

Response to the
Statutory Report on the
Authority's Improvement
Plan 2003/04

STATUTORY REPORT UPON THE AUDIT OF IMPROVEMENT PLAN 2003/4

The Authority is pleased that the District Auditor has certified in that the Council's Improvement Plan was produced in accordance with Section 7 of the Local Government Act 1999 and the Audit Commission's Code of Audit Practice.

As noted in the Statutory Report many of the recommendations made by the Auditor have already been incorporated into the Council's Improvement work programme. However, the Council recognizes the importance of developing its arrangements in accordance with the statutory recommendations listed below.

Ref	Recommendation	Response
S1	We recommend that the next risk assessment provides a more comprehensive analysis of service performance and delivery and identifies the causes of all risks. This will require the production of improved performance measures and information for some services (See S6)	<p>The process for undertaking service risk assessments has been developed to provide a more comprehensive analysis including, where necessary, evidence of performance which may not be demonstrated by a performance measure/indicator. This will allow for other management knowledge /causes of all known risks which may significantly impact of the performance of any service to be taken into account in the analysis.</p> <p>The prioritisation of improvements for services will be aided through improved action planning, (see S3).</p>
S2	We recommend that future plans focus more clearly on the Council's Strategic priorities and are structured to clearly demonstrate how planned improvements in performance will contribute towards their achievement.	<p>The Council is in the process of revising its Corporate Plan and intends to complete the process following public consultation by 31st March 2004.</p> <p>The production of the 2004/05 Improvement Plan will be undertaken in conjunction with the revised Corporate Plan, and will be overseen by Directorate representatives to ensure that performance and necessary improvements support the Corporate strategic objective.</p>

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Ref	Recommendation	Response
S3	We recommend that the Council revisits the monitoring element of the performance management framework and that Member, Directorate and Corporate Management Team monitoring of SDP's, business plans and Best Value Review action plans is clarified and implemented consistently to ensure a clearer picture of performance and improvement.	The Council recognizes that this is a key area for improvement. The Performance Management Framework will be revised to strengthen and clarify the monitoring and evaluative procedures of action plans and performance information. This information will be reported to and monitored by Members, Directorate and Corporate Management Team. Improved monitoring of these procedures by the Performance Management Unit will be implemented to ensure consistent application across the Council.
S4	We recommend that all improvement actions are reflected in SDPs and monitoring reports are evaluative and outcome focussed. The Principal Scrutiny Committee and Corporate Management Team should endorse and monitor the effectiveness of this approach.	The production of action plans ensuring they are focussed and prioritised will allow a rationalisation of improvement actions for inclusion in the Authority's Service Delivery Plans. Guidance to assist in the production of plans will be incorporated within the Performance Management Framework, and made available on the Performance Management Intranet site. Training upon performance management has already commenced and will be made available as part of the Corporate Training Programme.
S5	We recommend that the Council ensures consistency in the reporting and monitoring of performance information. As with the recommendation in S4, this is fundamental to the achievement of service improvements and, as such, its effectiveness should be regularly monitored by the Principal Scrutiny Committee and Corporate Management Team.	Procedures to ensure that all performance information is reported to the Principal Scrutiny Committee and Corporate Management Team will be included within the revised Performance Management Framework.

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S6	<p>We recommend that the Council establish Critical Success Factors underpinned by a suitable range of performance measures, SMART targets and capacity/ capability/ resource requirements. Some early work in this area has been undertaken by the Engineering and Building Service within the Technical and Local Services Directorate and we recommend that this is evaluated and good practice shared throughout the Council.</p>	<p>Work is underway to ensure all action plans achieve the desired outcome through identification of resources- human and financial, and that these support approved Critical Success Factors. (see S4)</p>
S7	<p>We recommend that the Group Director of Community Services initiates a review of the Directorate's arrangements for validating the accuracy of performance information.</p>	<p>With respect to the Social Services performance information, both Social Care and Children Services are planning a comprehensive data validation exercise to ensure that the data presented is accurate. We are concerned that the data does not represent a true account of service provision within Social Services, arising as a result of severe staff shortages within the performance management team.</p> <p>It is very clear within Social Services that data validation is a high priority and to this extent, 5 admin posts have been advertised to recruit staff to work specifically on SSID data validation work. The staff will be based in the area offices and work with practitioners and managers to ensure that caseloads and provisions are accurate. The staff will be appointed until 31st March, 2004 and the integrity of the data on the system at that time will be significantly improved and reliable.</p> <p>We have also been successful in recruiting a Manager who takes up his appointment on the 5th January. We anticipate a full team of permanent staff by 31st March, 2004</p>

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Ref	Recommendation	Response
S8	We recommend that progress against recommendations in audit and inspection plans is rigorously monitored to ensure that improvement plans are implemented	Arrangements to ensure all accepted recommendations in audit and inspection reports are rigorously monitored are to be strengthened, through the regular reporting to the Principal Scrutiny Committee and Corporate Management Team as defined within the revised Performance Management Framework. (see also S3).

APPENDIX B

PERFORMANCE INDICATORS 2003/04

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
Corporate Support Services										
1.1a	The level of compliance with the authority's approved Welsh language scheme as confirmed by the Welsh Language Board; Service Delivery	N/A	Good			Good	Good	Good	Powys County Council undertakes a self assessment process with regard to monitoring compliance with its statutory Welsh Language Scheme. The judgement previously awarded by the Welsh Language Board remains valid and will be reviewed in 2005.	
1.1b	The level of compliance with the authority's approved Welsh language scheme as confirmed by the Welsh Language Board; Scheme Management	N/A	Good and Improving			Good and Improving	Good and Improving	Good and Improving	As above	
1.2	The level of the Commission for Racial Equality's 'Standard for Local Government' to which the authority conforms.	None	Level 2			Level 2	Level 2	Level 2	The Council is working towards Level 2 of the Equalities Standard for Local Government in Wales	
1.3	The number of complaints to an Ombudsman classified as Maladministration	0	1	0.45		0	0	0		
1.4	The percentage turnout for local elections.	53%	53%	47.1%		53%	55%	49%	A target of 49% has been set based on the County Council Elections of June 2004.	
1.5	The percentage of interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods.	42%	26%		49%	31%	28%	33%		
1.6	The percentage of undisputed invoices which were paid in 30 days.	77.50%	76%	80.5%	89%	80%	85%	85%		
1.7	The Percentage of Council Tax collected.	96.59%	97%	96.27%	97%	96.67%	97%	97.00%	The PI is not expected to hit its target due to the significant increase in the amount of Council Tax that was to be collected in 2003/04. The Council approved a 10.5% increase that is becoming increasing more difficult to collect. It is also worth noting that in monetary terms the section needs to collect £4.3 Million more in the year to maintain the PI at last years rate. The 2003/04 target was previously reported as 97.5%, however, the correct 2003/04 target is 97%. This discrepancy occurred due to an error on a proforma return.	
1.8	The percentage of non-domestic rates due for the financial year which were received by the authority.	98.92%	97.07%	96.58%	98%	98.44%	98%	98.00%		
1.9	The percentage of senior management posts filled by women.	13.63%	17.39%	16.0		10%	13.36%	10%	The target for 03/04 has not been achieved due to the loss of 2 fte Senior Managers over the course of the year and no female appointments to Senior Management posts	
1.10	The number of working days/shifts per Full Time Equivalent lost due to sickness absence.	10.84	11.71	12.0	10.1	10.57	12.49	10.5		
1.12	Ill health retirements as a percentage of the total work force.	0.27%	0.25%	0.52%	0.41%	0.16%	0.3%	0.1%		

