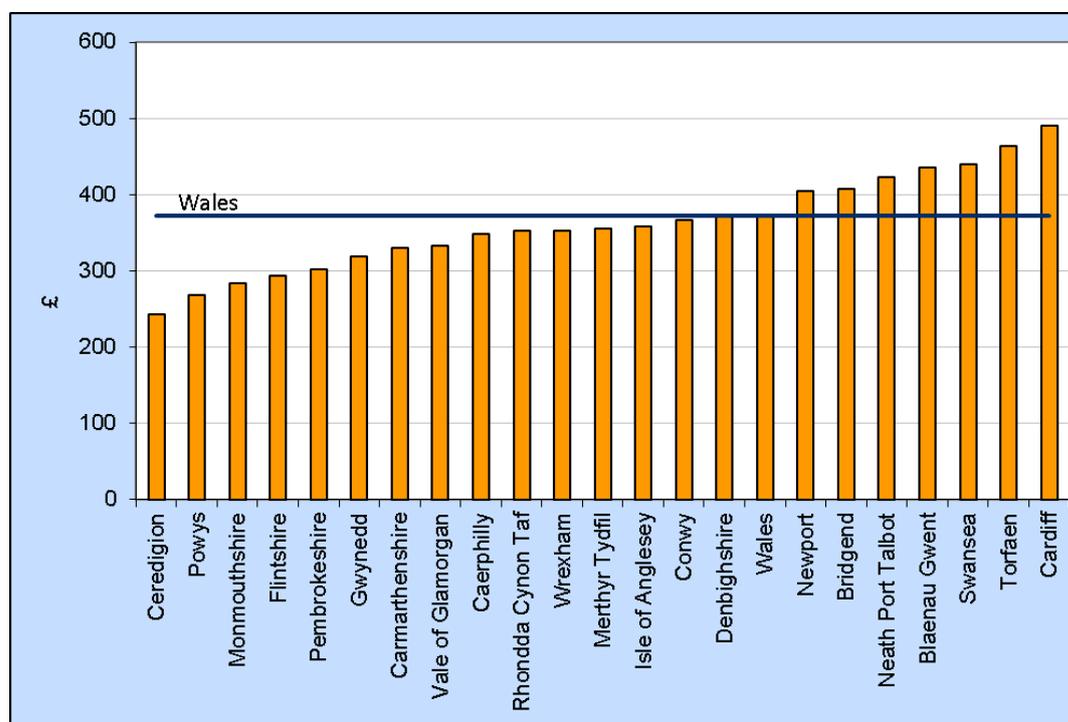
Figure 23: Homelessness

Households accepted as homeless, rate per 10,000 households, 2014



Source: Welsh Government

Figure 24: Revenue Outturn Expenditure on Council Fund Housing and Housing Benefit per head of population, 2013-14



Source: Welsh Government

9.1 Homelessness

Homelessness is one of the most extreme forms of social exclusion. Structural factors such as the housing market and poverty affect the ability of individuals to avoid homelessness and to find their own solutions to overcome it. Local Authorities have a key role to play in ensuring that people have access to the widest possible housing options, which enables them to secure their own accommodation before they become homeless or as soon as possible after losing their home.

Why is this important?

After years of decline, homelessness is rising and is likely to do so in the coming years. Increasing costs of living, housing benefit changes and other pressures, including job losses, mean more people are at risk of losing their homes.

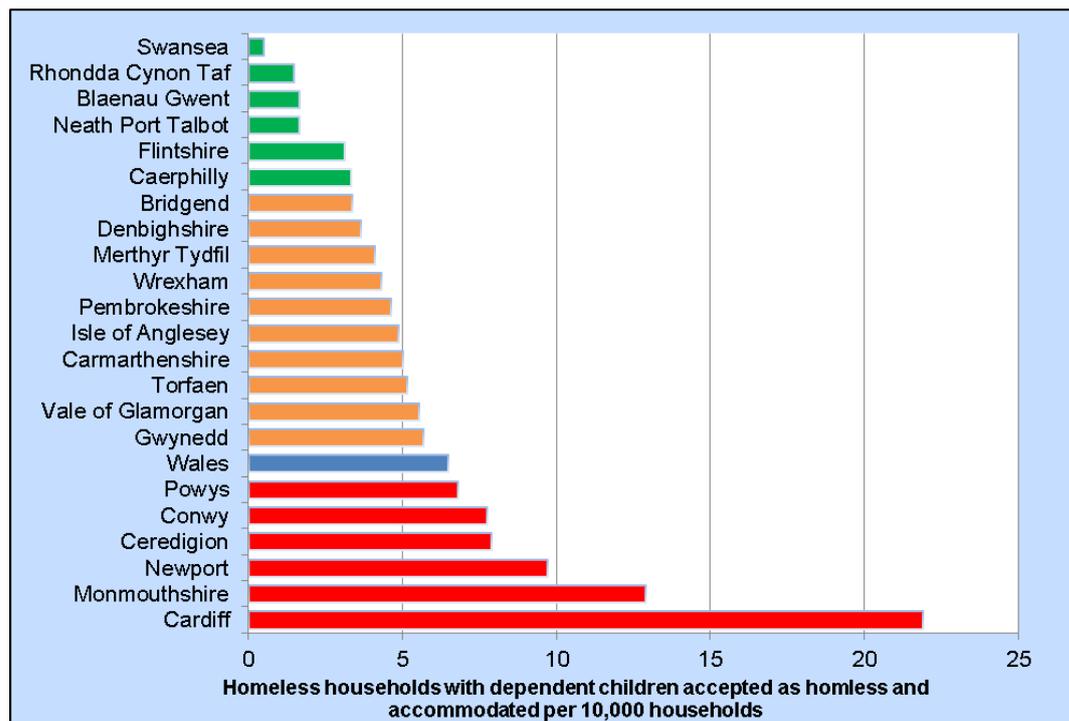
What should I expect from my Local Authority?

The Housing Act 1996 places duties on Local Authorities to assist people who are homeless or threatened with homelessness. Local Authorities must have a

homelessness strategy which addresses prevention and support as well as the provision of housing. Your Local Authority has a duty to provide general homelessness advice to anyone on request. A series of tests are used to determine the help that someone receives from their Local Authority. The assistance provided depends on the outcome of the assessment. People who are unintentionally homeless, eligible and fall within the priority need category will have a right to be provided with housing. This can vary from temporary accommodation to more permanent accommodation. Priority need includes families with children, a woman who is pregnant, care leavers, young persons aged 16-17, people leaving the armed forces, people leaving prison and people escaping domestic abuse. If you are at risk of becoming homeless within the next 28 days, or you are homeless and don't fall into a priority need category you will be entitled to specific advice and assistance.

How is my Local Authority performing?

Figure 25: Households with dependent children accepted as homeless and accommodated per 10,000 households, 2013-14 (a) (b) (c)



Source: Welsh Government

(a) Under Part VII of the Housing Act 1996

(b) A homeless household is one that is eligible, unintentionally homeless and in priority need

(c) Number of households for 2013-14 are based on 2013 household estimates (latest available)

In 2013-14 there were an average of 6.5 households with dependent children that were accepted as homeless and accommodated per 10,000 households in Wales (a decrease from the previous figure of 7.7). This ranged from over 10 in Cardiff (21.9) and Monmouthshire (12.9) to fewer than 2 in Swansea (0.5), Rhondda Cynon Taf (1.5), Blaenau Gwent (1.6), and Neath Port Talbot (1.6).

9.2 Affordable Housing

Every citizen should have the opportunity to live in a good quality, energy efficient home which is affordable. Housing is fundamental to the quality of people's lives and communities.

Local Authorities have a key role to play in ensuring that there is a sufficient supply of affordable housing to meet identified need including more choice of affordable and social housing.

Why is this important?

The benefits of investing in homes and related services extend well beyond putting a roof over someone's head. A decent home that people can afford is essential to their ability to live healthy, productive lives in safe, strong, inclusive and fair communities.

What should I expect from my Local Authority?

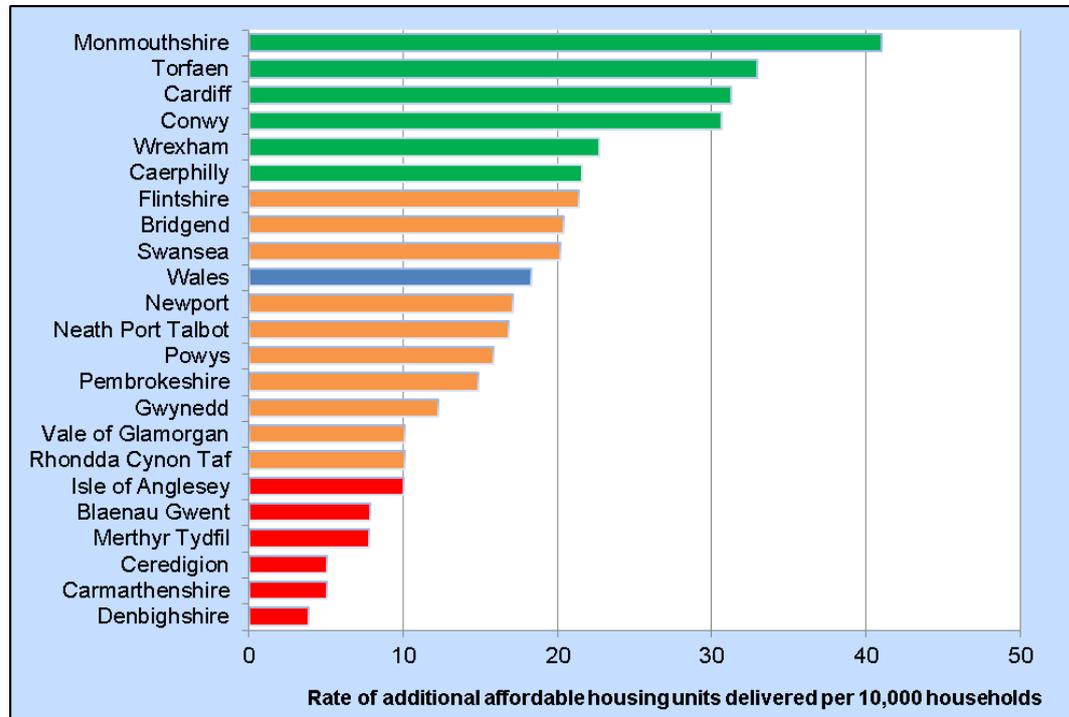
Most affordable housing is today delivered by Registered Social Landlords with Social Housing Grant (SHG) funding from Welsh Government which is allocated on a Local Authority basis. Local Authorities decide their local priorities for the expenditure of SHG. Affordable housing is also delivered through the planning system as part of market housing developments. Your Local Authority negotiates with housing developers to secure this affordable housing.

Local Authorities have a statutory duty to prepare Local Development Plans. The Local Development Plan will set out your Local Authority's proposals and policies for future development and use of land in its area. The Local Development Plan will include policies on the proposed new housing development based on the needs and requirements of the area identified by the Authority's Local Housing Market Assessment, including a target for the amount of affordable housing to be delivered through the planning system over the period of the plan.

All Local Authorities must have a published scheme for allocating housing. This includes all forms of affordable housing for which eligibility criteria may differ. Local Authorities will hold a housing register or housing waiting list through which people can apply for housing. Some Local Authorities have joint or common housing registers with local housing associations. If people want to apply for any form of subsidised housing they need to contact their Local Authority in the first instance.

How is my Local Authority performing?

Figure 26: Rate of additional affordable housing units delivered per 10,000 households, by Local Authority area, 2013-14



Source: Welsh Government

In 2013-14 there were on average 18.3 additional affordable homes provided per 10,000 households (a rise from the previous figure of 15.5). This ranged from over 30 in Monmouthshire (41), Torfaen (33), Cardiff (31) Conwy (31) to under 10 in Denbighshire (4), Carmarthenshire (5), Ceredigion (5), Merthyr Tydfil (8), Blaenau Gwent (8). The largest increases compared with the previous year were in Conwy and Wrexham and the largest decreases were in Blaenau Gwent and the Isle of Anglesey.

9.3 Empty Homes

Bringing empty homes back into use can help address a number of housing and social issues by increasing supply in areas where there are housing shortages and pressures and where there is an opportunity to link suitable empty homes with housing need.

Why is this important?

Empty homes represent a housing resource that is currently underutilised. As well as a wasted resource, they can also create nuisance and environmental problems. Empty homes can be a focus for increased levels of crime, vandalism, anti-social behaviour and drug-abuse.

What should I expect from my Local Authority?

