

MEMBERS INTERESTS 2012

A Member with a disclosable pecuniary interest in any matter considered at a meeting must disclose the interest to the meeting at which they are present, except where it has been entered on the Register.

A Member with a non pecuniary or pecuniary interest in any business of the Council must disclose the existence and nature of that interest at commencement of consideration or when the interest becomes apparent.

Where sensitive information relating to an interest is not registered in the register, you must indicate that you have an interest, but need not disclose the sensitive information.

Please tick relevant boxes

Notes

	General		Notes
1.	I have a disclosable pecuniary interest.	<input type="checkbox"/>	<i>You cannot speak or vote and must withdraw unless you have also ticked 5 below</i>
2.	I have a non-pecuniary interest.	<input type="checkbox"/>	<i>You may speak and vote</i>
3.	I have a pecuniary interest because it affects my financial position or the financial position of a connected person or, a body described in 10.1(1)(i) and (ii) and the interest is one which a member of the public with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest or it relates to the determining of any approval consent, licence, permission or registration in relation to me or a connected person or, a body described in 10.1(1)(i) and (ii) and the interest is one which a member of the public with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest	<input type="checkbox"/> <input type="checkbox"/>	<i>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</i> <i>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</i>
4.	I have a disclosable pecuniary interest (Dispensation 16/7/12) or a pecuniary interest but it relates to the functions of my Council in respect of: (i) Housing where I am a tenant of the Council, and those functions do not relate particularly to my tenancy or lease. (ii) school meals, or school transport and travelling expenses where I am a parent or guardian of a child in full time education, or are a parent governor of a school, and it does not relate particularly to the school which the child attends. (iii) Statutory sick pay where I am in receipt or entitled to receipt of such pay. (iv) An allowance, payment or indemnity given to Members (v) Any ceremonial honour given to Members (vi) Setting Council tax or a precept under the LGFA 1992	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i>
5.	A Standards Committee dispensation applies (relevant lines in the budget – Dispensation 20/2/13 – 19/2/17)	<input type="checkbox"/>	<i>See the terms of the dispensation</i>
6.	I have a pecuniary interest in the business but I can attend to make representations, answer questions or give evidence as the public are also allowed to attend the meeting for the same purpose	<input type="checkbox"/>	<i>You may speak but must leave the room once you have finished and cannot vote</i>

'disclosable pecuniary interest' (DPI) means an interest of a description specified below which is your interest, your spouse's or civil partner's or the interest of somebody who you are living with as a husband or wife, or as if you were civil partners and you are aware that that other person has the interest.

Interest

Employment, office, trade, profession or vocation

Sponsorship

Prescribed description

Any employment, office, trade, profession or vocation carried on for profit or gain.

Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by M in carrying out duties as a member, or towards the election expenses of M.

	This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority— (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	Any tenancy where (to M's knowledge)— (a) the landlord is the relevant authority; and (b) the tenant is a body in which the relevant person has a beneficial interest.
Securities	Any beneficial interest in securities of a body where— (a) that body (to M's knowledge) has a place of business or land in the area of the relevant authority; and (b) either— (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

"body in which the relevant person has a beneficial interest" means a firm in which the relevant person is a partner or a body corporate of which the relevant person is a director, or in the securities of which the relevant person has a beneficial interest; "director" includes a member of the committee of management of an industrial and provident society;

"land" excludes an easement, servitude, interest or right in or over land which does not carry with it a right for the relevant person (alone or jointly with another) to occupy the land or to receive income; "M" means a member of a relevant authority;

"member" includes a co-opted member; "relevant authority" means the authority of which M is a member;

"relevant period" means the period of 12 months ending with the day on which M gives notice to the Monitoring Officer of a DPI;

"relevant person" means M or M's spouse or civil partner, a person with whom M is living as husband or wife or a person with whom M is living as if they were civil partners;

"securities" means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

'non pecuniary interest' means interests falling within the following descriptions:

- 10.1(1)(i) Any body of which you are a member or in a position of general control or management and to which you are appointed or nominated by your authority;
- (ii) Any body (a) exercising functions of a public nature; (b) directed to charitable purposes; or (c) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union), of which you are a member or in a position of general control or management;
- (iii) Any easement, servitude, interest or right in or over land which does not carry with it a right for you (alone or jointly with another) to occupy the land or to receive income.
- 10.2(2) A decision in relation to that business might reasonably be regarded as affecting your well-being or financial position or the well-being or financial position of a connected person to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward, as the case may be, affected by the decision.