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
1.13	The number of authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition as a percentage of the total workforce.	0.40%	0.43%	1.66%	2.70%	0.58%	1%	1.3%	Comparison is not possible due to differing denominators used for 2002/03 and 2003/04.	
1.14	The number of staff from Minority ethnic communities within the authority's workforce as a percentage of the total workforce.	0.30%	0.28%	0.96%	4%	0.40%	1%	1%	As above	
1.15	The percentage of the authority's buildings open to the public and that are suitable for and accessible to disabled people.	32.80% (41)	32.80%	18.1%	37%	32.80%	32.80%	32.80%	Although improvements are continuing to be made in accessibility in public buildings, these buildings cannot achieve the requirements for compliance with Part M of the Building Regulations as they were built before the current regulations were in place.	
11.1a	The number of claimants visited, per 1,000 caseload.					565	New Indicator	500		
11.1b	The number of fraud investigators employed, per 1,000 caseload.					0.38	New Indicator	0.36		
11.1c	The number of fraud investigations, per 1,000 caseload.					52.58	New Indicator	55		
11.1d	The number of prosecutions and sanctions, per 1,000 caseload.					5.46	New Indicator	6.35		
11.3a	Speed of processing:a) Average time for processing new claims (days)	56	51		46	53	49	47	Target not achieved. 7,341 claims determined taking a total of 387,276 days. Average = 52.76 days. Delays in obtaining replies for private rented accommodation from the Rent Officer Service have added an estimated 2 days to our actual performance over the full year 2003/04.	
11.3b	Speed of processing:b) Average time for processing notifications of changes of circumstances (days)	8	8		15	9	8	8	Target achieved	
11.3c	Speed of processing:c) Percentage of renewal claims processed on time	60.41%	63.36%	69%	70%	50.40%	73%	76.00%	This target is not achieved in 2003/04.. Legislative changes during the year meant that repeat claims for persons over 60 years of age were no longer required after 6 October 2003 and late software changes delayed sending out repeat claims to non-pensioners during the year.This target disappears in 2004/05 as benefit periods are abolished for all customers from April 2004.	
11.4a	Accuracy of processing:a) Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases checked post-determination.	92%	96.2%	97%	97%	97%	96%	97%	This target is expected to be achieved in 2003/04.	

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
11.4b	Accuracy of processing:b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	72.66%	77.8%	48.5%	51%	82.37%	78%	81.00%		
BV7	The percentage of electoral registration form A's returned	93.80%	95%			93.98%	95%	96.00%	Relates to return in November each year I.e this figure relates to November 2003.	
CSS-ACC1	To complete accounts by	Sep-01	Sep-02			Jun-03	Jul-03	Jun-04		
7.7	The percentage of standard searches carried out in 10 working days	99.11%	98.39%	90.4%	87%	99.44%	98%	98.50%		
(Local) PM-PI2	A reply within 10 days of receipt of a letter. If a fuller/more complex reply is required then the target is 20 days, with an acknowledgement after 5 days	87.2%	86.1%			88.20%	87.2%	90%		
PA 15 (Local)	The level of the Equality Standard for Local Government to which the Authority Conforms					Level 1 achieved	New Indicator	Level 2 achieved		

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
Children, Families & LifeLong Learning										
2.1	Average GCSE/GNVQ points score of 15/16 year olds in schools maintained by the authority.	42%	42%	39%		44%	44%	46%		
2.2 (PIG)	Percentage of pupils in schools maintained by the authority in the previous summer achieving 5 or more GCSE's at grades A* - C or the vocational equivalent	59%	60%	49.7%	48%	63%	67%	66%		
2.3	Percentage of pupils in schools maintained by the authority achieving one or more GCSEs at grade G or above or the vocational equivalent.	95%	94%	92.35%		96%	98%	99%		
2.4a (PIG)	Percentage of 11 year olds in schools maintained by the authority in the previous summer achieving Level 4 or above in the National Curriculum Key Stage 2 Mathematics test	79%	72.70%	72.73%	73%	78%	82%	86%		
2.4b (PIG)	Percentage of 11 year olds in schools maintained by the authority in the previous summer achieving Level 4 or above in the National Curriculum Key Stage 2 English test	83%	84.30%	79.41%	74%	83%	78%	78%		
2.4c (PIG)	Percentage of 11 year olds in schools maintained by the authority in the previous summer achieving Level 4 or above in the National Curriculum Key Stage 2 Welsh (first language) test.	79.90%	83.30%	75%		88%	86%	84%		
2.4d (PIG)	Percentage of 11 year olds in schools maintained by the authority in the previous summer achieving Level 4 or above in the National Curriculum Key Stage 2 Science test.	86.50%	88.60%	85.49%		91%	81%	82%		
2.5a	Percentage of 14 year olds in schools maintained by the authority in the previous summer achieving Level 5 or above in the National Curriculum Key Stage 3 Mathematics test.	70.10%	71.60%	61.96%	65%	74%	80%	83%		
2.5b	Percentage of 14 year olds in schools maintained by the authority in the previous summer achieving Level 5 or above in the National Curriculum Key Stage 3 English test.	70.50%	70.80%	61.38%	66%	70%	83%	86%	The authorities target for 2003/04 was 83% and the All Wales target was 80%-85%. The end of year figure was 70%. Target for this area was missed , although all Wales figure of 64% was exceeded. Target methodology to be revised 2004/05.	
2.5c	Percentage of 14 year olds in schools maintained by the authority in the previous summer achieving Level 5 or above in the National Curriculum Key Stage 3 Welsh (first language) test.	78.10%	75.60%	70.77%		74%	81%	84%	Target not met but result represents 7th best performing authority in Wales	
2.5d	Percentage of 14 year olds in schools maintained by the authority in the previous summer achieving Level 5 or above in the National Curriculum Key Stage 3 Science test.	76.50%	80.20%	67.14%	65%	80%	88%	89%	Target not met but result represents best performing authority in Wales.	