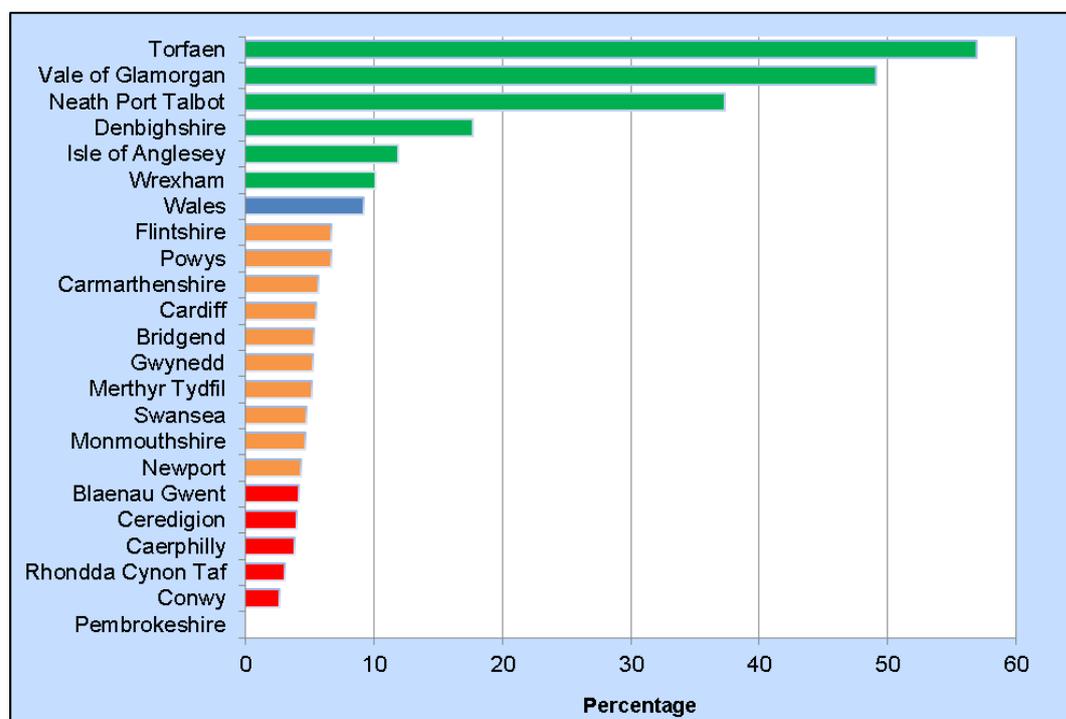
Local Authorities have a range of enforcement tools that can be used to deal with empty properties. A Local Authority will consider using them when all efforts to persuade owners and landlords to bring their properties back into use have failed, and such properties continue to prove to be a nuisance or be in poor condition. The appropriate enforcement powers will vary and Authorities will consider each case on its merits. These include:

- Provision of advice and guidance;
- Empty Dwelling Management Orders (EDMO) - enables Local Authorities to take management control of privately owned empty homes. There are two types of EDMO, interim and final. Both types may only be used when a dwelling has been empty without good reason for over six months and certain other conditions are met. They are made against the person with the most relevant interest in the dwelling, known as the 'relevant proprietor'. Sometimes there are good reasons for a property to be empty and there are safeguards to take account of these;
- Enforced Sale procedure (ESP) - The ESP, is used as a last resource and is a process by which a council brings about the sale of a privately owned house. It is used as a means to sell-on a long term vacant property to a new owner, in circumstances where the present owner is either unwilling or unable to deal with the house and its associated problems;
- Compulsory Purchase Orders – If the Authority is unable to purchase by agreement because they are unable to agree or it is impractical to do so they will go down the compulsory purchase route.

In addition to these powers, your Local Authority should be taking an active part in the national 'Houses into Homes' scheme. This is a loans fund designed to help the owners of empty properties to bring them back into use. Loans are available to owners to improve the properties for sale or rent but not for owner occupation. The scheme has the provision of interest free loans which, if the property is to be rented, can be paid back over 3 years. The scheme is progressing well and loans have been issued to bring back around 550 units of accommodation back into use, the majority of which are for rent.

How is my Local Authority performing?

Figure 27: 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, 2013-14



Source: National Strategic Indicators, PSR/004

The percentage of vacant private sector dwellings that were returned to occupation by the Local Authority in Wales in 2012-13 was 9 per cent (an increase on the previous figure which was 5 per cent). But there were big variations within the Local Authorities from Torfaen (57 per cent), the Vale of Glamorgan (49 per cent), Neath Port Talbot (37 per cent) to zero in Pembrokeshire. Over half of the Local Authorities were in the range 3 to 7 per cent. The largest increases on the previous year were in the Vale of Glamorgan, Neath Port Talbot, and Torfaen; 47, 32, and 26 percentage points respectively. Apart from a fall of 5 percentage points in Denbighshire and a couple of small increases there was little change with the remaining authorities.

9.4 Independent Living

People need a decent home that is suitable to their needs. Homes may need to be adapted to meet people's changing needs in order for them to remain in their own home for as long as possible.

Why is this important?

For disabled people of all ages, housing is a key enabler of independent living. Accessible and adapted housing enables people to maintain their independence, remain in their communities and exercise choice in the way they live their lives.

Disabled Facilities Grants (DFGs) can help towards the cost of adapting your home to enable you to continue to live there.

What should I expect from my Local Authority?

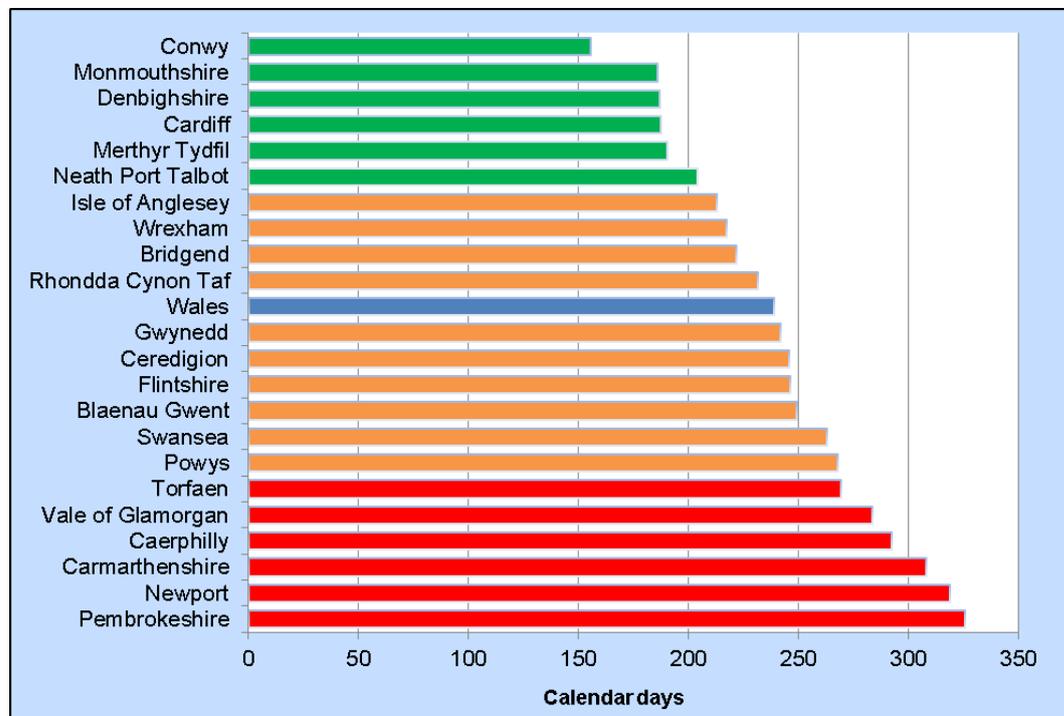
Local Authorities have a statutory duty to provide Disabled Facilities Grants (DFG). Under the Housing Grants, Construction and Regeneration Act 1996, Local Authorities should provide an answer to an application for a DFG as soon as is reasonably practicable, and no later than six months after the application is made. The actual payment of the DFG should take place no more than 12 months after the application was made.

An occupational therapist (or other approved qualified professional) will assess what work is required to make your home suitable. Your Local Authority will pay the grant when they are satisfied that changes to your home are necessary to meet your particular needs and that it is reasonable and practical to do the work.

The amount of grant will depend on the cost of the approved works and your financial circumstances. An assessment of your financial circumstances sometimes called a "means test" will be carried out by your Local Authority. Depending on the outcome of this assessment the amount of grant offered can vary from zero to one hundred per cent of the cost.

How is my Local Authority performing?

Figure 28: The average number of calendar days taken to deliver a Disabled Facilities Grant, 2013-14



Source: National Strategic Indicators, PSR/002

It took an average of 239 days to deliver a Disabled Facilities Grant in 2013-14 (a decrease from the previous figure of 271 days). This ranged from 156 days in Conwy to 326 in Pembrokeshire. The largest improvements on the previous year were in Newport, Flintshire, and Powys; with decreases of 220, 145, and 118 days respectively. Apart from rises of 28 days in Cardiff and 21 days in Bridgend, the remaining Local Authorities were similar to the previous year or showed small to medium decreases. The size and complexity of the adjustments the DFGs are funding should be taken into account as they may have an impact on the time taken to deliver.

For more information on this area:

- Data used in this section, see list of data sources used.
- National Strategic Indicators Viewer - <http://data.wales.gov.uk/apps/nsi/>;
- National Strategic Indicator Data - <http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx?ReportId=32612>;
- Programme for Government - <http://wales.gov.uk/about/programmeforgov/homes/?lang=en> ;

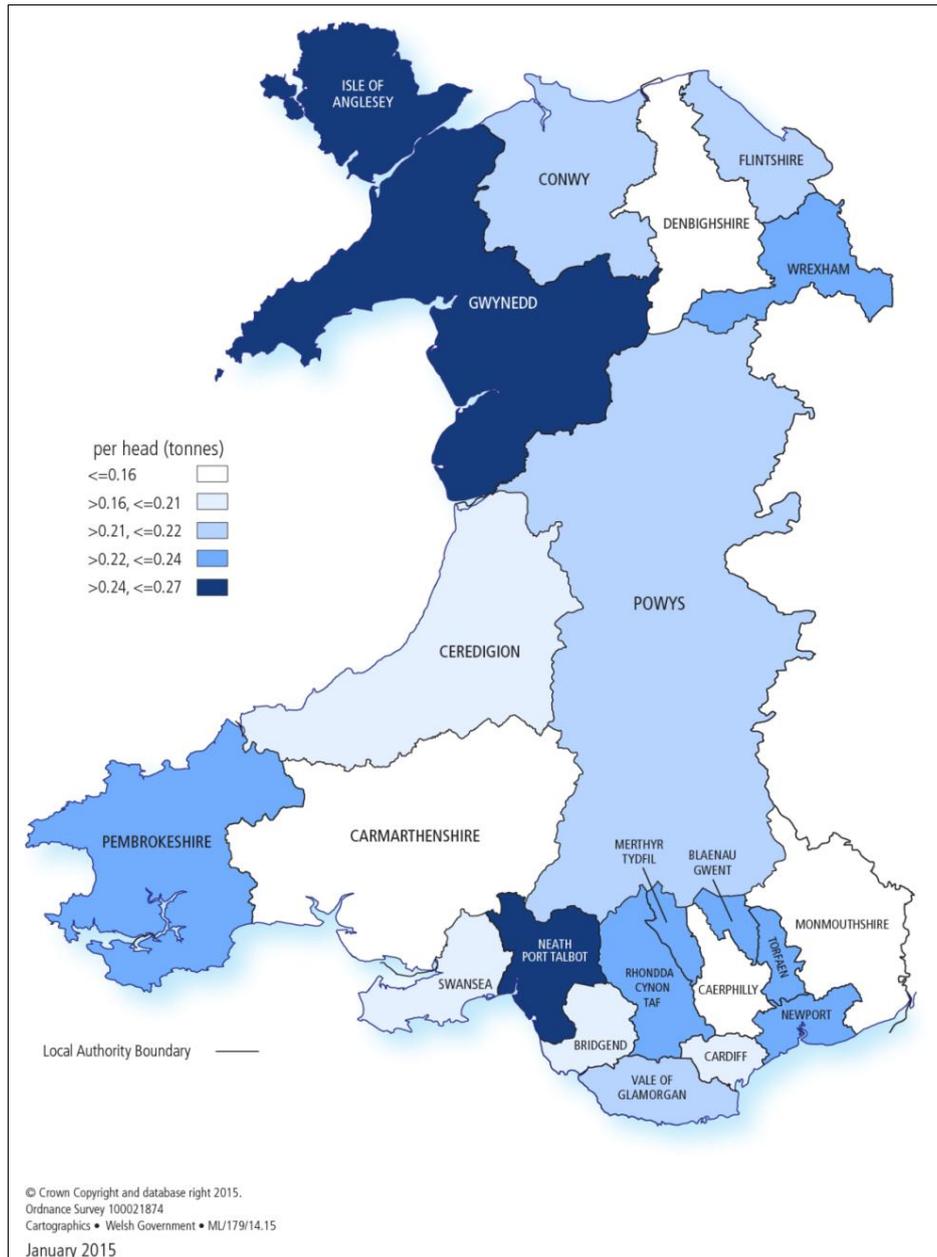
Local Authority Services Performance 2013-14

- Financial Information -
<http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx?ReportId=2631>;
- Welsh Government Housing Statistics –
<http://wales.gov.uk/topics/statistics/theme/housing/?lang=en>
<http://wales.gov.uk/topics/statistics/theme/environment/?lang=en>;
- UK Government Housing Statistics –
<http://www.ons.gov.uk/ons/taxonomy/index.html?nscl=People+and+Places>;
- European Housing Statistics –
http://epp.eurostat.ec.europa.eu/statistics_explained/index.php/Housing_statistics#Data_sources_and_availability.

10. ENVIRONMENT

Local environmental services cover cemetery, cremation and mortuary services, environmental health, street cleansing, waste collection and disposal. Local Authorities have historically provided a convenient and efficient service for dealing with people's rubbish.