'a connected person' means

- (a) a member of your family or any person with whom you have a close association, or
- (b) any person or body who employs or has appointed such persons, any firm in which they are a partner, or any company of which they are directors;
- (c) any person or body in whom such persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000; or
- (d) any body of a type described in sub-paragraph 10.1(1)(i) or (ii).

'body exercising functions of a public nature' means

Regional and local development agencies, other government agencies, other Councils, public health bodies, council-owned companies exercising public functions, arms length management organisations carrying out housing functions on behalf of your authority, school governing bodies.

A Member with a personal interest who has made an executive decision in relation to that matter must ensure any written statement of that decision records the existence and nature of that interest.

NB Section 21(13) of the LGA 2000 overrides any Code provisions to oblige an executive member to attend an overview and scrutiny meeting to answer questions.

**CORPORATE AND ENVIRONMENTAL
OVERVIEW AND SCRUTINY COMMITTEE**

HELD: 5 DECEMBER 2013

Start: 7.30pm

Finish: 9.30pm

PRESENT: Bailey (Chairman)

Councillors: Mrs Atherley Greenall
 Mrs Baybutt Griffiths
 Mrs Blake G Hodson
 Delaney J Hodson
 Dereli Mrs Houlgrave
 Mrs C Evans McKay
 Fillis Ms Melling
 Fowler Nolan
 Gibson Wright

Officers: Assistant Director Community Services (Mr D Tilleray)
 Economic Regeneration Manager (Ms P Huber)
 Commercial, Safety and Licensing Manager (Mr P Charlson)
 Housing Needs and Allocations Manager (Ms N Bradley)
 Planning Officer (Mr D Carr)
 Assistant Solicitor (Mr M Hynes)
 Principal Overview and Scrutiny Officer (Mrs C A Jackson)

155. APOLOGIES

There were no apologies for absence.

156. MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillors L Hodson and Mrs Stephenson and the appointment of Councillors J Hodson and Greenall, for this meeting only, giving effect to the wishes of the Political Groups.

157. URGENT BUSINESS

There were no items of urgent business.

158. DECLARATIONS OF INTEREST

There were no declarations of interest.

159. DECLARATIONS OF PARTY WHIP

There were no declarations of a Party Whip.

160. MINUTES

RESOLVED: That the minutes of the Corporate and Environmental Overview and Scrutiny Committee held on 24 October 2013 be received as a correct record and signed by the Chairman.

161. WORK PROGRAMME 2013/14

Members considered the following two presentations in relation to the topic 'Night-time Economy'.

162. NIGHT-TIME ECONOMY

Presentation 1

Consideration was given to the presentation by the Economic Regeneration Manager. The presentation was supported by a series of slides as contained on pages 165 to 168 of the Book of Reports. The information provided included:

The composition of the Economic Regeneration Team and the key areas of their work and detail in relation to the work undertaken by the team including:

- Business Support - business enquiries handled; the large companies based in the Borough; start-up businesses and business events supported.
- Visitor Economy - membership of strategic bodies that supports tourism in Lancashire including: Market Lancashire; Lancashire Tourism Forum via Visit Lancashire and facts/figures that have established Lancashire as having the second largest business visitor in the North West.

It was reported that the Night-Time Economy is worth £66 billion to the UK Economy with Purple Flag Status, an award that celebrated quality, diversity and vibrancy, being awarded to some of the North West leading cities, including Liverpool, Manchester and Preston. It was further reported that it is starting to be recognised that there is a lull in the evening economy between 5pm and 7pm and that small town and city centres need to evolve to meet changing attitudes. Opportunities cited included attracting families; street theatre / festivals and adopting more European-style pavement bars, thereby making more use of the street space. Examples were given of how cities, such as Liverpool and Belfast, are using events such as 'Light Night' to raise their profiles to attract evening visitors and increase weekly spending between 5pm and 10pm.