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
2.6	Percentage of 15/16-year-olds achieving the 'core subject indicator'. Those pupils achieving at least grade C in GCSE English or Welsh, Mathematics and Science in combination.	43%	45%	35.97%		47%	49%	49%		
2.7 (PIG)	Percentage of 15/16-year-olds leaving full-time education without a recognised qualification.	1.40%	2.40%	3.08%		1.5%	2.8%	1.5%		
2.8a	Number of pupils permanently excluded during the year from schools maintained by the authority per 1,000 pupils on rolls of schools maintained by the authority for primary schools	0.4	0.09	0.32		0.09	0.10	0.45		
2.8b	Number of pupils permanently excluded during the year from schools maintained by the authority per 1,000 pupils on rolls of schools maintained by the authority for secondary schools	1.8	1.6	1.68		1.31	1.6	1.6		
2.8c	Number of pupils permanently excluded during the year from schools maintained by the authority per 1,000 pupils on rolls of schools maintained by the authority for special schools	0	0	3.45		0	0	0		
2.11a	The percentage of permanently excluded pupils attending less than ten hours a week of alternative tuition	50%	29.60%	56.5%		44.8%	28%	28%	Targets not met due to fluctuations caused in small client groups.	
2.11b	The percentage of permanently excluded pupils attending between ten and twenty-five hours a week of alternative tuition	50%	70.40%	33.5%		55.2%	72%	72%	Same as above	
2.11c	The percentage of permanently excluded pupils attending more than twenty-five hours a week of alternative tuition.	0%	0%	10.1%		0%	0%	0%		
2.12a	The percentage of primary school classes with more than 30 pupils in years Reception to two inclusive.	1.63%	2%	2.62%		1.92%	1.60%	1.20%	Figures based on Jan 04 actual class sizes. The end of year figure is slightly above the target figure as two schools have had pupils move into the catchment when they are unaware of when setting classes in the summer.	
2.12b	The percentage of primary school classes with more than 30 pupils in years 3 to 6.	9.96%	10%	14.12%		6.79%	10.50%	5%		
2.13a	The number of statements issued during the year.	130	91	86		104	105	100		
2.13bi	Percentage of statements of special educational need, excluding those affected by "exceptions to the rule" under the SEN Code of Practice. i)prepared within 18 weeks	75.90%	88.14%	70.2%	87%	75.47%	88.5%	88.5%	Target not met, due to delay in small number of cases. Efforts concentrated to ensure target met in future. It has been recognised that all staff need to be aware of statutory duties and that difficulties experienced in September should not have impacted on these.	

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
2.13bii	Percentage of statements of special educational need, excluding those affected by "exceptions to the rule" under the SEN Code of Practice. ii)finalised within 26 weeks		86.96%	72.2%		80.00%	87.5%	87.5%	Target not met. Performance will improve through arrangement of timely meetings with parents where statement has not been accepted or there is difficulty in agreeing placement.	
2.43.bi (Local)	Percentage of Draft Statements of SEN prepared within 18 weeks including those affected by 'exceptions to the rule' under the SEN Code of Practice for Wales 2002	73%	79.07%			74.78%	85%	85%	Target not met. Performance will improve through arrangement of timely meetings with parents where statement has not been accepted or there is difficulty in agreeing placement. The difficulty in obtaining medical advice has also been recognised.	
2.43bii (Local)	Percentage of Draft Statements of SEN prepared within 26 weeks including those affected by 'exceptions to the rule' under the SEN Code of Practice for Wales 2002		84.62%			75.96%	87.5%	87.5%		
2.14	The percentage of attendance of those present or on approved educational activities in secondary schools maintained by the best value authority.		91.40%	89.85%	91.1% ^a	92.16%	92%	92.5%		
3.1	Stability of placements of children looked after by the authority by reference to the percentage of children looked after on 31 March in any year with three or more placements during the year.	3%	9.62%	8.25%	12%	25.4%	3%	5%		
3.2a	Educational qualifications of children looked after. percentage of young people leaving care aged 16 or over with one or more GCSE at Grade A* to G, or GNVQ		66.67%	45.36%	44.00%	50%	70%	37.5%	Small denominator (less than or equal to 10) – This PI applied to only 4 children, with 2 of these children having 1 or more qualification	
3.2b	Educational qualifications of children looked after. percentage of young people leaving care aged 16 or over with two or more GCSE at Grade A* to G, or GNVQ		55.56%	37.86%		50%	70%	60%	Small denominator (less than or equal to 10) – This PI applied to only 4 children, with 2 of these children having 2 or more qualification.	
3.3 (PIG)	The percentage of young people in care on their 16th birthday who have a care plan and/or pathway plan for their continuing care.	100%	100%	96%		85.7%	100%	100%	Small denominator (less than or equal to 10) – This PI applied to only 7 children, of these children, 6 had a suitable plan for continuing care.	
3.4 (PA 11a)	The percentage of first placements (for looked after children) beginning with a care plan in place	80%	66%	65.8%		50.8%	95%	85%		
3.5	Costs of services for children looked after by an authority by reference to gross weekly expenditure per looked after child in foster care or in a children's home.	£464	£687.58	£427	£582	£695.42	£400	£729.45		