Figure 29: Household Waste Refuse collection per head (tonnes), 2013-14 (a) (b)

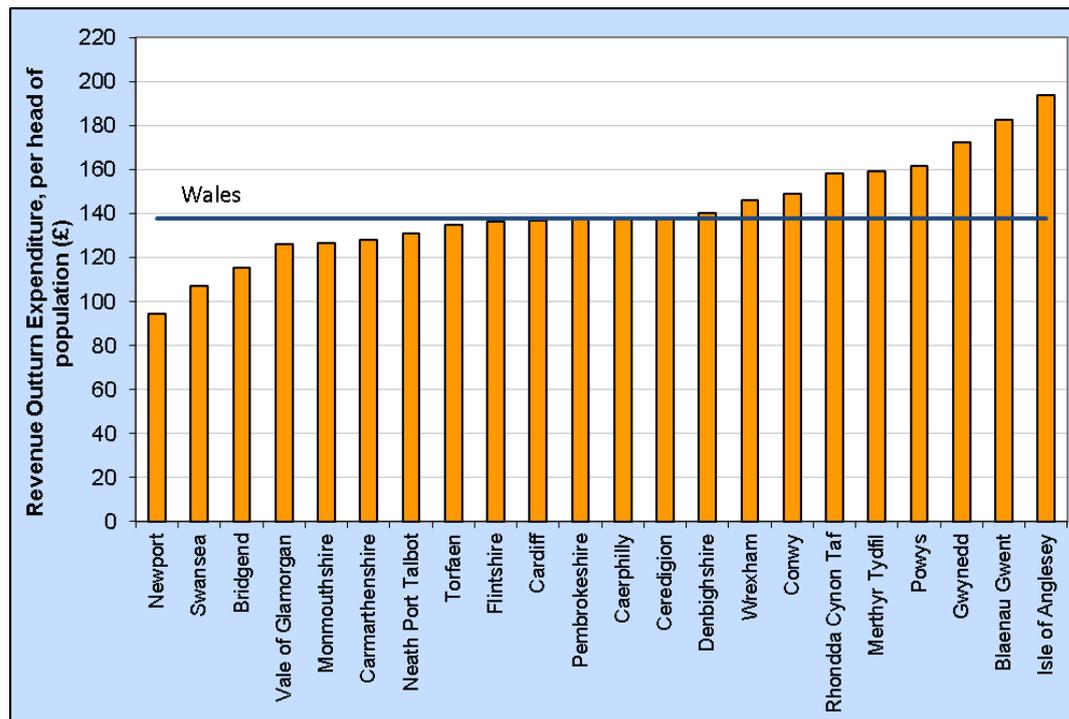


Source: Welsh Government

(a) Includes all residual household waste collected at the kerbside for landfill or incineration. Waste collected at the kerbside for recycling and reuse is excluded.
 (b) Figures do not take into consideration any material collected at the kerbside for recycling that was subsequently rejected to landfill/incineration.

Local Authorities are now at the forefront of helping achieve a circular resource management economy for Wales that will bring economic benefits to Wales and its businesses. At the same time this will help reduce the impact of consumption on the wider planet by helping householders reduce and recycle far more of their wastes. Results from the National Survey for Wales show that in April 2013 to March 2014, 62 per cent of respondents said that their local area was free from litter and rubbish and 70 per cent said that their local area was well maintained.

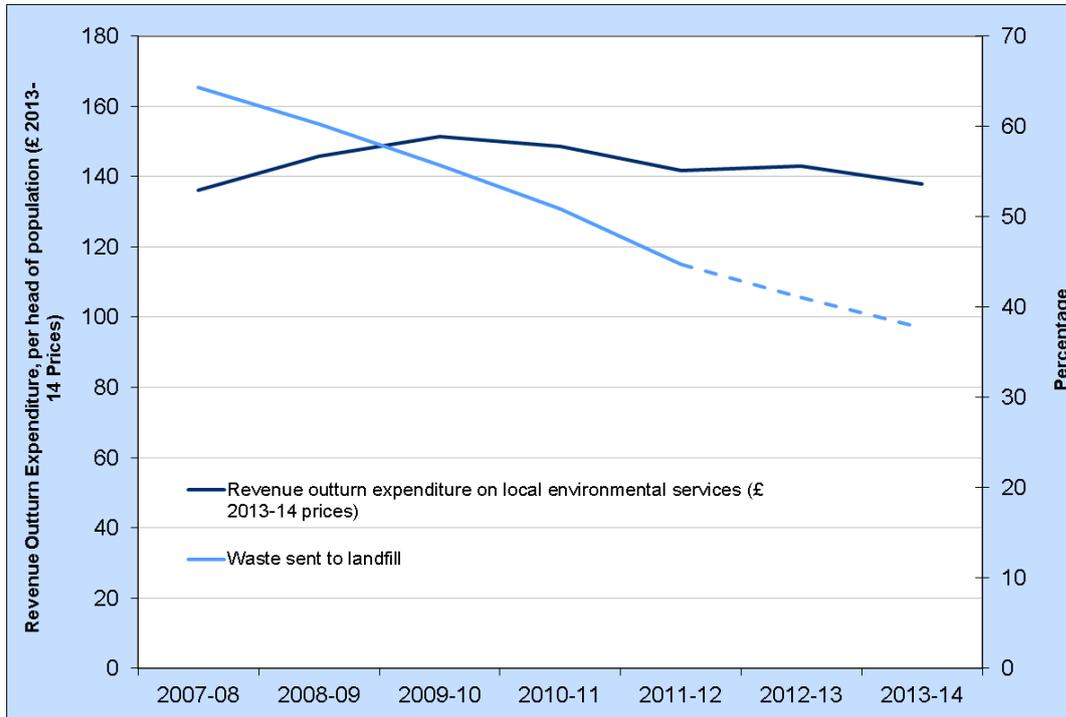
Figure 30: Revenue Outturn Expenditure on Local Environmental Services (a) per head of population, 2013-14



Source: Welsh Government

(a) Covers cemetery, cremation and mortuary services, environmental health, street cleansing, waste collection and disposal.

Figure 31: Revenue Outturn Expenditure on Local Environmental Services (a) per head of population and Percentage of Waste sent to Landfill (b)

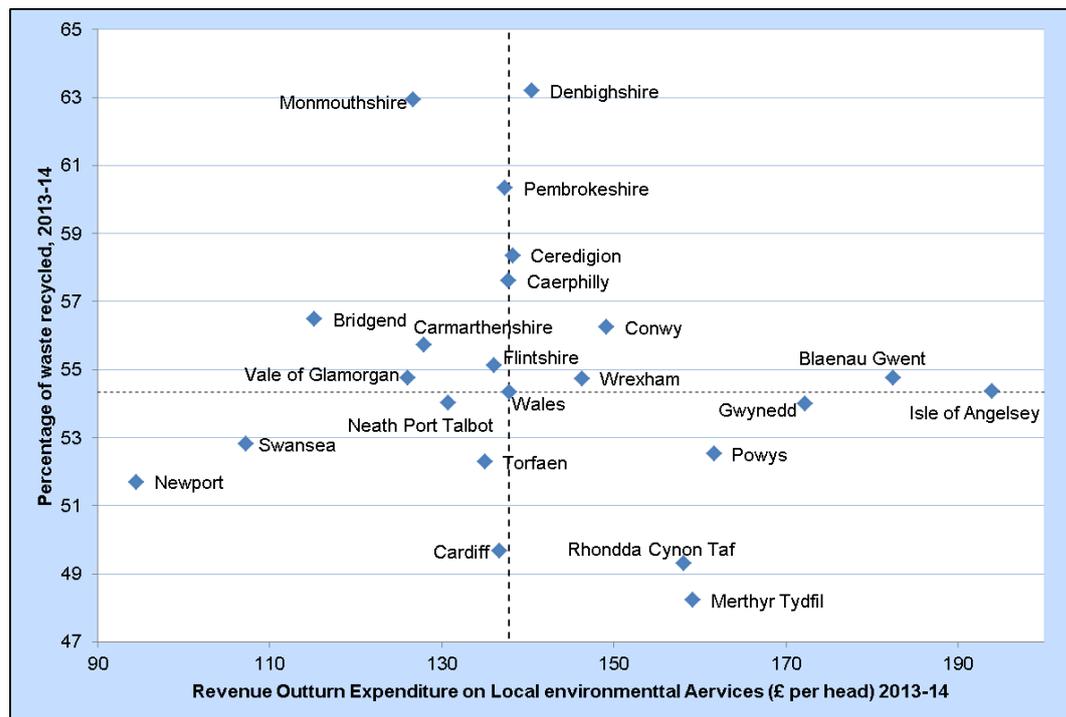


Source: Welsh Government, National Strategic Indicator WMT/004b

(a) Covers cemetery, cremation and mortuary services, environmental health, street cleansing, waste collection and disposal.

(b) Due to a change in the definition of municipal waste for 2012-13 the indicator will not be directly comparable to previous years. The following waste types were formerly excluded as contributing towards the indicator, but are now included: rubble, soil and Incinerator Bottom Ash (IBA), beach cleansing wastes.

Figure 32: Revenue Outturn Expenditure on Local Environmental Services (a) per head and Percentage of Waste Recycled, 2013-14



Source: Welsh Government, National Strategic Indicators, WMT/009b

(a) Covers cemetery, cremation and mortuary services, environmental health, street cleansing, waste collection and disposal.

10.1 Recycling and composting

Local Authorities have a statutory responsibility to collect and dispose of municipal waste. This includes regular household collections, recycling collections, collection of bulky items and waste received at civic amenity sites. The Welsh Government has set a target for Local Authorities of 58 per cent of household waste to be recycled in 2015-16 with the possibility of fines imposed for those who don't meet the target.

Why is this important?

The amount of landfill space left in Wales is running out fast and landfill taxes mean we cannot afford to keep sending waste to landfill. Landfill can cause air, soil and water pollution and when food is sent to landfill it breaks down to produce methane.

Developing ways of preventing waste, reducing waste going to landfill and increasing recycling, composting and anaerobic digestion will have a significant impact on our ability to combat climate change, which will lead to an improved quality of life, including economic and environmental benefits.

What should I expect from my Local Authority?

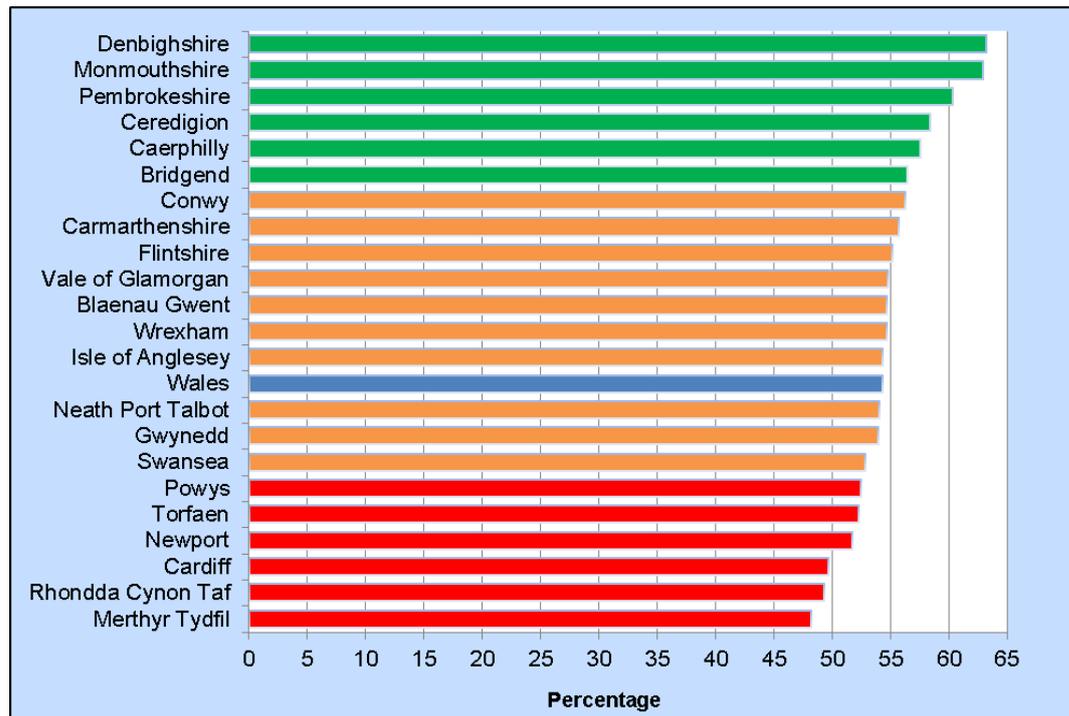
Local Authorities in Wales have a statutory duty to reduce the amount of waste that is sent to landfill. They also have a statutory duty to collect waste and recycling from households.

Your Local Authority is responsible for informing you about the collection scheme they operate and communicating details about collection days and explaining how and when you should leave your waste and recycling out at the kerbside for collection.

You may be provided with bags, boxes or wheeled bins for recyclables and residual waste in which to put your recyclables and residual waste, depending on the type of service provided by your Authority. All Local Authorities in Wales have a dedicated team to deliver the waste collection and recycling service, and provide help and information via their own website and help lines.

How is my Local Authority performing?

