

## APPENDIX 4 – NSIS AND PAMS THAT DENBIGHSHIRE COUNTY COUNCIL’S PERFORMANCE DECLINED IN FOR 2015/16

Indicator	2014-15	2015-16	Reason for Decline
CAM/037 – The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres	6.4	-8.2	Please note that this data is reported retrospectively (2014-15 reported in 2015-16). According to the definition of the indicator, properties must be controlled by the council, in regular public use, and be lodged by our Display Energy Certificate provider in any given year. The negative change (an increase from a rating of 3793 to 4296) has been brought about by a score increase in 24 sites, and the lodging of 3 properties not lodged in 2014-15 (2 of which have a large carbon output). 7 properties remained the same, while the DEC rating improved in 11.
CHR/002 – The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence	8.3	8.5	There has been a slight increase in the number of days lost. However, the council have had to take some difficult decisions over the past 2 years as a result of the financial position it was in and this will have impacted on staff either through being at risk themselves or as a result of colleagues being put at risk and made redundant. The impact of that is likely to be seen during 2015/16 and would explain the increase.
EDU/011 – The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority	562.8	543.7	The regional school improvement service, GwE, has operational responsibility for improving attainment standards on behalf of the authority, and it is an area of concern that the rate of improvement has been slow. It is an area that we are continuing to monitor rigorously and push for improvement. No data is currently available for 2015-16 academic year, however, the Level 2 and Level 2+ thresholds have improved. This makes it highly likely the average point score will have also improved.

EDU/015(a) – The percentage of final statements of special education need issued within 26 weeks, including exceptions	100	39.3	Every child's statementing progress can be evidenced. Exceptions, have been noted, and vary from each individual case. The decline in this indicator is as a result of a systems change. The council is confident that it has fulfilled its duties at every stage.
EDU/016a – Percentage of pupil attendance in primary schools	94.84	94.73	Primary attendance has declined 0.1% to 94.7% in 2014-15 academic year, with an increase in authorised absences. Continued improvement elsewhere means the median increased from 94.8% to 94.85%. This improvement, together with our decline, means that this indicator is now a priority for improvement. However, this data is a year late and does not reflect the efforts of Education Services over the last year to improve. It is anticipated that there will be a marked improvement in 2015-16 data.
EDU/016b – Percentage of pupil attendance in secondary schools	92.99	92.97	Secondary attendance has declined slightly by 0.02% to 92.97% in 2014-15 academic year. Continued improvement elsewhere means the median increased from 93.6% to 93.8%. This improvement, together with our slight decline, means that this indicator remains a priority for improvement. However, this data is a year late and does not reflect the efforts of Education Services over the last year to improve. It is anticipated that there will be a marked improvement in 2015-16 data.
LCL/001(b) – The number of visits to Public Libraries during the year, per 1,000 population	5,799	4,976	There was a 7% reduction in opening hours during Nov 2015. Additionally, errors with the people counters at two of our libraries (St Asaph and Rhyl) has meant that data was unavailable for a number of months.
PPN/009 – The percentage of food establishments which are 'broadly compliant' with food hygiene standards	97.36	94.78	The number of food related premises in Denbighshire (denominator) increased by 34 in 2015/16 (from 1097 in 2014/15 to 1131 in 2015/16). However, the number of food related premises that were 'broadly compliant' (numerator) also increased by 4 in 2015/16 (from 1068 in 2014/15 to 1072 in 2015/16). Therefore, the actual number of complaint premises is higher in 2015/16, but because the denominator figure increased, due to an increase in new food businesses opening during the