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
3.12	The percentage of children on the child protection register whose cases should have been reviewed that were reviewed.	74%	100%	72.8%	97%	88.5%	100%	100%	This result equates to three children from one family where the review missed the timescale. There is now a clear performance monitoring system in place and with the improved staffing within the Reviewing Unit, it is hoped we will reach 100% for 2004/05.	
3.15a (PIG)	The percentage of cases of children with an allocated social worker who is providing a service appropriate to the child's need, in each of the following groups separately: a) children on the child protection register	100%	100%	99.0%		98%	100%	100%		
3.15b (PIG)	The percentage of cases of children with an allocated social worker who is providing a service appropriate to the child's need, in each of the following groups separately: b) children looked after (exclude those children in 3.15a)	100%	100%	98.1%		99%	100%	100%		
3.15c (PIG)	The percentage of cases of children with an allocated social worker who is providing a service appropriate to the child's need, in each of the following groups separately: c) children in need (exclude those children in 3.15a & 3.15b).	100%	98.43%	83.8%		91%	100%	95%		
9.2	The number of visits to public libraries per 1,000 population	3852	4478.87	4,377.12		5079	4900	5100		
(Local) CFLL-K9	Pupils with Statements of SEN as a percentage of all children		2.77%			2.86%	2.5%	2.5%		
PA 1 (Local)	Increase the number of registered childminders from April 2003 level of 95					95	New Indicator	105		
PA 2	an increase in the rates of attendance ("those present or on approved educational activities") in secondary schools					92.2%	New Indicator	92.5%		
PA 3	a reduction in the number and % of 15 year olds (and within that, those in local authority care) leaving full-time education without a recognised qualification.					23 (1.5%)	New Indicator	24 (1.5%)		
PA 11b	For those children looked after whose second review (due at 4 months) was due in the year or had taken place, the percentage with a plan for permanence during the year to 31 March.					96.6%	New Indicator	98%		
PA 12	The percentage of children looked after at 31 March who have experienced one or more changes of school, which were not due to transitional arrangements or sixth form college.					23%	New Indicator	20%		

Performance Indicators 2003/04										
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Community Services										
1.16a	The number of racial incidents recorded by the authority per 100,000 population.	33.91	29.3	37.6	28	0.8		0.8	No comparison available as figure is now calculated using internal records instead of Dyfed Powys Police figures as used previously. PCC are currently enhancing the system for collecting this information.	
1.16b	The percentage of racial incidents that resulted in further action	100%	100%	99.27%	86%	100%	100%	100%	as above	
1.17	The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority	0	0.09	0.65	0.49	0.082	0.09	0.087		
3.6a	Cost of providing social services to adults by reference to gross cost per week for residential and nursing home care		£481.75	£419		£314	£520	£511.09		
3.6b	Cost of providing social services to adults by reference to gross cost per week for home care.		£134.27	£101		£125	£125	£142.45		
3.7 (PA 10a)	The rate of older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over. (PIG)	106.34	69	101.76	91	72.35	90	93	Government policy aims to promote care for people within their own homes. The increase in the number of clients helped to live at home aged 65+ is mainly due to increased Home Care Provision during 2003/04.	
3.8 (PA 9)	The rate of delayed transfer of care for social care reasons per 1,000 population aged 75 or over. (PIG)	20.46	20.16	18.15		16.68	19	16		
3.9 (PIG)	The percentage of adult clients receiving a written statement of their needs and how they will be met. (PIG)	100%	100%	87%	88%	100%	100%	100%		
3.10	The rate of assessments of people aged 65 and over per 1000 population aged 65 or over.	117	124.15	146.27		126.39	130	130		
3.11	The number of nights of respite care provided or funded by the authority per 1,000 population aged 18 or over.	87.86	85.32	102.83		89.8	90	86		
3.13 (PA 10b)	The number of people aged 65 or over whom the authority supports in residential care homes or nursing homes per 1,000 population	21.49	18.19	29.45		22.7	20	19	Whilst we aim to reduce institutionalised care, we expect increased numbers due to the significant increase in the older people population for Powys.	
3.14a (PIG)	The number of adults aged under 65 whom the authority helps to live at home per 1,000 adults aged under 65, in each of the following client groups separately a) Physical or sensory disabled	2.4	2.07	5.18		2.78	1.75	2.25		
3.14b (PIG)	The number of adults aged under 65 whom the authority helps to live at home per 1,000 adults aged under 65, in each of the following client groups separately: b) Learning disabled	4.59	4.22	3.58		4.16	4.5	4.4		

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
3.14c (PIG)	The number of adults aged under 65 whom the authority helps to live at home per 1,000 adults aged under 65, in each of the following client groups separately: c) with mental health problems	0.72	1.05	3.39		1.86	0.95	1.25		
4.1a	The proportion of private sector dwellings where direct action by the local authority has resulted in: a)unfit dwellings being made fit or demolished	0.023 (2.3%)	0.0263	0.046	0.033	0.0283	0.02	0.01		
4.1b	The proportion of private sector dwellings where direct action by the local authority has resulted in: b) return to occupation during 2002/2003, where they have been vacant for more than 6 months at 1 April.		0.0678	0.0155		0.1098	0.05	0.03		
4.2	Energy Efficiency - the average SAP rating of local authority owned dwellings.	51.1	52		57	53.32	56	58		
4.5a	Local Authority rent collection and arrears: a) rent arrears of current tenants as a proportion of the authority's rent roll.		0.0199	0.0268		0.02	0.02	0.02		
4.5b	Local authority rent collection and arrears: b) rent arrears of former tenants as a proportion of the authority's rent roll		0.019	0.020		0.03	0.009	0.02		
4.5c	Local authority rent collection and arrears: rent arrears of current and former tenants written off as not collectable as a proportion of the authority's rent roll		0.0038	0.0123		0.003	0.004	0.025		
4.6	Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days.	88.9% (0.889)	0.9287	0.876		0.69	0.94	0.8	Target not met due to increased volume of homelessness cases received in 03-04. Additional resources have been identified.	
4.7	Average relet times for local authority dwellings let during the financial year. (This relates to calendar days)	42.1	33.11			29.6	32	28		
4.10a	Percentage of repairs completed within target time: a)Classed as emergency	92.6%	97.34%	89.5%		97.17%	98%	98%		
4.10b	Percentage of repairs completed within target time: b)Classed as urgent	77.2%	86.44%	72.2%		81.58%	86%	88.00%	Performance has dropped off towards the end of the year and the target has been missed by some margin. It would appear that this category of repair is proving the most difficult to deal with following restructuring of the repair classifications. Staffing issues across the county, in particular operatives being able to carry out the work, has impacted on the service. Due to the good performance with non-urgent repairs the allocation of resources to the different classifications is being investigated.	