Figure 33: Percentage of Municipal Waste Collected that is Reused, Recycled or Composted, 2013-14



Source: Welsh Government National Strategic Indicators, WMT/009b

In 2013-14 an average of 54 per cent of municipal waste was recycled, reused or composted in Wales (an increase of 2 percentage points on the previous figure). This ranged from over 60 per cent in Denbighshire (63), Monmouthshire (63), and Pembrokeshire (60) to less than 50 per cent in Merthyr Tydfil (48) and Rhondda Cynon Taf (49)

The definition for the National Strategic Indicator and therefore how the targets are being monitored has changed since April 2012. The 2012-13 figures published were based on the new definition. Details on this can be found in our statistical article:

<http://new.wales.gov.uk/topics/statistics/articles/municipalchange/?lang=en>

10.2 Fly-Tipping

Fly-tipping is the illegal dumping of waste and can vary in scale from a bin bag of rubbish to large quantities of waste dumped by trucks. The size and type of fly-tipped waste on public land will determine which organisation, either Natural Resources Wales or the Local Authority, would deal with the incident. Essentially large scale fly-tipping or tipped waste which is hazardous or is carried out by organised criminals is dealt with by Natural Resources Wales. Local Authorities focus on tackling smaller scale and more frequent incidents.

Why is this important?

Fly-tipping is a serious environmental crime which can cause long lasting contamination, pollution and can put human health at risk.

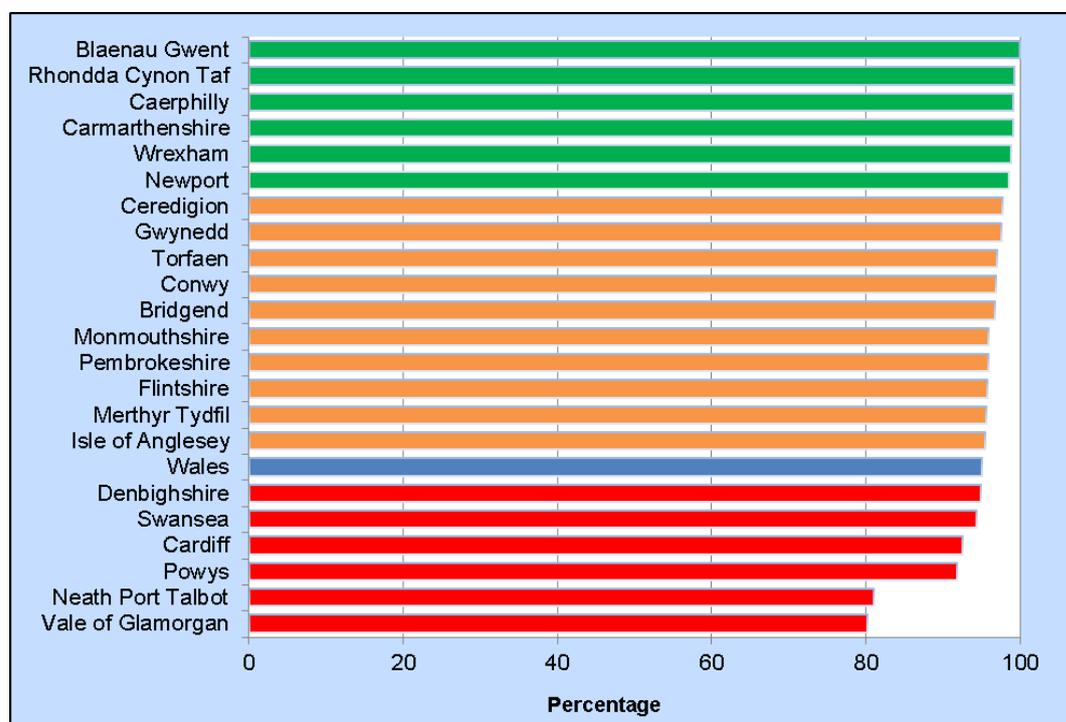
What should I expect from my Local Authority?

A member of the public can report an incident of fly-tipped waste which is on public land either through the Natural Resources Wales hotline or directly to the Local Authority.

Your Local Authority is required to clean up the small scale fly-tipping incident on public land within five days of it being reported.

How is my Local Authority performing?

Figure 34: Percentage of reported fly-tipping incidents cleared within five working days, 2013-14 (a)



Source: Welsh Government National Strategic Indicators, STS/006

In 2013-14 95 per cent of reported fly-tipping incidents were cleared within five working days, an increase of 3 percentage points on the previous figure. Apart from the Vale of Glamorgan (80 per cent) and Neath Port Talbot (81 per cent) all the other Local Authorities were above 90 per cent; with Blaenau Gwent at 100 per cent (the same as in previous years). Apart from a decrease on the 2012-13 figure for the Vale of Glamorgan, a decrease of 14 percentage points in Neath Port Talbot, and increases of 18 percentage points in Torfaen and 14 percentage points in Monmouthshire; the remaining Local Authorities stayed the same or showed small increase.

For more information on this area:

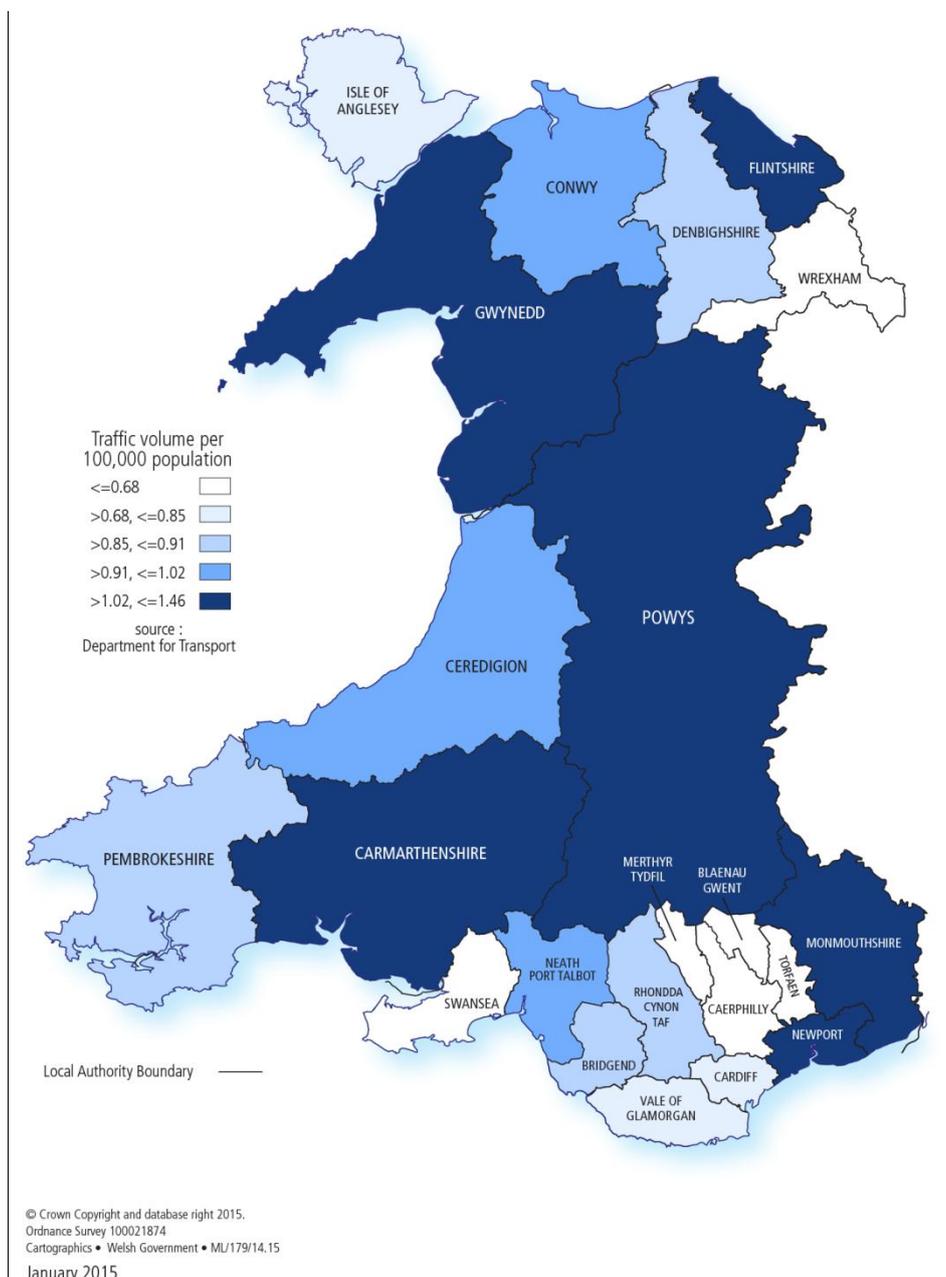
- Data used in this section, see list of data sources used.
- National Strategic Indicators Viewer - <http://data.wales.gov.uk/apps/nsi/>;
- National Strategic Indicator Data - <http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx?ReportId=32612;>
- Programme for Government - <http://wales.gov.uk/about/programmeforgov/environment/?lang=en;>
- National Survey for Wales – <http://wales.gov.uk/about/aboutresearch/social/ocsropage/nationalsurveyforwales/?lang=en;>

- Financial Information -
<http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx?ReportId=2631>;
- Welsh Government Environmental Statistics –
<http://wales.gov.uk/topics/statistics/theme/environment/?lang=en>;
- UK Government Environmental Statistics –
[http://www.ons.gov.uk/ons/taxonomy/index.html?nscl=Waste+and+Recycling and](http://www.ons.gov.uk/ons/taxonomy/index.html?nscl=Waste+and+Recycling+and)
<http://www.defra.gov.uk/statistics/environment/waste/>;
- Scottish Government Environmental Statistics –
<http://www.scotland.gov.uk/Topics/Statistics/Browse/Environment>;
- Northern Ireland Government Environmental Statistics -
<http://www.doeni.gov.uk/niea/waste-home.htm>;
- European Environment Statistics –
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=env_was_mun&lang=en.

11. TRANSPORT

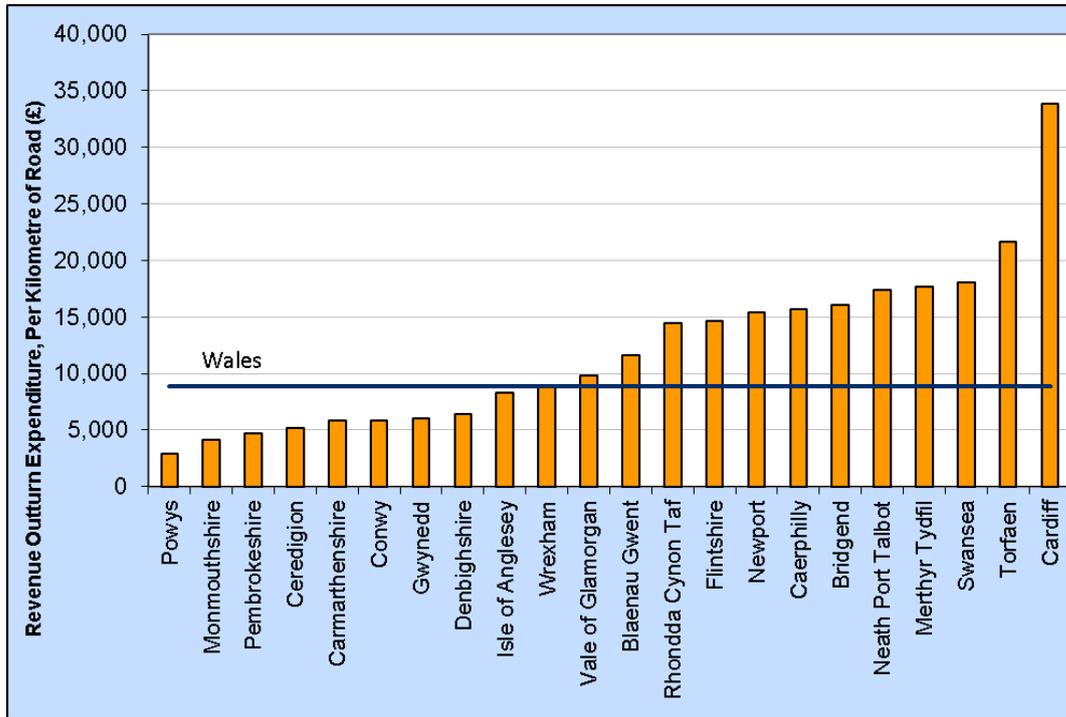
Transport plays a key role in our lives. It provides opportunities for people to gain access to jobs, leisure and social activities as well as vital services, including education and health. Local Authorities are charged with developing safe, integrated, efficient and effective transport policy within their areas. To achieve this they work in partnership with transport operators – bus and rail, the construction sector, planning, utilities, transport groups and most importantly, with each other, to ensure that our transport system is fit for purpose and meets the different needs of all citizens.