The Economic Regeneration Manager concluded with reference to the opportunities for town centres in West Lancashire including: the work undertaken by 'Love Ormskirk'; the developing Ormskirk Town Centre Strategy and redevelopment of Skelmersdale Town Centre.

Presentation 2

Consideration was given to the presentation by the Commercial, Safety and Licensing Manager. The presentation was supported by a series of slides as contained on pages 169 to 173 of the Book of Reports. Information provided included:

- The purpose of licensing and a snap-shot of the Licensing Act 2003 (“the Act”) referencing the 4 licensing objectives (prevention of crime & disorder; public safety; prevention of public nuisance and protection of children from harm) that underpinned that legislation.
- The relevant parts of “the Act” related to the sale and supply of alcohol; the provision of regulated entertainment and late night refreshment (between 11pm and 5pm); and associated documents that provide guidance, including the WLBC Licensing Policy.
- The responsible authorities and relevant agencies involved with the control of licensed operations (day and night time) related to licensed premises and enforcement.

The Commercial, Safety and Licensing Manager, reported on recent changes including the deregulation of some activities between 8am and 11pm; temporary event notices; constraints and the review of licensing and certificates.

The presentation concluded with an explanation of some of the actions available to the relevant licensing Committee when reviewing existing licences and certificates. It was stressed that as there is no requirement to deviate from the Guidance unless sufficient evidence is provided to do so.

Members discussed, raised questions/comments in relation to:

- The contribution of other areas in West Lancashire to the night-time economy: town and village centres; organised events; rural pubs and eating places.
- Impact as a result of relaxation of licensable activities: notably audience numbers at events (now 500).
- Visitor information: destination/starting point of visitors to the Borough; visitor experience; relationship with neighbouring areas to attract visitors to West Lancashire.
- Marketing Lancashire: activities; developing Lancashire as a place to visit; work; study and invest.
- Advantages/Disadvantages to expanding the night-time economy after 5.00pm: developing strategies; working with partner agencies; impact on communities.
- Alcohol, crime and disorder in the night-time economy: tools/options available and impact (EMRO; Late Night Levy); financial implications of initiatives; problem premises; associated offences; under-age sales.
- National Food Hygiene Rating Scheme - understanding ratings; details in relation to those rated 3 or below.
- Magistrates and local authority responsibilities since the change in the licensing role.
- The involvement/impact/experience of others (Ormskirk Town Centre): door people; police; street pastors; taxi firms; Edge Hill University and influx of larger eating/drinking establishments.

The Economic Regeneration Manager and Commercial Safety & Licensing Manager responded to questions.

It was agreed that the provision of a list of accessible related information, as described by the Assistant Director Community Services, would be useful.

- RESOLVED A. That the presentations be noted.
- B. That the Assistant Director Community Services make arrangements for a list of readily-accessible information available to our Licensing Service (including a link to the relevant Police Website), to be circulated.

(Note: Councillor Gibson joined the meeting during Presentation 1 and was present for the remainder of the meeting.)

163. MEMBERS ITEM - RELETTING OF LOCAL AUTHORITY HOUSING

The item had been included on the agenda following agreement at the last meeting of the Committee held on 24 October 2013 for a presentation relating to issues raised, whilst discussing performance indicators (PIs), regarding the number of houses empty and delays in re-letting that had impacted on the relevant PI for the period.

The Housing Needs and Allocations Manager attended the meeting and gave an oral presentation on the item.

Information was provided related to the average days to re-let properties and the rise in the figures in the first two quarters of 2013/14 that had led to the missed target. Reasons reported for the drop included: pressures on the budget; the number of void properties; housing backlog and some of the mitigating reasons that had affected performance. It was explained that in relation to housing stock availability other factors had also contributed including a lower demand for certain properties. In relation to the backlog of properties it was stated that this was expected to be completed by early 2014 and improvements had been made to monitoring contract performance.