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
4.11	The average time taken to complete non-urgent responsive repairs. (days)	23.41	22.39			17.02	28	25		
4.12	Does the authority follow the Commission for Racial Equality's code of practice in rented housing?		yes			yes	yes	yes		
4.13a	Tenants' participation a)Are there landlord wide Tenant Participation Compacts (TPCs)?		yes			yes	yes	yes		
4.13b	Tenants' participation b)When was the most recent review of a landlord-wide TPC in partnership with Tenants?		2001/02			2001/02	2003/04	2004/05	Consultants now employed to review the TPC and ensure that the 04/05 target is met.	
4.13c	Tenants' participation What proportion of your tenants are covered by local or group-specific TPCs?		0	0.2		0	0	0	There are no current plans to develop local or group specific TPCs.	
4.14	Effectiveness of co-ordinated approach for dealing with homelessness and social housing: The number of homeless households placed by local authorities in temporary housing for more than six months.		2	20.2		57.75	0	55	As the volume of cases has increased the proportion of priority need cases remained constant and so the demand for temporary accommodation has increased. In addition the number of opportunities for re-housing has decreased (voids) for lengthening the time that homeless households have spent in temporary accommodation. A homelessness accommodation manager has now been appointed and additional resources have been identified in the private sector and RSLs. The Government continues to promote the reduction in the use of B&B which is reflected in the target set.	
4.15	Average rent lost per tenant through dwellings being left vacant during the financial year.		£32.26	£77.35		£26.59	£30	£22		
8.1a	The percentage of food premises inspections that should have been carried out that were carried out for: a.)High-risk premises	83.24%	78.80%	90.6%		92.4%	80%	85%		
8.1b	The percentage of food premises inspections that should have been carried out that were carried out for: b.)Other premises.	60.85%	77.54%	81.7%		90.7%	50%	50%		
8.2a	Score against the checklist of enforcement best practice for environmental health.	33%	46%	69.16%	71%	70%	56%	92%		
8.2b	Score against the checklist of enforcement best practice for trading standards.	38%	54%	70.11%	83%	71%	64%	82%		
LPIHDT	Average number of working days to make a homeless decision		15.44			29.03	13	25	As reported for NAWPI4.6 the volume of homelessness cases received in 03-04 has dramatically impacted on performance. Additional resources have been identified.	
LPILV6M	Number of void properties vacant at the end of the period that were void for 6 months or more		21			15	New Indicator	15		

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
LPILVT	Number of void properties vacant at the end of the period		77			42	New Indicator	45		
LPIRCB	% of current dwelling tenancies in arrears of: a) less than £100 b) £100 to £249 c) £250 to £499 d) £500 to £999 e) £1,000 f) £2000 or more		a) 9.05% b) 3.82% c) 3.09% d) 2.19% e) 1.09% f) 0.21%			a) 9.51% b) 4.27% c) 3.55% d) 2.23% e) 1.17% f) 0.31%	New Indicator	e) 1.4% f) 0.2%	Parts a-d to be discontinued for 04-05 Parts e & f - The introduction of new rents software impacted on the ability of officers to chase arrears. The restructuring of the housing service to provide dedicated officers with responsibility for managing this area of service aims to improve service	
LPIRDD	% of current tenants (dwellings) eligible to pay rent and choosing to pay by direct debit.		14.13%			19.09%	18%	20%		
LPIRT	Gross arrears of current tenants of dwellings at the end of the period.		£318,002			£339,463	£308,000	£300,000		
12.1	Domestic burglaries per 1,000 households	2.37	2.58	12.2	16	4.14	2.31	4.01	Figures provided by Dyfed Powys Police Increases in domestic burglary recorded during 2003/04 are distorted by two factors. Firstly we had an exceptional year during 2002/03 which saw a dramatic annual reduction. This in itself poses difficulty when looking at the annual changes during the subsequent year 2003/04. We consider performance in 2003/04 to have adjusted upwards to a more realistic level of recorded domestic burglary following an exceptional year.	
12.2a	Violent crimes per 1,000 population and percentage detected. a) violent offences committed by a stranger per 1,000 population		1.64	5.33	6	5.58	1.64	5.41	The introduction of recording changes in DPP in 2003/04 has had a number of impacts. In basic terms recording violent crimes that previously would not have been. As a consequence the number of crimes has risen dramatically - and similarly the number of violent crimes that are very much more difficult to detect has also risen. Subsequently the vast majority of the increase in these categories is directly attributable to these changes in recording and counting crime.	
12.2b	Violent crimes per 1,000 population and percentage detected. b) violent offences committed in a public place per 1,000 population		7.3	11.00	8	8.79	7.3	8.52	Same as above	
12.2c	Violent crimes per 1,000 population and percentage detected. c) violent offences committed in connection with licensed premises per 1,000 population.		1.12	1.91	1	1.29	1.12	1.24	Same as above	

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
12.2d	Violent crimes per 1,000 population and percentage detected. d)violent offences committed under the influence per 1,000 population.		6.38	3.80	3	6.54	6.38	6.34	Same as above	
12.3	Vehicle crimes per 1,000 of the population	3.29	4.03	17.2	16	3.88	3.45	3.77	The increase in autocrime is a consequence of recording changes impacting upon the numbers of thefts of items from vehicles and the manner/frequency with which they are reported. Actual theft of a vehicle has actually fallen by 43% in Powys during 2003/04.	
12.4	Has the local authority established a corporate strategy to reduce crime and disorder in their area? Yes/no. If no, has the authority established a timetable for doing so?	Yes	Yes			Yes	Yes	Yes		
PA 6a	Reduction in the use of bed and breakfast accommodation for homeless families with children, except in emergencies;					26 days	New Indicator	22 days		
PA 6b	and reduction in the average length of time spent in temporary accommodation by all households during the period of the agreement.					63 days	New Indicator	55 days		
PA 7a	Energy Efficiency:Percentage reduction in carbon emissions in the non- domestic public stock;					Establish Baseline based on 2003/04 data	New Indicator	Establish Baseline based on 2003/04 data		
PA 7b	Energy Efficiency: Percentage reduction in energy use and carbon dioxide emissions in the housing stock.					Programme of incremental improvements in place across whole stock, not on an estate by estate basis.	New Indicator			