Figure 35: Traffic volume (billion Vehicle Kilometres) per 100,000 population, 2013



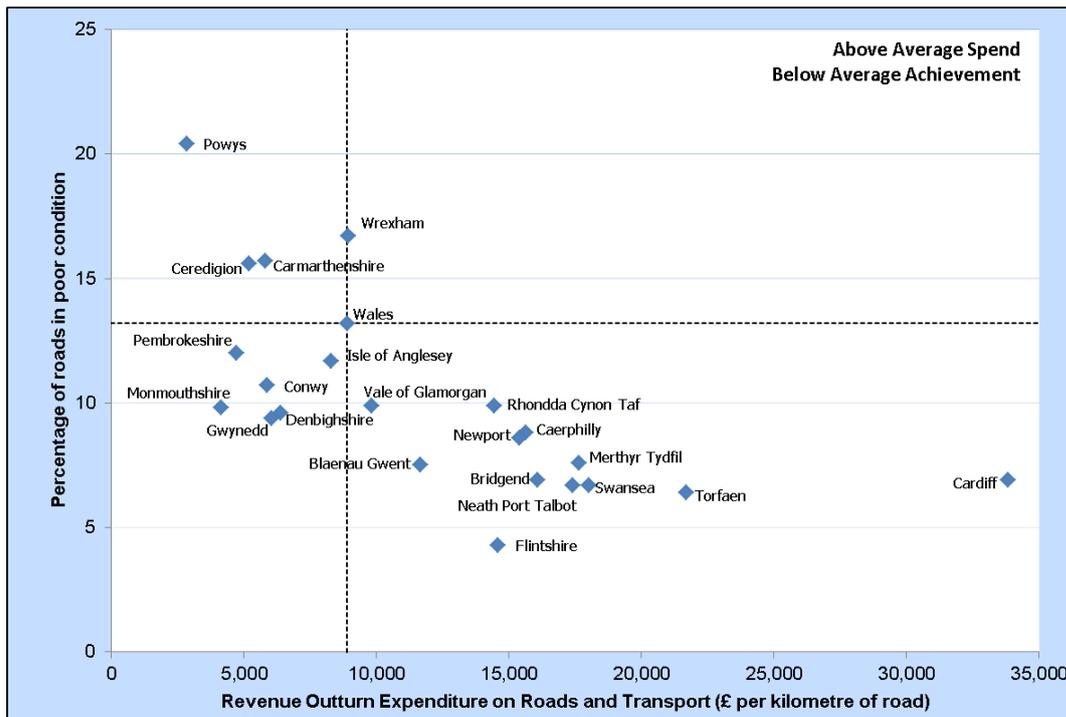
Source: Welsh Government

Figure 36: Revenue Outturn Expenditure, Roads and Transport per Kilometre of road, 2013-14



Source: Welsh Government

Figure 37: Revenue Outturn Expenditure, Roads and Transport per Kilometre of road and percentage of roads in poor condition 2013-14



Source: Welsh Government

In the National Survey for Wales April 2013 to March 2014, people were asked what they thought about the transport system in Wales. Respondents were asked to consider roads, rail and bus services as well as cycling and walking. Answers were given on a scale of zero (extremely bad) to ten (extremely good). The average score was 5.9. Scores ranged from 5.2 in Ceredigion to 6.5 in Flintshire.

11.1 Road Network

The provision of well maintained principal roads plays an important role in supporting our national and local economy including our overall health and wellbeing.

Why is this important?

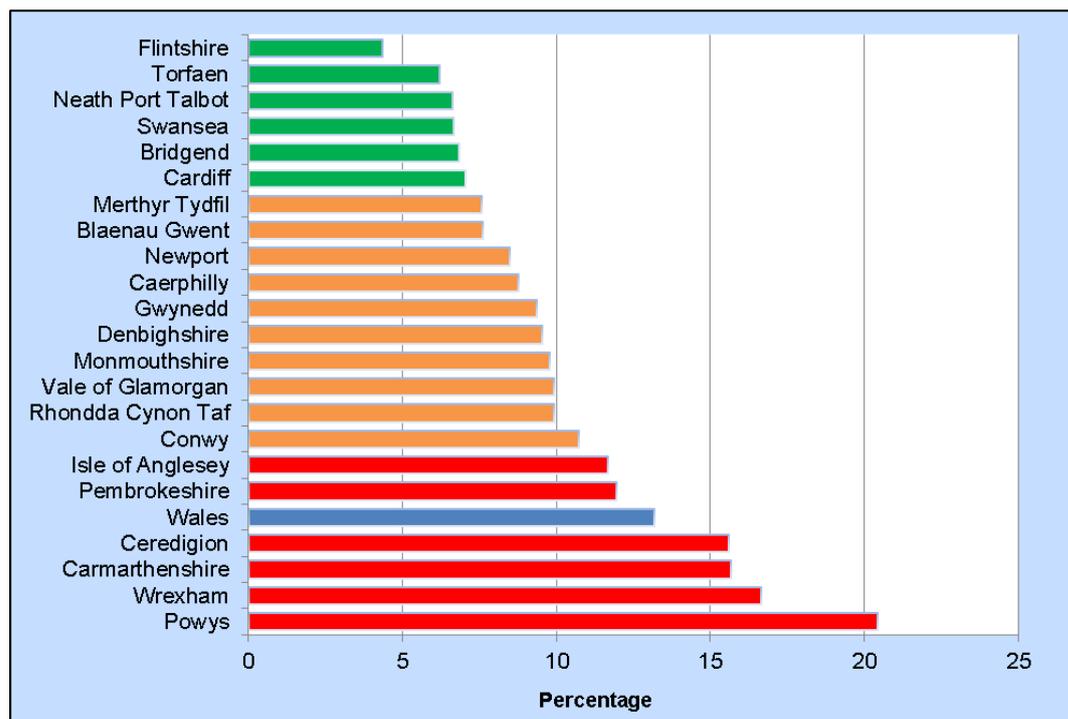
Principal roads are important in facilitating the safe and effective movement of goods and people. They have a key role to play in linking up with the rest of the highway network, increasing access to employment opportunities, health and education services, shops and leisure facilities.

What should I expect from my Local Authority?

A Local Authority in accordance with its statutory obligations under the Highways Act 1980, is expected to maintain its roads ensuring, so far as is reasonably practicable, that safe passage along a highway is not endangered by such things as snow or ice.

How is my Local Authority performing?

Figure 38: Percentage of roads in poor condition, 2013-14



Source: Local Government Data Unit ~ Wales, THS/012

In 2013-14 13 per cent of roads in Wales were in poor condition (the same as the previous figure). This ranged from 4 per cent in Flintshire to 20 per cent in Powys. Wrexham (17 per cent), Carmarthenshire (16 per cent), and Ceredigion (16 per cent) were above the Wales average. Over half of Local Authorities were in the range 5 to 10 per cent.

For more information on this area:

- Data used in this section, see list of data sources used.
- Programme for Government – <http://wales.gov.uk/about/programmeforgov/culture/programme?lang=en>;
- National Survey for Wales – <http://wales.gov.uk/about/aboutresearch/social/ocsropage/nationalsurveyforwales/?lang=en>;
- Financial Information – <http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx?ReportId=2631>;
- UK Government Statistics Release – <http://www.statistics.gov.uk/hub/travel-transport/index.html>;
- Scottish Government Transport Statistics – <http://www.scotland.gov.uk/Topics/Statistics/Browse/Transport-Travel>;
- Northern Ireland Transport Statistics – http://www.drdni.gov.uk/index/statistics/stats-categories/ni_transport_statistics.htm;
- European Transport Statistics – <http://epp.eurostat.ec.europa.eu/portal/page/portal/transport/introduction>.
- Local Government Data Unit ~ Wales <http://www.infobasecymru.net/IAS/dataviews/tabular?viewId=199&geold=1&subsetId=>

12. COMMUNITY SAFETY

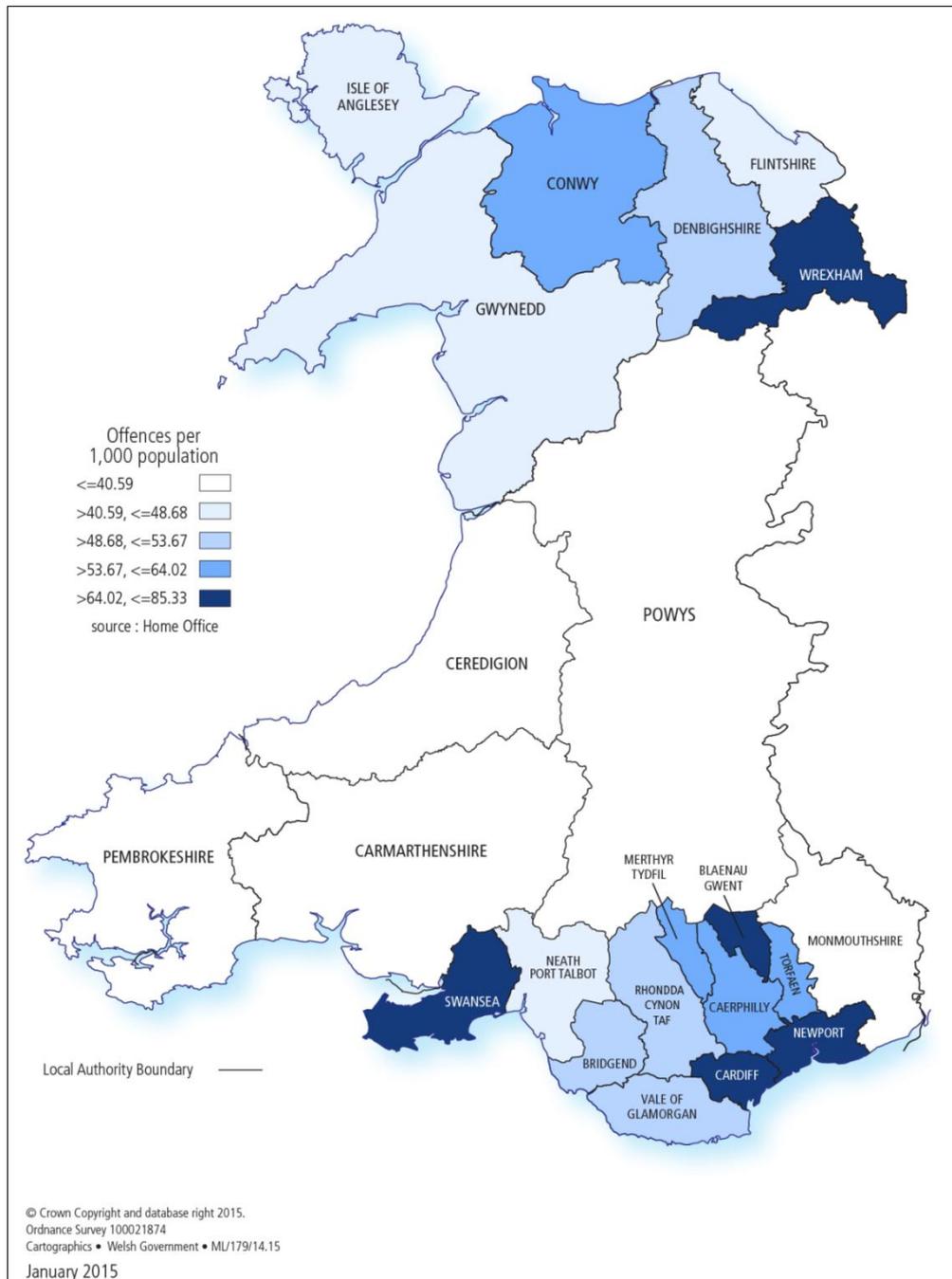
Tackling crime and the fear of crime is key to making people feel safe in their communities. This is a top priority for the Welsh Government, reflected in the 'Five for a Fairer Future' commitment in the Programme for Government to introduce an additional 500 Community Support officers.

Most data for community safety is either at the Wales level or the Police Force level and so analysis here is restricted to those levels. For statistics from the Crime Survey for England and Wales some statistics may be based on a small number of responses so care should be taken when using these figures. For more information follow the links in the [List of Data Sources Used](#) section to the source data.

On the 15 January 2014 The UK Statistics Authority published an assessment report which removed the National Statistics designation from police recorded crime. The Crime Survey for England and Wales was not affected by this decision.

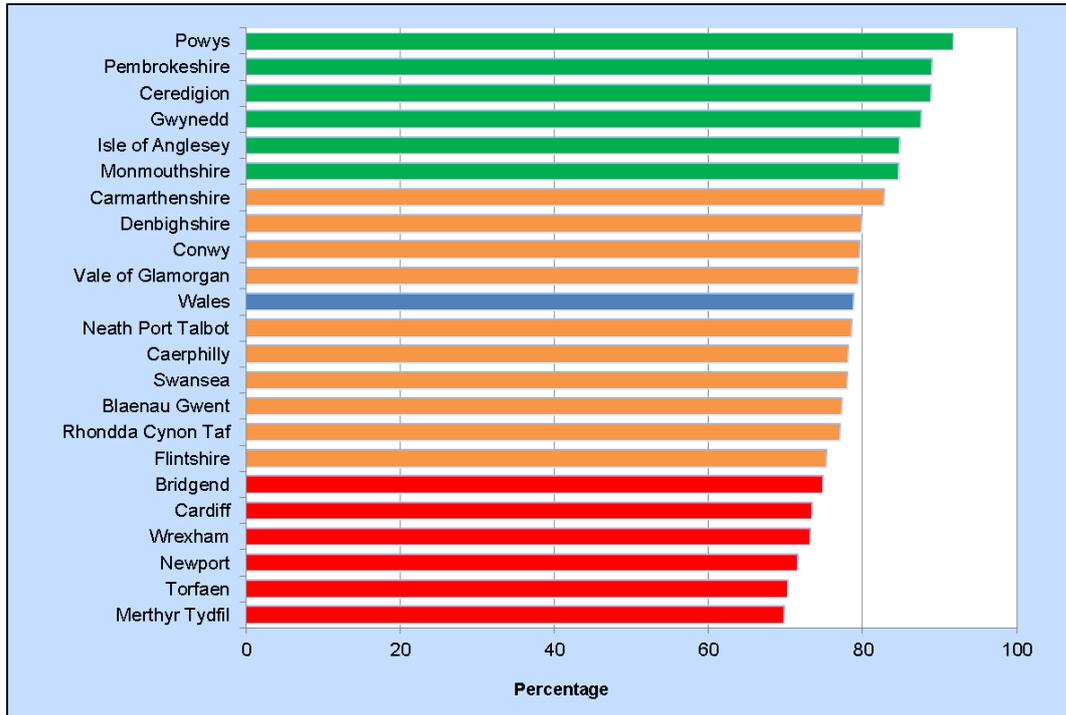
Local Authorities should be working with the police and other key partners such as Health Boards to reduce crime and the fear of crime. Local Partners should use their understanding of local priorities to reduce crime and substance misuse, and improve community safety. This local approach allows local partners to address the issues that are important to their community, collaborating and working together to address common priorities and needs.