			year, this has caused a decrease in percentage / performance.
SCA/001 – The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	1.27	2.61	The rate of delayed transfers of care has increased as a result of increases in admissions to hospital creating pressures for the provision of domiciliary care at discharge. Work is continuing with Betsi Cadwaladr University Health Board to ensure discharge arrangements are improved.
SCA/002a – The rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March	43.84	29.57	Performance remains in the bottom quartile. NB. This indicator does not take into account Denbighshire's ambition to meet people's need through reablement and community services rather than managed care. Good performance should be low in this indicator. Denbighshire's performance has therefore improved in relation to both our, and Wales', ambition to reduce formal support to individuals and should therefore be seen as being in the top quartile.
SCA/018a – The percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year	93.7	90.4	As a result of the decrease in the number of citizens receiving services, fewer carers of those citizens were formally offered an assessment. We also set an aspiration of being 'Good' based against national performance on this indicator, and the threshold was set at 90.4%, which we achieved.
SCC/037 – The average external qualifications point score for 16 year old looked after children in any local authority maintained learning setting	439	184	This indicator is concerned with a reasonably small cohort of children - 13 in total, 9 with special educational need. One young person sat no exams as they were subject to the Mental Health Act.
THS/007 – The percentage of adults aged 60 or over who hold a concessionary bus pass	82.5	81	The decline of 1.5% from 82.5% (2014-15) to 81% (2015-16) is within our "normal" range for this indicator, the percentage figure for 2013-14 being 80.8%. We are not particularly concerned about this indicator because it is not a measure of our "performance", it is merely an indicator of demand for bus passes. There are many factors that contribute to someone not taking

			<p>up their option to obtain a bus pass. One likely reason is that those who still drive, and feel fit enough to continue to do so, see no merit in getting a pass. This position may change with age, but they may be well into their 70s before they apply, hence they remain in the 20% who don't own a pass until they really need one. Another reason is the rural nature of Denbighshire. If you live in a rural area, and can still drive, then the bus is a far less flexible and convenient option. Overall, Denbighshire's performance in this area is on a par with comparable Welsh Local Authorities, and we are satisfied with the current position.</p>
THS/012c - The percentage of non-principal/classified (C) roads that are in overall poor condition	12.9	13.3	<p>Although the % of the C roads in poor condition increased slightly in 2015/16 to 13.3%, the overall trend since the start of the current Corporate Plan is one of improvement. The position in 2011/12 for this indicator was 14.9%, and the proportion of C roads in poor condition has reduced year on year since then (with the exception of this slight decline in 2015/16). This also needs to be viewed within the context of the overall road network. The combined indicator (which included A, B &amp; C roads) did improve in 2015/16, with 8.4% of our roads being in poor condition, compared to 8.7% in 2014/15. The Wales average for the combined indicator in 2015/16 was 11.2%, which is significantly higher than our performance at 8.4%.</p>
WMT/004b - The percentage of municipal waste collected by local authorities sent to landfill	14.32	17.07	<p>The total amount of waste we collect has increased in 2015/16 (for the first time in 10 years). This is common to what other authorities have experienced, however, the reasons behind the increase are complex (the state of the economy, cross border waste entering Household Waste Recycling centres and collection systems are all factors). A new disposal contract was awarded in April 2016, which is a 'treatment' rather than 'landfill' option and therefore we expect that the figure against this indicator will fall dramatically for 2016/17. Measures have also been implemented at Denbighshire's Household Waste Recycling Centres to control waste from outside Denbighshire's borders coming into the sites, and this will also help.</p>

<p>WMT/009b – The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way</p>	<p>65.87</p>	<p>62.42</p>	<p>Charging for green waste collections was introduced in April 2015. It was predicted that the impact of introducing the scheme would reduce the overall recycling rate by 3 to 4% (and this has proved to be the case i.e. 3.45% reduction). The dilemma for Members when debating this scheme was either to accept the introduction of green waste charging, realising significant budget savings but accepting a fall in recycling rate; or not accepting the introduction of green waste charging, maintaining a higher recycling rate but not realising budget savings. Denbighshire has been the best performing County in Wales for this indicator for the last 5 years, and despite the introduction of green waste charging remains in the top quartile for performance (5th in Wales). We met the 2015/16 statutory recycling target for municipal waste (58%). This target rises to 64% by 2019-20, and we remain confident of achieving that.</p>
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