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
Economic & Community Regeneration										
6.10	The percentage of total length of footpaths and other rights of way which are easy to use by members of the public	20%	46%	43.7%		56%	23%	26%	Survey carried out by Exegesis SDM Ltd using field-based computers to capture information relating to the condition of the randomly selected link. 5% sample of total rights of way network surveyed (516km).	
7.1a	Development Plans: a. Do you have an adopted UDP in place?	No				No			Delayed by WAG requirement to include Sustainability Appraisal	
7.1b	b. Do you have a deposit UDP in place?	No	No			No	Draft by March 2004	Jun-05	Delayed by WAG requirement to include Sustainability Appraisal	
7.1c	c.What percentage of your population is covered by local plans which were adopted in the last 5 years?	53.70%	53.70%	33%		19.60%		0	19.6%. (24,805 / 126,354) Only Radnorshire has a population covered by local plans that were adopted in the last 5 years. Brecknock population has not been included.	
7.3	The number of advertised departures from the adopted development plan approved by the authority as a percentage of total permissions granted.	1.9%	1.5%	0.48%		1.09%	<2%	0.90%	The target will be met although the Audit Commission continues to express concern at the relatively high number of Departures permitted which suggests that the target has been set too high.	
7.4	Percentage of total applications determined within 8 weeks.	61%	69.2%	62.81%		53.00%	70%	70.00%	The target has not been met. However a number of steps are being introduced to increase the speed in determining application: The Council has resolved to increase staff resources in enforcement and in the minerals & waste sector thus freeing up staff time to deal with planning applications workload. In addition the Trevor Roberts Associates study will focus on practical methods to improve performance.	
7.6	Quality in customer service (Planning Officers Society Wales checklist).	70%	9/11	7/11		8/11	8/11	9/11		
7.8	Is a Local Biodiversity Action Plan in place for the authority's area? If no, will there be such a plan in place within the nex					Plan published	Target achieved 2002/03	Yes	Target Achieved.	
9.1	Number of pupils visiting museums and galleries in organised school groups.	3000	3327	6,377		3,059	3,670	4,050	The end of year figures have reduced by 8% compared to last year and were affected by the closure of Powysland Museum between 1st Jan 2004 to 31st March.	
9.3 (PA 8)	Swimming pools and sports centres:The number of swims and other visits per 1,000 population.	11921	13506	9,162		14,075	13,428	14,650		
9.4a	Playgrounds: a) The number of playgrounds and play areas provided by the council, per 1,000 children under 12.	4.2	4.94	4.48		4.88	4.94		87 playgrounds provided by the Council. The number of playgrounds provided by the Authority has decreased - 2 have been transferred to the Town Council.	

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
9.4b i	Playgrounds: b)The percentage of these which: (i) Conform to national standards for local unequipped play areas.	1.19%	1.12%	1.33%		2.30%	1.12%			
9.4b ii	Playgrounds: b) The percentage of these which: (ii) Conform to national standards for local equipped play areas.	77.38%	79.78%	28%		80.46%	79.78%			
9.4b iii	Playgrounds: b) The percentage of these which: (iii) Conform to national standards for larger, neighbourhood equipped play areas.	21.43%	19.1%	7%		17.24%	19.10%			
ECR-CPS1	Preparation of Community Strategy		By April 2004			May-04	Draft	Final		
ECR-CPS6	Number of Community Grants of all kinds awarded		244			228	200	175	The number of grants awarded has decreased by 6% compared to last year. However the target set for this PI has been achieved. This trend was expected and the target was set accordingly.	
ECR-CPS7	Value of Community Grants		£1,142,473			£860,669	£920,000	£810,900	The target has not been met. A larger number of smaller value grants were awarded to community schemes.	
ECR-CPS8	Funding levered for Grant Aided Projects		£7,832,886			£13,918,808	£9,000,000	£9,200,000		
ECR-DC4	& of planning applications determined under delegated powers		Not available			80%	85%	80%	Target has not been met. Due in the main to Community Councils failing to provide adequate planning reasons for opposition/support and triggering referral to Committee.	
ECR-ED1	Business Grants Awarded		118			100	120	120	Powys was unsuccessful in a bid for LRF funding. This resulted in a suspension of grants, then a re-introduction of start-up grants using BCA monies. However, we were successful with an ERDF bid which allowed the re-introduction of the Expansion Grant from 1st September 2003.	
ECR-ED2	Private Sector Investment levered		£1.3m			£940,485	£1,400,000	£1,100,000	Powys was unsuccessful in a bid for LRF funding. This resulted in a suspension of grants, then a re-introduction of start-up grants using BCA monies. The suspension of Expansion Grants has severely reduced the amount of private sector investment as these projects were usually of a much larger nature than those of start up grants.	
ECR-PP1	Built Heritage Grants approved		70			65	70	60	Target will not be met: Smaller number of higher value schemes have been approved.	
ECR-PP2	Public/privat investment levered		£574,650			£822,000	£430,000	£450,000		
ECR-RSSD1	Percentage of Sports Development Grant Applications successful		92%			96%	93%	100%		

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
ECR-RSSD2	Value of Grants allocated		£56,627			£54,100	£57,700	Not yet known	Value will fall slightly short of the target set. Due to an over spend last year the amount available for this year has been reduced.	
ECR-TS2	No. of tourism operators promoted		258			198	220	220	The target was not met due to the reduction in the number of advertisers compared to the previous year. Live tourism marketing media, ie. The web, will affect this figure.	
PA 16 (Local)	To obtain "Green Dragon" Environmental Standard					Establish Baseline	New PI	Level 3		

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
Technical & Local Services										
5.1a i (PIG)	Total tonnage of municipal waste arisings - percentage recycled or reused	11.60%	14.1%	7.92%		16.3%	14%	18.80%		
5.1a ii	Total tonnage of Municipal waste arisings - ii) percentage of incinerator residues, beach cleansing wastes, rubble and abandoned vehicles recycled		97.40%	78.10%		98.52%	80%	80.00%		
5.1b	Total tonnage of municipal waste arisings b - percentage composted.	4.30%	5.5%	4.15%		11.7%	6.5%	10.00%		
5.1c	Total tonnage of municipal waste arisings c - percentage used to recover heat, power and other energy sources	0%	0%	0%		0%	0%	0%		
5.1d	Total tonnage of municipal waste arisings d - percentage landfilled	84.1%	81%	84.16%		69.5%	79%	72.00%		
5.5 (PA 4)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	93.3%	94%	94.02%		92.80%	95%	93.00%	The slight drop in performance is due to the increased rate of inspections ie. 2002/03 1772 inspections undertaken compared with 4019 in 2003/04	
5.7	Percentage of population served by a kerbside collection of recyclables	17.75%	22%	50%	74%	40%	25%	47%		
6.1	Cost of highway maintenance per Km on principal roads	1.42 pence	£18,959	£21,966		£11,430.79	£15,295	£15,295.00	£2,720,529 / 238 = £11,430.79	
6.2	Cost per passenger journey of subsidised bus services	£1.42	£1.39	£1.11		£1.24	£1.40	£1.40	Based on actual Transport Unit figures to date (not previous estimated PI returns from spreadsheet system held by Transport Co-ordinator). Passengers - 668,846 Cost - £831,197.06 ahead of target - ie. More passengers have used buses than anticipated. Therefore the cost per person has been reduced.	
6.3a	Road Conditions:a) Condition of principal roads.	0.10%	0.40%	1.8%	CVI 7.9% DG 13.6%	0.58%	0.39%	0.85%		
6.3b	Road Conditions: b)Condition of non-principal roads	1.70%	21.30%	22.7%	18.50%	25.62%	23.00%	30.50%		
6.4	Percentage of street lamps not working as planned	1.14% (average over year)	1.15%			1.24%	1%	1.16%	Although this indicator is below the target, it is still above the Welsh average.	
6.5a	Road Accident casualties per 100,000 population-fatal/serious injury	155	167			128	121	115		
6.5a i)	Road Accident Casualties per 100,000 population - Pedestrian k/si	9	15	11.0	19	14	10	10		
6.5a ii)	Road Accident Casualties per 100,000 population - Pedal cyclists k/si	2	4	2.6	6	3	2	2		
6.5a iii)	Road Accident Casualties per 100,000 population - 2 wheeled motors k/si	36	44.3	9.9	15	31	21	20		