Figure 39: Police Recorded Offences per 1,000 population (year to March 2014)



Source: Home Office

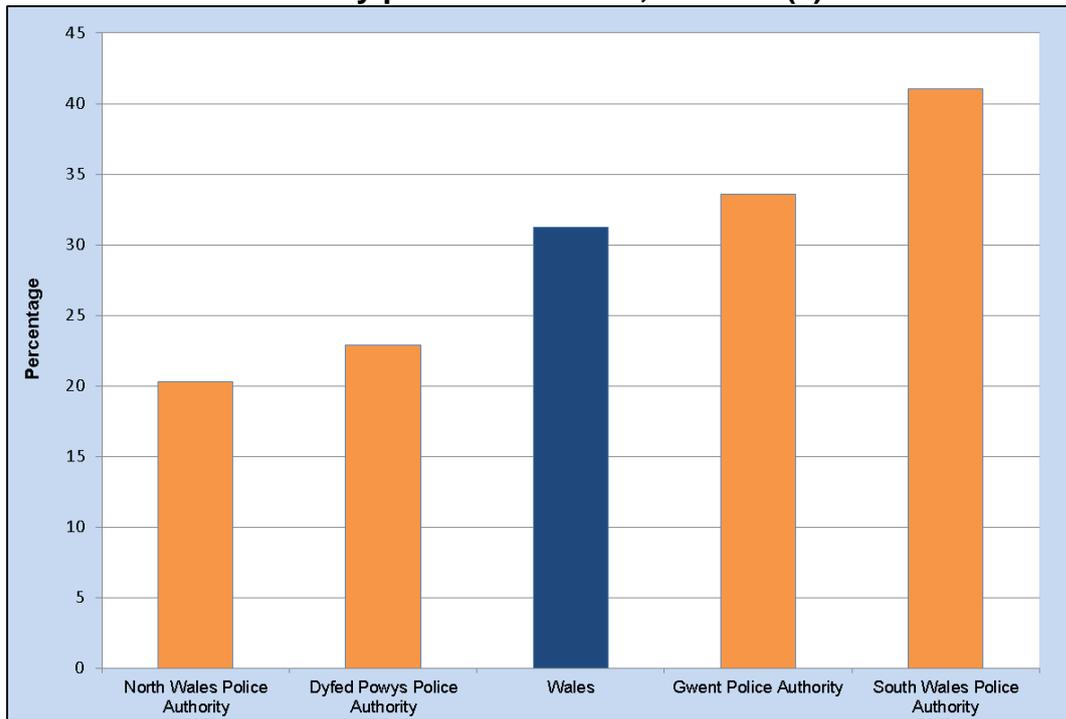
Figure 40: Percentage of respondents who felt safe when walking in their local area after dark



Source: National Survey for Wales, April 2013 to March 2014, sample size 14,300 people

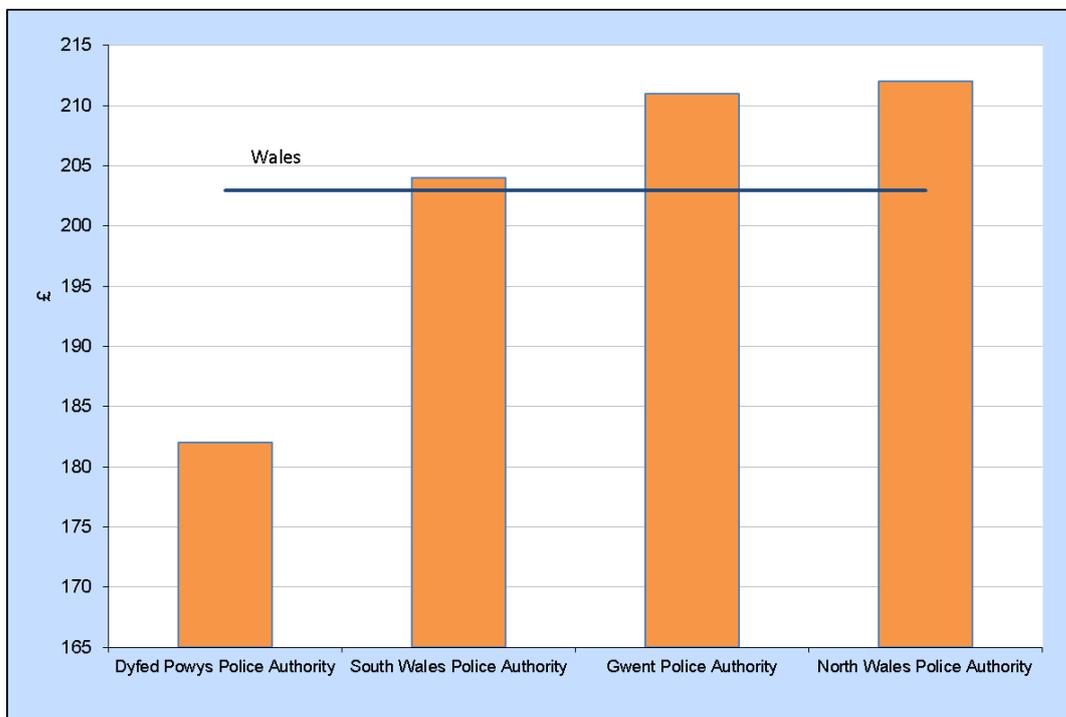
In 2014 an average of 8 in 10 people said they felt safe when walking in their local area after dark. The highest proportions were in Powys (92 per cent), Pembrokeshire (89 per cent), Ceredigion (89 per cent), and Gwynedd (88 per cent); and the lowest in Merthyr Tydfil (70 per cent) and Torfaen (70 per cent). Most of the other Local Authorities were within 4 percentage points of the Wales average.

Figure 41: Adults who have experienced or witnessed anti-social behaviour by police force area, 2013-14 (a)



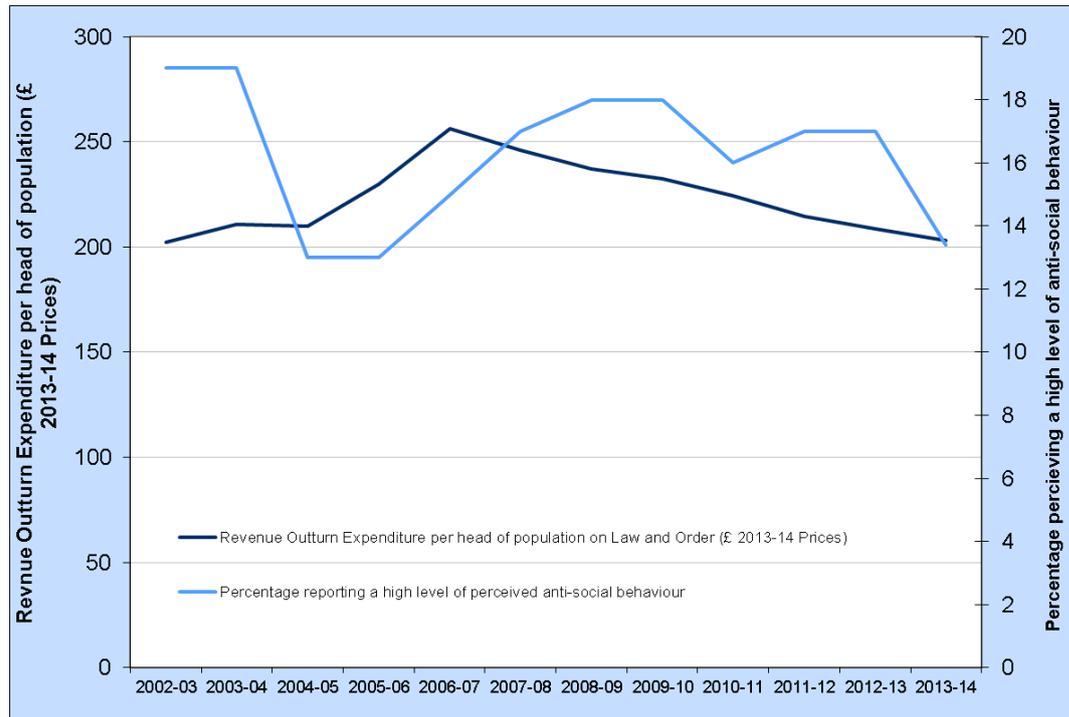
Source: Crime Survey for England and Wales (CSEW), Office for National Statistics
 a) Adults aged 16 and over

Figure 42: Revenue Outturn Expenditure per head on Law, Order and Protective Services, 2013-14



Source: Welsh Government

Figure 43: Revenue Outturn Expenditure per head on Law, Order and Protective Services and Perceptions of Anti-Social Behaviour (a)



Source: Welsh Government, Crime Survey for England and Wales

a) This data is derived from responses to seven individual anti-social behaviour strands as described in Sections 5.7 and 6.3 of the Crime Survey for England and Wales User Guide

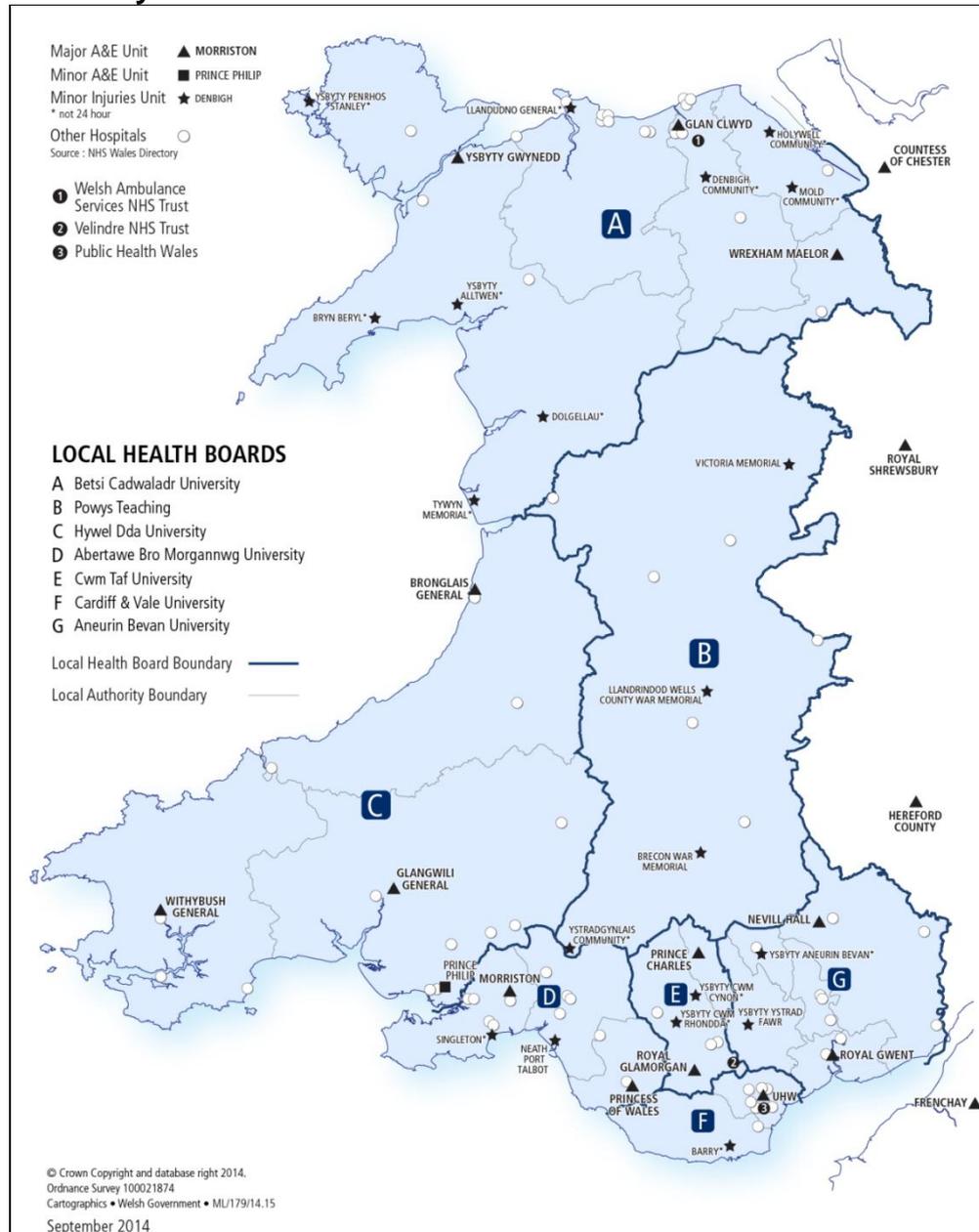
For more information on this area:

- Data used in this section, see list of data sources used.
- Programme for Government - <http://wales.gov.uk/about/programmeforgov/communities/?lang=en> ;
- National Survey for Wales – <http://wales.gov.uk/about/aboutresearch/social/ocsropage/nationalsurveyforwales/?lang=en>;
- Financial Information - <http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx?ReportId=2631>;
- Welsh Government Statistical Releases on Crime– <http://wales.gov.uk/topics/statistics/theme/communitysafety/crime/?lang=en>;
- UK Government Statistical Releases on Crime – <http://www.statistics.gov.uk/hub/crime-justice/index.html>;
- European Crime Statistics – <http://epp.eurostat.ec.europa.eu/portal/page/portal/crime/introduction>.