In relation to allocations, the Housing Needs and Allocations Manager, described the pro-active approach in relation to re-letting, including regular surgeries; positional advertisement of properties and a more flexible approach to re-letting. Additional actions were also being undertaken to stimulate re-lets included: re-let signage; declassification of some sheltered properties that were proving hard to let; reduction to the age-limit to those not part of the scheme.

In conclusion it was reported that by taking the measures indicated it was anticipated that performance would improve and whilst this might not be seen in PI data collected for the next quarter an improvement should be seen in subsequent quarters.

In discussion comments and questions were made in relation to:

- The circulation of void property details to the Parish Clerks.
- Payments related to sheltered housing.
- Bidding process and effect on choice.
- Long term empty homes - process to re-let.
- Data relating to: waiting list; loss of income; procurement process for kitchens.
- Availability of 1 or 2 bedroom properties.

- Relaxation of some restrictions - advantages/disadvantages.
- Choice/location of properties - aspirations; family associations; public transport; medical needs.
- Impact of voids rent loss on HRA budget.
- Process / targets / tenant occupation related to kitchen refurbishments.

The Housing Needs and Allocations Manager responded to questions making reference in the response to the bidding process and policies, including the Tenants' Downsizing Scheme.

Following conclusion of the discussion it was agreed that a request be made for information to come forward, to a future meeting of the Committee, on Choice Based-Lettings.

RESOLVED C. That the presentation be noted.

- D. That the Assistant Director Housing and Regeneration be requested to put in place arrangements for a representative to attend a future meeting of the Committee to provide information on 'Choice Based-Lettings'.

164. CYCLING IN WEST LANCASHIRE - PROGRESS ON RECOMMENDATIONS

Consideration was given to the report of the Assistant Director Community Services that gave details on progress since the review entitled 'Cycling in West Lancashire', concluded in February 2013 as contained on pages 155 to 155 of the Book of Reports. A response from the Director of Transport & Environment (LCC) was circulated at the meeting.

The Planning Officer (Dominic Carr) attended the meeting and outlined progress since the conclusion of the review.

Members discussed, raised questions/comments particularly in relation to cycling initiatives in the Borough including:

- Schemes to encourage new cyclists and make cycling safer.
- Guidance / proposals as part of the Local Sustainable Transport Plan: links to "Route 91" (Lancashire Cycleway Southern Loop); Sefton Coastal Path cycleway; creating new routes (exampled success of Guild Wheel cycleway)
- The cycle tracks that had / were being developed including: Pier (Wigan) to Pier (Southport) track; Ormskirk Town Centre to Edge Hill route.
- Bicycle Recycling Initiative: progress.
- Cycle Hire Scheme - locations; facilities; expansion of scheme.

The Planning Officer responded to questions, making reference to the Edge Hill University Ormskirk Campus Travel Plan and the draft Highways & Transportation Master Plan for West Lancashire. The latter of which was currently being developed by LCC and will provide a vision of the transport network in the Borough over the coming decade.

RESOLVED That progress on actions undertaken since the completion of the 'Cycling in West Lancashire' Review be noted.

(Note: 1. The Chairman left the meeting at the commencement of this item, whereupon the Vice-Chairman took the Chair for the remainder of the meeting.
2. Councillor Dereli left the meeting during consideration of this item.)

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Chairman



AGENDA ITEM: 8(a)

CABINET: 14 JANUARY 2014

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY
COMMITTEE:
20 FEBRUARY 2014**

Report of: Transformation Manager

Relevant Head of Service: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor D Westley

**Contact for further information: Ms A Grimes (Extn. 5409)
(E-mail: alison.grimes@westlancs.gov.uk)**

SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q2 2013/14)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 30 September 2013.

2.0 RECOMMENDATIONS TO CABINET

2.1 That the Council's performance against the indicator set for the quarter ended 30 September 2013 be noted.

2.2 That the call-in procedure is not appropriate for this item as the report is being submitted to the next meeting of the Corporate & Environmental Overview & Scrutiny Committee on 20 February 2013.