Performance Indicators 2003/04										
Indicators Ref	Indicator Description	2001/02	2002/03	Welsh PI Value 2002/03	English Average 2002/03	Best Estimate 2003/04	2003/04 Target	2004/05 Target	comments	
6.5a iv)	Road Accident Casualties per 100,000 population - Car users k/si	94	93.4	31.8	33	69	78	74		
6.5a v)	Road Accident Casualties per 100,000 population - other k/si	14	10.3	3.4	5	8	7	7		
6.5b	Road Accident casualites per 100,000 population - slight injury	399	441			493	422	415		
6.5b i)	Road Accident Casualties per 100,000 population - Pedestrian slight injury	17	22.2	46.2	69	24	26	25		
6.5b ii)	Road Accident Casualties per 100,000 population - Pedal cyclists slight injury	14	9.5	17.3	37	8	14	14		
6.5b iii)	Road Accident Casualties per 100,000 population - 2 wheeled motors slight injury	21	28.5	17.6	59	23	21	21		
6.5b iv)	Road Accident Casualties per 100,000 population - Car users slight injury	302	347.4	306.6	348	396	333	327		
6.5b v)	Road Accident Casualties per 100,000 population - other slight injury	45	33.2	28.6	47	44	25	24		
6.8	Damage to roads and pavements repaired within 24 hours	86%	78.8%	86.9%		79.0%	90%	90%		
6.9	The percentage of pedestrian crossings with facilities for disabled people	98%	100%	80.6%	78%	100%	100%	100%		
J 02	Average number of days taken to remove a fly-tip (days)		4.74			3.02	2.5	2.5		
TPT 17	Percentage of tourism sign application responses completed within 4 weeks	100%	91.5%			100%	100%	100%		
TPT 22	Percentage of services provided by low floor buses	New Indicator				17.5%	10%	20%		
TPT 23	Percentage of employable population within a 15 mile radius of a centre of employment who have access to a registered local bus service during commuting times . (ie 6am - 10 am and 4pm - 7pm)	New Indicator				45.0%	New Indicator	98%		
WM 15	Percentage of Powys County Council Buildings taking part in waste recycling scheme	New Indicator				25.75%	16.50%	21%		

APPENDIX C

**POLICY AGREEMENTS
2003- 2007**

Policy Agreement 2004 –2007

Ref	Measure	Baseline 2003-04	Milestone 2004-05	Milestone 2005-06	Target 2006-07
	Helping more people into jobs				
1 Local	Increase the number of registered childminders from April 2003 level of 95	95	105	115	126
2	an increase in the rates of attendance ("those present or on approved educational activities") in secondary schools	92.2%	92.5%	92.8%	93%
3	a reduction in the number and % of 15 year olds (and within that, those in local authority care) leaving full-time education without a recognised qualification.	23 (1.5%)	24 (1.5%)	21 (1.3%)	18 (1.1%)
	Strong, safe communities				
4 Local	The percentage of highways and relevant land inspected (i.e. in towns and villages) of a high or acceptable standard of a high or acceptable standard of cleanliness (NAWPI 5.5)	92.8%	93%	94%	95%
5 Local	Percentage of schools with road safety measures such as flashing warning lights, 20mph speed limit or zone or formal crossing	77%	85%	90%	95%
6a	Reduction in the use of bed and breakfast accommodation for homeless families with children, except in emergencies;	26 days	22 days	15 days	0 days
6b	and reduction in the average length of time spent in temporary accommodation by all households during the period of the agreement.	63 days	55 days	48 days	40 days

Ref	Measure	Baseline 2003-04	Milestone 2004-05	Milestone 2005-06	Target 2006-07
7a	Energy Efficiency: Percentage reduction in carbon emissions in the non- domestic public stock; and;	Establish Baseline based on 2003/04 data	Establish Baseline based on 2003/04 data	2 % reduction on baseline	5% reduction on baseline
7b	Percentage reduction in energy use and carbon dioxide emissions in the housing stock.	Programme of incremental improvements in place across whole stock, not on an estate by estate basis.			
Improving health					
8 Local	The number of swims and other visits to leisure centres per 1000 population (NAWPI 9.3)	14,075	14,650	Strategy review – new target to be set	New target
9	the rate of delayed transfers of care for social care reasons per 1000 population aged 75 or over (NAWPI 3.8)	16.68	16.00	15.5	15
10a	The number of older people (aged 65 or over): - helped to live at home per 1000 population aged 65 or over. (NAWPI 3.7)	72.35	93.00	100.00	107.00
10b	- Whom the authority supports in residential care homes or nursing homes per 1000 population aged 65 or over (NAWPI 3.13)	22.7	19.00	18.00	17.00
11a	The percentage of first placements of looked after children during the year that began with a care plan in place.	50.8%	85%	100%	100%
11b	For those children looked after whose second review (due at 4 months) was due in the year or had taken place, the percentage with a plan for permanence during the	96.6%	98%	100%	100%

Ref	Measure	Baseline 2003-04	Milestone 2004-05	Milestone 2005-06	Target 2006-07
	year to 31 March.				
12.	The percentage of children looked after at 31 March who have experienced one or more changes of school, which were not due to transitional arrangements or sixth form college.	23%	20%	15%	5%
	Creating better jobs and skills				
13 Local	Percentage of bus services which run to and from main centres of employment during commuting times (ie 6am - 10 am and 4pm - 7pm)	45%	48%	49%	51%
14a Local	Condition of principal roads measured as: percentage of roads less than 70% defective in a variable 100m length	99.42%	99.15%	98.43%	97.71%
14b Local	Condition of non-principal roads measured as: percentage of roads less than 70% defective in a variable 100m length	74.38%	69.5%	64.63%	59.76%
	Fundamental themes				
15 Local	The level of the Equality Standard for Local Government to which the Authority Conforms	Level 1 achieved	Level 2 achieved	Complete process of Local Pay Review	Level three achieved
16 Local	To obtain "Green Dragon" Environmental Standard	Establish Baseline	Level 3	Level 4	Level 5