13. WELLBEING

Health services are delivered by Health Boards throughout Wales but Local Authorities have a role to play in supporting the health of their population through actions across the breadth of their responsibilities relating to wellbeing.

Figure 44: Map showing hospitals in Wales and Local Authority boundary



Source: Welsh Government

The potential contribution of Local Authorities to health and wellbeing is huge as good health depends on the interaction of people's position in society, physical and social environment, personal circumstances and lifestyle and life experiences. Local authorities have a role in influencing many of these aspects of life. Recent studies have examined how Local Authorities could impact on health and highlighted issues such as support for parents and children during the early years, the role of schools, help with employment opportunities and in improving workplace health, and improving access to green spaces. All of the other chapters in this report are therefore relevant to health and wellbeing and this chapter picks up the additional issue of healthy lifestyles.

13.1 Healthy Lifestyles

The National Health Service Wales Act 2006 placed a statutory duty on each Local Authority and Local Health Board (LHB) to prepare a Health, Social Care and Well-Being Strategy. These Strategies set out how LAs and LHBs would work together to improve the health and wellbeing of their local population through:

- improving health and wellbeing and reducing inequities;
- improving the provision, quality, integration, and sustainability of 'overlapping services'.

Following publication of revised guidance by Welsh Government in June 2012, "*Shared Purpose - Shared Delivery*", this duty - along with those duties relating to planning for children and young people, community safety and community planning – was to be discharged through the production of single integrated plans to be in place in all areas by April 2013.

A healthy lifestyle is one which helps to maintain and improve people's health and wellbeing. An individual's perception of a healthy lifestyle may vary significantly, but for the majority of people it means living their life in a way that enables them to be more physically and emotionally healthy. The choices people make will depend on many factors including their own personal circumstances.

Why is this important?

Regular physical activity has many benefits to health, including mental health and wellbeing. People who are physically active have up to a fifty per cent reduced risk of developing the major chronic diseases such as coronary heart disease, stroke, diabetes and some cancers and a 20-30 per cent reduced risk of premature death. It has been estimated that the cost of physical inactivity to Wales is about £650 million per year.

Overweight and obesity represent serious public health problems and are risk factors for chronic conditions such as cardiovascular disease, diabetes and some cancers. Any increases in the levels of such illnesses not only affect

the individuals concerned and their families, but also puts pressure on the NHS and society more generally.

An indicator on alcohol is important as excessive alcohol consumption is a major cause of serious liver disease, which is often fatal. In addition, drinking above the lower-risk guidelines on a regular basis puts people at risk of serious health problems, from liver damage to a greater risk of getting cancer or suffering a heart attack.

Living a healthy lifestyle can prevent thousands of adults and children facing deteriorating health and a lower quality of life, and the Government from facing spiralling health and social care costs.

The following indicators have been chosen as Local Authorities have some influence over these areas. The data comes from the Welsh Health Survey 2012 and 2013 and as such differences between Local Authorities may not be statistically significant. Follow the links for the Welsh Health Survey at the end of this section for more information on confidence intervals.

What should I expect from my Local Authority?

It is for individual Local Authorities and Local Health Boards (LHBs) to decide how they deliver on the aims of their health, social care and wellbeing strategies however a number of national initiatives have been rolled out across Wales. These include;

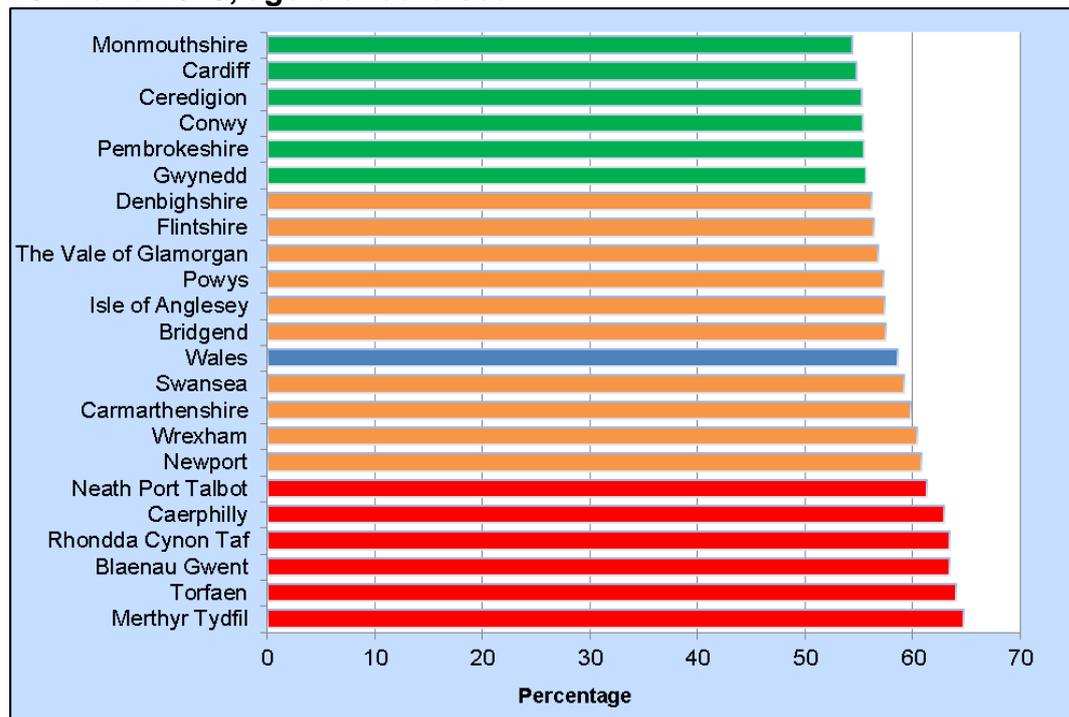
- Specifically developed nutrition training “Nutrition Skills for Life” provided by Public Health Dieticians and support workers free of charge to those working in the community wishing to gain a recognised qualification and/or knowledge in nutrition, such as school caterers and other staff working in schools, care home workers, community volunteers, youth workers, Flying Start and Communities First project staff, etc. They also deliver non-accredited courses in food and nutrition. In doing so, the importance of healthy eating as part of a healthy lifestyle will be better understood, and hence more likely to be effectively incorporated into a variety of settings.
- Welsh Network of Healthy Schools Scheme and the Healthy and sustainable pre-school scheme, work across the early years age group up to 18 years to support all school settings to develop a healthy environment. School meal provision is supported by the Healthy Eating in Schools measure to ensure a balanced healthy choice is available for all.
- An All Wales Obesity Pathway has been developed which sets out a tiered approach for the prevention and treatment of obesity, from community based prevention and early intervention to specialist medical and surgical services. Local Health Boards, working jointly with Local Authorities and other key stakeholders have mapped local policies, services and activity for both children and adults against four

tiers of intervention, have identified gaps and are implementing local solutions, supported by national leadership.

- The National Exercise Referral Scheme (NERS) is a national scheme which has been developed to standardise exercise referral opportunities across all 22 Local Authorities. The scheme offers GPs and other Primary Care practitioners the opportunity to refer patients to exercise. It targets clients who are at risk of developing chronic disease. Standard protocols for a number of chronic conditions are being implemented where there are rehabilitation programmes in operation and exercise professionals hold the necessary qualifications.
- The physical activity action plan *Creating an Active Wales* recognises that physical activity and sport are beneficial to health. The action plan was developed in partnership with key stakeholders and partners. Each Local Authority has been required to demonstrate how it will deliver on the key actions it has been set.

How is my Local Authority performing?

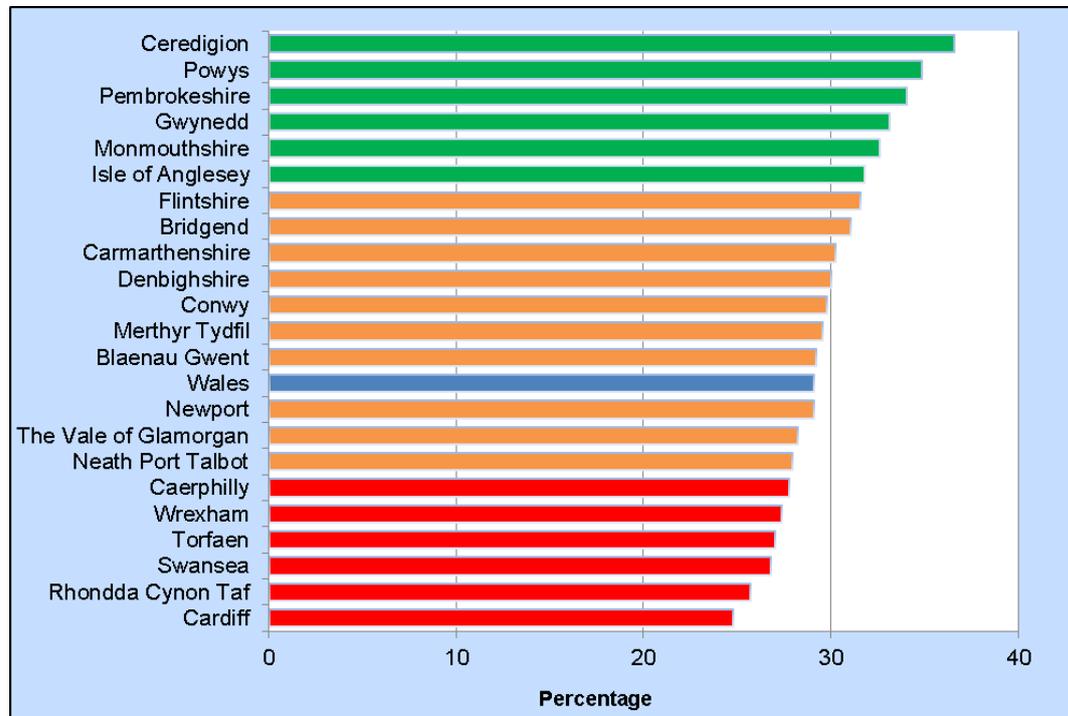
Figure 45: Percentage of adults who are overweight or obese, 2012 and 2013, age-standardised



Source: Welsh Health Survey

In 2012 and 2013 59 per cent of adults in Wales were overweight or obese, and increase of 1 percentage point compared with the previous figure. This ranged from 54 per cent in Monmouthshire to 65 per cent in Merthyr Tydfil and 64 per cent in Torfaen. Over half of all Local Authorities were within 3 percentage points of the Wales average.

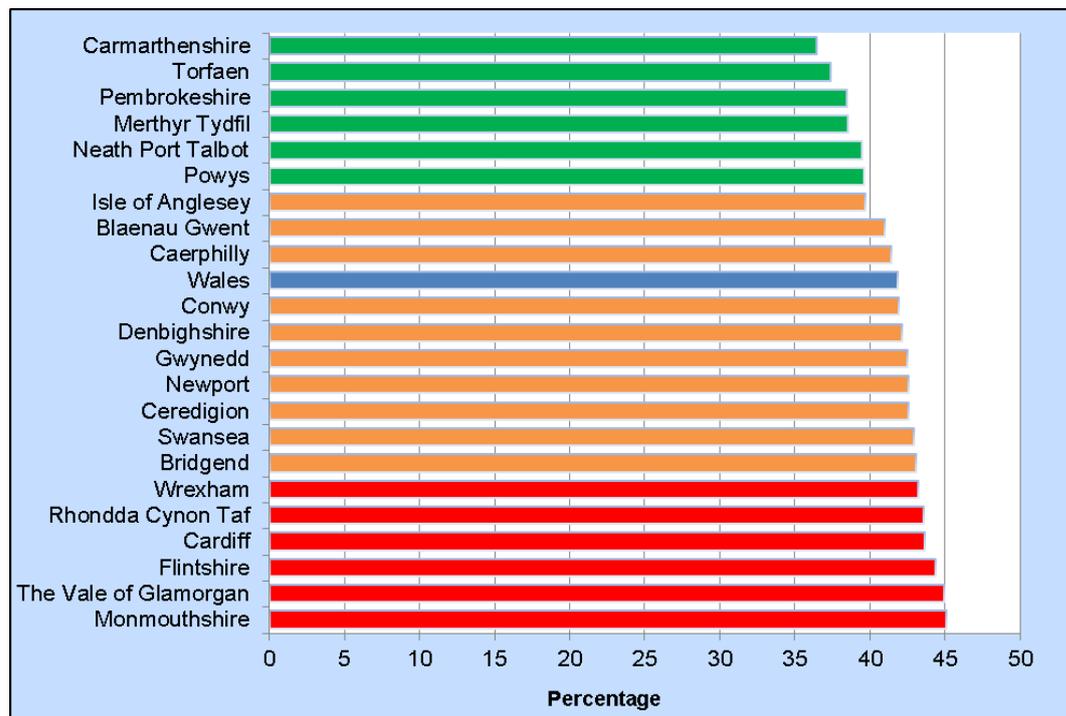
Figure 46: Percentage of adults who report being physically active on five or more days in the past week, 2012 and 2013, age-standardised



Source: Welsh Health Survey

In 2012 and 2013 29 per cent of adults reported being physically active on five or more days in the past week, the same as the previous figure. This ranged from below 26 per cent in Cardiff (25) and Rhondda Cynon Taf (26) to above 34 per cent in Ceredigion (37), Powys (35), and Pembrokeshire (34). Two-thirds of all Local Authorities were within 3 percentage points of the Wales average.