APPENDIX D

Best Value Reviews

Review Area	Date Completed	ACiW Inspection Judgement	Improvement achieved
Welsh Education Scheme	May 2001	Fair Service which is likely to improve	Increased awareness of availability of Welsh-medium education. Improved support for pupils educated through the medium of Welsh.
Services for Looked After Children	September 2002		Two part time Health Visitors appointed and placed in Long Term teams to support the health care of Looked After Children Establish respite care and Autistic Spectrum Disorder Units in Brecon and Newtown.
New Technologies	October 2002	Excellent Service with promising prospects for improvement	The number of unsatisfactory outcomes found via Estyn Inspections has fallen from 24% (KS1 and 2, 99-00) to 5.9% (KS1 and 2, 02-03). Welsh medium materials to support ICT in SEN are now in place in schools.
Special Educational Needs	October 2002	Fair Service with promising prospects for improvement	Two additional speech and language therapists have been appointed (funded by LEA). A closer working relationship has been formed with Children's Services.
Numeracy	May 2001	Good Service which is likely to improve	Catchment-based workshops carried out leading to initiatives with an emphasis on the sharing of good practice between Key Stages 2 and 3.

Aids & Adaptations	November 2000	Good Service with promising prospects for improvement	The arrangements for funding have been reviewed to ensure consistent practice across Powys in respect of services provided by Care and Repair. Delivery of more specialist OT service for Children with Disabilities.
Day Centres for Older People	November 2000	Fair Service with promising prospects for improvement	Improved service provision with extra staffing hours and trained staff.
Day & Employment Services	November 2000	Good service with promising prospects for improvement	The new Fairer Charging Policy ensures that charges for non-residential social services and supporting people services are fair and reasonable.
Home Renovation Grants	January 2001	Fair service which will probably improve	The availability of housing grants is publicised, and the Council ensures that those who need the Service most are aware of its existence and how to access it. The public is informed of the criteria the Council uses to target and allocate grants.
Rent Collection & Arrears Recovery	January 2001	Fair service which will probably improve	An advertising campaign to maximise the takeup of monthly direct debit scheme has been undertaken and tenants are given a choice of payment date. All new tenants are visited within four weeks as part of the preventative work with regard to rent arrears.

Social Services - Day & emergency	November 2000	Fair Service with promising prospects for improvement	An evaluation of the service has been undertaken. Consultation with service users and their representatives has also taken place to ensure an improved service, and regular meetings with staff and Trade Unions are being held. A new performance database has been implemented.
Community Safety	January 2001	Fair Service with promising prospects for improvement	Appointment of Community Safety link officers in all Directorates. Strengthened working relationship with partners.
Homelessness & Housing Advice	April 2002	Not Inspected	Powys Homelessness and Housing advice strategy has been produced. A homelessness "factfile" has been introduced and circulated.
Cemetries	December 2002	Not Inspected	Stakeholders involved in policy formulation. Harmonisation of procedures.
Sheltered Housing	July 2002	Not Inspected	Wardens are now part of a team with defined structure and support. The service is now more targeted at those who require the service.
IT Desktop Support	February 2001	Not Inspected	Operational calls completed by due date. The backlog of open jobs has fallen.

Legal Services	February 2001	Fair Service with uncertain prospects for improvement	Greater efficiency and quality in case management and admin support.
Public Interface	July 2001	Fair Service with promising prospects for improvement	A searchable intranet site with staff contact information. A-Z has been printed and is available electronically to make it simpler for customers to find the contact details for services. A residents' newspaper giving information on services has been produced and is published on a quarterly basis..
Procurement	October 2002	Fair Service with promising prospects for improvement	Training to increase awareness and skills across the county. Improved, co-ordinated procurement across the county. Releasing resources to meet new service demands.
Asset Management	September 2002	Poor Service with promising Prospects for Improvement	Property Panel has been established. Draft Asset Management Plan has been produced. Policies and Procedures have been published on the Intranet and a draft handbook has been produced.

Development Control	July 2001	Fair Service with uncertain prospects for improvement	A New policy for public speaking at planning Committees has been introduced, and the Officer delegation scheme has been reviewed. Planning Handbook and Planning Guide have been published.
LA21	May 2001	No Judgement given	Sustainability, through the LA21, is now embedded into the Community Strategy process.
Workspace Management	January 2001	no Judgement given	Ongoing tenant consultation is underway and review of rental agreements.
Amenity Services	February 2001	Good - likely to improve	Introduction of a rolling programme of maintenance and repairs to public conveniences. Actively pursue the prosecution of irresponsible dog owners for dog fouling. Introduction of regular market inspections.
Car Parking	February 2001	Good - likely to improve	Compliance with regulations has been achieved through enforcement of all ECN's (Excess Charge Notices) through the courts. Car Park attendants are now supplied with uniforms to increase attendants visibility and cover arrangements have improved during summer months to reduce charge evasion, and raise public confidence.

Corporate Health & Safety	February 2001	Commentary received	Directorates have submitted Health & Safety Training Action Plans and these will be used to develop a work programme. Occupational Health Advisor has been appointed and has seen 198 patients.
Laboratory Services	October 2001	Commentary received	Improvements with materials testing and advice given as shown in results of user satisfaction
Transport Management & Vehicle Maintenance	July 2001	Poor service with promising prospects for improvement	Improved health & safety of users. Ongoing programme of fuel tank replacement.
Waste Management	June 2001	Good Service with Promising Prospects for Improvement	Increased composting of waste. Contract established to dispose of old fridges. Increased recycling levels.
Highway Maintenance	September 2002	Good Service which is likely to improve	Improved staff awareness of policies and procedures. Increased precautionary salting of roads.
Building Repairs & Maintenance	July 2001	Fair Service with Promising Prospects for Improvement	Condition survey of County Farms has strengthened links between Facilities Management Service and Land Agents and communication with tenants has improved. Internal billing processes have improved and simplified. Void standard produced. Housing Website under development.

Passenger Transport	May 2004	Not Inspected to date	Management Information Systems evaluated with a view to procure.
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