Figure 47: Percentage of adults who reported drinking above guidelines on at least one day in the past week, 2012 and 2013, age-standardised



Source: Welsh Health Survey

In 2012 and 2013 42 per cent of adults reported drinking above the guidelines on at least one day in the past week, a fall of 1 percentage point on the previous figure. This ranged from below 38 per cent in Carmarthenshire (36) and Torfaen (37) to above 45 per cent in Monmouthshire and the Vale of Glamorgan. Two-thirds of all Local Authorities were within 2 percentage points of the Wales average.

For more information on this area:

- Data used in this section, see list of data sources used .
- Programme for Government - <http://wales.gov.uk/about/programmeforgov/culture/programme?lang=en>;
- Welsh Government Health Statistics– <http://wales.gov.uk/topics/statistics/theme/health/?lang=en>;
- Welsh Health Survey Statistical Release - <http://wales.gov.uk/topics/statistics/headlines/health2012/1209191/?lang=en>;
- UK and Devolved Administration Government Statistical Releases on Health – <http://www.statistics.gov.uk/hub/health-social-care/index.html>;
- European Health Statistics – <http://epp.eurostat.ec.europa.eu/portal/page/portal/health/introduction>.

14. Glossary

Average Wider Capped Points Score: The Average Wider Capped Points Score is calculated using the best 8 results from all qualifications approved for pre-16 use in Wales for each pupil. Where the Welsh Baccalaureate Qualification has been achieved, each component part is counted as an individual qualification.

Composting: Disposing of waste by turning it into compost using a variety of methods. Food waste, garden waste, fallen leaves and so on can usually be processed in this way.

Confidence Intervals: A confidence interval when calculated around a survey estimate, gives a range within which the true value for the population is likely to fall.

Delayed Transfer of Care: A transfer of a patient from one care setting to another e.g. hospital to care home, that is delayed. Sometimes known as 'bed-blocking'.

Disabled Facilities Grant: A grant provided by Local Authorities to make adaptations to homes to allow people with disabilities to continue to live in their own home.

Landfilling: Disposing of waste by placing it in a landfill site. When such a site is full, it is normally covered with topsoil and landscaped. However, landfill capacity in Wales (and in many other countries) is becoming scarce; and new landfill sites are both unpopular and environmentally unsustainable.

Local Authority municipal waste: Includes household and non-household waste that is collected and disposed of by Local Authorities. It includes regular household collections, specific recycling collections, special collections of bulky items, waste received at civic amenity sites and waste collected from non-household sources.

Local Environmental Services: Covers cemetery, cremation and mortuary services, environmental health, street cleansing, waste collection and disposal.

Looked After Child: The term used to describe any child who is in the care of the Local Authority or who is provided with accommodation by the Local Authority for a continuous period of more than 24 hours. This covers children in respect of whom a compulsory care order or other court order has been made. It also refers to children accommodated voluntarily, including under an agreed series of short-term placements which may be called short breaks, family link placements or respite care.

National Strategic Indicators: A set of performance indicators which Local Authorities are required by law to collect and use.

Priority Need: A category of need that allows the person or household to access temporary accommodation.

Problematic Drug Misuse: Drug use which leads to problems in the lives either of those using the drugs or those around them.

Programme for Government: The plan of action for the Welsh Government outlining what it aims to achieve.

Recycling: Any recovery operation by which waste materials are reprocessed into products, materials or substances whether for the original or other purposes. It does not include energy recovery and the reprocessing into materials that are used as fuels of backfilling operations.

Registered Social Landlord: Organisations that provide and manage properties for people who would otherwise be unable to afford to rent or buy privately. Social landlords must be registered with the Welsh Government and are inspected on a regular basis to maintain a good standard of management.

Residual Household Waste: Household waste that is not prepared for reuse, recycled or composted.

Revenue Expenditure Outturn: The actual amount of money spent by Local Authorities.

Session: Half a school day.

StatsWales: The online dissemination tool for official statistics from the Welsh Government. This tool allows you access to the fine detail behind the high level statistics.

15. Contextual Data Sources

15.1 Local Authority Improvement Plans

Local Authorities are required to publish improvement plans each year. To access your Authority's Improvement Plan follow the links below.

- Isle of Anglesey - <http://www.anglesey.gov.uk/council-and-democracy/governance-and-performance-/corporate-business-plan/>;
- Gwynedd - http://www.gwynedd.gov.uk/gwy_doc.asp?cat=7066&doc=15861&Language=1&p=1&c=1;
- Conwy - <http://www.conwy.gov.uk/section.asp?cat=8239&Language=1> ;
- Denbighshire - <https://www.denbighshire.gov.uk/en/your-council/about-the-council/performance.aspx>;
- Wrexham- http://www.wrexham.gov.uk/english/council/documents/council_plan.htm;
- Flintshire - <http://www.flintshire.gov.uk/en/YourCouncil/Council-and-Democracy/Improvement-Plan.aspx>;
- Powys - <http://www.powys.gov.uk/index.php?id=296&L=0>;
- Ceredigion - <http://www.ceredigion.gov.uk/index.cfm?articleid=18408>;
- Pembrokeshire - http://www.pembrokeshire.gov.uk/content.asp?nav=101,2096,1566,1710&parent_directory_id=646;
- Carmarthenshire - <http://www.carmarthenshire.gov.uk/English/council/CouncilPerformance/Pages/performance-reports.aspx>;
- Swansea - <http://www.swansea.gov.uk/index.cfm?articleid=50884>;
- Neath Port Talbot - <http://www.npt.gov.uk/default.aspx?page=10240>;
- Bridgend - <http://www1.bridgend.gov.uk/services/corporate-improvement.aspx>;
- The Vale of Glamorgan - http://www.valeofglamorgan.gov.uk/our_council/achieving_our_vision/improvement.aspx;
- Cardiff - http://www.cardiff.gov.uk/content.asp?nav=2872,3250,5096&parent_directory_id=2865&id=6106&d1p1=1;
- Rhondda Cynon Taf - <http://www.rctcbc.gov.uk/en/councildemocracy/councilperformance/corporate-improvement-plan-and-summary/corporate-improvement-plan-and-summary.aspx>;

- Merthyr Tydfil - <http://www.merthyr.gov.uk/english/councilanddemocracy/performance/pages/executiveforwardplan.aspx>
- Caerphilly - <http://www.caerphilly.gov.uk/site.aspx?s=SL2mZllqChPvAmyM8BNW1Rc1GUD1zNde>
- Blaenau Gwent - <http://www.blaenau-gwent.gov.uk/council/166.asp>;
- Torfaen - <http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/Ourperformance/Our-performance.aspx>;
- Monmouthshire - <http://www.monmouthshire.gov.uk/improvement/>;
- Newport - <http://www.newport.gov.uk/dc/index.cfm?fuseaction=improvement.plan>.

15.2 Data Sources

There is a wealth of data available that can be used to assess the performance of public services and these have been referred to within each subject section above. In addition to the subject specific data sources there are also wider data which help to put performance in context of local priorities.

For an overview of the latest official statistics for your area you could use the 'Neighbourhood Statistics' tool from the Office for National Statistics (<http://www.neighbourhood.statistics.gov.uk/dissemination/>). A Local Authority focused set of statistics is also available from the Welsh Government <http://wales.gov.uk/topics/statistics/publications/localarea/?lang=en>.

For more detailed data on particular topics the official statistics published by the Welsh Government are all available from <http://wales.gov.uk/topics/statistics/?lang=en> and the detailed data tables behind the statistics are available from the online dissemination tool StatsWales <https://statswales.wales.gov.uk/Catalogue/>

Further information on Local Authority performance and other related data is available from the Local Government Data Unit ~ Wales <http://www.dataunitwales.gov.uk/data>

15.3 Regional Data Sources

At a higher geographical level a set of comparative statistics has been published by the Welsh Government and is available here: <http://wales.gov.uk/topics/improvingservices/publications/comparisons-regional-collaborative-areas-2014/?lang=en>

15.4 National and International Data Sources

At the Wales level a set of performance data is available through the Programme for Government here <http://wales.gov.uk/about/programmeforgov/?lang=en>.

In the UK official statistics that have been assessed by the UK Statistics Authority are awarded the quality mark of 'National Statistic' to denominate their compliance with the Code of Practice for Official Statistics. All National Statistics in the UK are published through the Publication Hub here <https://www.gov.uk/government/statistics>

For official statistics for Europe the official outlet is Eurostat here <http://epp.eurostat.ec.europa.eu/portal/page/portal/eurostat/home/>. Please note that definitions and collection and calculation methodology may differ between countries and so comparisons between countries should be made carefully.

16. List of Data Sources used

- Figure 1: The number of visits to public libraries during the year,
Figure 2: The percentage of respondents who felt their council provides a high quality service
Figure 3: Revenue Outturn Expenditure per head of population on Social Services, 2013-14
Figure 4: Revenue Outturn Expenditure per head of population on Social Services, Wales
Figure 5: Percentage of population aged 65 and over, 2013
Figure 6: Delayed Transfers of Care for Social Care reasons per 1,000 head of population aged 75 or over, 2013-14
Figure 7: Looked after children as a percentage of the population aged 0 to 17, (LAC data 2013-14, population data 2013)
Figure 8: 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, average of 2012-13 and 2013-14 (a)(b)
Figure 9: Percentage of Looked After Children with three or more placements in the year, average of 2012-13 and 2013-14 (a)
Figure 10: Percentage of pupils at Key Stage 4 achieving the Level 2 inclusive threshold, 2013/14 (a)
Figure 11: Revenue Outturn Expenditure per pupil, 2013/14 and Percentage of pupils at Key Stage 2 achieving the expected Level (L4+) 2014 (a)
Figure 12: Revenue Outturn Expenditure per pupil, 2013/14 prices and Percentage Achieving Expected Level (L4+) 2003/04 to 2013/14, Wales (a)
Figure 13: Percentage of Working Age Population Qualified to National Qualification Framework Level 4 or Above (a)
Figure 14: Percentage of pupils at Key Stage 4 achieving the Level 2 inclusive threshold, 2013/14 (a)
Figure 15: Percentage half day sessions attended at secondary School, 2012/13

- Figure 16: Percentage of adults meeting daily physical activity guidelines, 2012 & 2013 (a) (b)
- Figure 17: Revenue Outturn Expenditure per head of population on libraries, 2013-14
- Figure 18: Revenue outturn Expenditure per head on libraries and Visits to Public Libraries per 1,000 head of population
- Figure 19: Revenue Outturn Expenditure per head on libraries and Visits to Public Libraries per 1,000 head of population, 2013-14
- Figure 20: Number of free public swims for those aged 16 and under or 60 and over, per 100 persons in those age groups, 2013-14
- Figure 21: Location of public libraries
- Figure 22: The number of visits to public libraries during the year, per 1,000 head of population, 2013-14
- Figure 23: Homelessness
- Figure 24: Revenue Outturn Expenditure on Council Fund Housing and Housing Benefit per head of population, 2013-14
- Figure 25: Households with dependent children accepted as homeless and accommodated per 10,000 households, 2013-14 (a) (b) (c)
- Figure 26: Rate of additional affordable housing units delivered per 10,000 households, by Local Authority area, 2013-14
- Figure 27: 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, 2013-14
- Figure 28: The average number of calendar days taken to deliver a Disabled Facilities Grant, 2013-14
- Figure 29: Household Waste Refuse collection per head (tonnes), 2013-14 (a) (b)
- Figure 30: Revenue Outturn Expenditure on Local Environmental Services (a) per head of population, 2013-14
- Figure 31: Revenue Outturn Expenditure on Local Environmental Services (a) per head of population and Percentage of Waste sent to Landfill (b)
- Figure 32: Revenue Outturn Expenditure on Local Environmental Services (a) per head and Percentage of Waste Recycled, 2013-14
- Figure 33: Percentage of Municipal Waste Collected that is Reused, Recycled or Composted, 2013-14
- Figure 34: Percentage of reported fly-tipping incidents cleared within five working days, 2013-14 (a)
- Figure 35: Traffic volume (billion Vehicle Kilometres) per 100,000 population, 2013
- Figure 36: Revenue Outturn Expenditure, Roads and Transport per Kilometre of road, 2013-14
- Figure 37: Revenue Outturn Expenditure, Roads and Transport per Kilometre of road and percentage of roads in poor condition 2013-14
- Figure 38: Percentage of roads in poor condition, 2013-14
- Figure 39: Police Recorded Offences per 1,000 population (year to March 2014)
- Figure 40: Percentage of respondents who felt safe when walking in their local area after dark
- Figure 41: Adults who have experienced or witnessed anti-social behaviour by police force area, 2013-14 (a)

Local Authority Services Performance 2013-14

Figure 42: Revenue Outturn Expenditure per head on Law, Order and Protective Services, 2013-14

Figure 43: Revenue Outturn Expenditure per head on Law, Order and Protective Services and Perceptions of Anti-Social Behaviour (a)

Figure 44: Map showing hospitals in Wales and Local Authority boundary

Figure 45: Percentage of adults who are overweight or obese, 2012 and 2013, age-standardised

Figure 46: Percentage of adults who report being physically active on five or more days in the past week, 2012 and 2013, age-standardised

Figure 47: Percentage of adults who reported drinking above guidelines on at least one day in the past week, 2012 and 2013, age-standardised

Welsh Health Survey data is available at

<http://wales.gov.uk/topics/statistics/headlines/health2011/1109131/?lang=en>