3.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

3.1 That the Council's performance against the indicator set for the quarter ended 30 September 2013 be noted.

4.0 CURRENT POSITION

- 4.1 Members are referred to Appendix A of this report detailing the quarterly performance data.
- 4.2 Of the 31 indicators:
- 18 are on target
 - 6 indicators narrowly missed target; 4 were 5% or more off target
 - 1 is data only
 - 2 indicators have data unavailable at the time of the report (NI191, NI192).

As a general comparison, Q2 performance from the 2012/13 suite gave 19 (from 32) indicators on target.

- 4.3 Improvement plans are already in place for those indicators where performance falls short of the target by 5% or more for this quarter if such plans are able to influence outturn.
- 4.4 These plans provide the narrative behind the outturn and are provided in Appendices B1-B4. Where performance is below target for consecutive quarters, plans are revised only as required, as it is reasonable to assume that some remedial actions will take time to make an impact.
- 4.5 For those PIs that have flagged up as 'amber' (indicated as a triangle), an assessment has been made at head of service level based on the reasons for the underperformance and balancing the benefits of implementing an improvement plan versus resource implications. This is indicated in the table.

5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 5.1 The information set out in this report aims to help the Council improve service performance and is consistent with the Sustainable Community Strategy aim of providing good quality services that are easily accessible to all.

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 6.1 There are no direct financial or resource implications arising from this report.

7.0 RISK ASSESSMENT

- 7.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers as a result of this report. Monitoring and managing performance information data helps the authority to ensure it is achieving its corporate priorities and key objectives and reduces the risk of not doing so.

8.0 CONCLUSIONS

- 8.1 The performance indicator data appended to this report details the council's current performance against the key performance indicators from the full suite of indicators for 2013/14 as agreed by Cabinet in March 2013.
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Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

Equality Impact Assessment

The decision does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

Appendix A – Quarterly Performance Indicators for Q2 July-September 2013/14

Appendix B – Improvement Plans

- B1: HS13-WL114: % LA properties with CP12 outstanding
- B2: TS24a-BV212: Average time taken to re-let local authority housing GENERAL NEEDS
- B3: TS24b-BV212 SP Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS
- B4: BV12: Working Days Lost Due to Sickness Absence

Appendix C – Minute of Cabinet held on 14 January 2014 (Corporate Overview and Scrutiny Committee only)

APPENDIX A: QUARTERLY PERFORMANCE INDICATORS

Icon key		
PI Status		Performance against same quarter previous year
	OK (within 0.01%) or exceeded	18
	Warning (within 5%)	6
	Alert (by 5% or more)	4
	Data only	1
	Awaiting data	2
N/A	Data not collected for quarter	0
Total number of indicators		31

	Improved	14
	Worse	11
	No change	2
/	Comparison not available	2
	Awaiting data	2

Shared Services¹

PI Code & Short Name	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Current Target	Comments	Q2 13/14 vs Q2 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
OCL-R1-BV9 % of Council Tax collected	58.35%	86.96%	98.06%	30.59%	58.07%	86.77%	96.40%	28.33%	55.47%	56.46%	Recovery processes are fully underway to maximise collection in this area. Additional resources will focus on enforcement from October. Issues discussed at monthly Quality of Service meetings. Recovery plans in place. Statutory reminders issued in relation to all non-summonsed outstanding balances. ² See note relating to target/quarter comparison.	/	
OCL-R3-BV10 % of Non-domestic Rates Collected	60.38%	87.87%	97.67%	32.31%	61.41%	88.04%	95.40%	27.89%	58.57%	56.40%	² See note relating to target/quarter comparison.	/	
OCL-R4 Sundry Debtors (cash collected and write offs)	2,615,231	3,817,022	5,814,105	1,134,242	2,718,863	4,031,803	5,675,860	1,217,643	2,462,608	2,565,358	Resources are being directed to contact high value cases of non-payment by telephone. Issues discussed at monthly Quality of Service meetings. Recovery plans in place. Statutory reminders issued in relation to all non-summonsed		

PI Code & Short Name	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Current Target	Comments	Q2 13/14 vs Q2 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											outstanding balances.		
OCL-B1-NI-181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	8.99	9.06	7.19	12.34	11.40	12.08	10.31	7.12	8.23	12.00			
OCL-B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£88,460	£127,047	£186,926	£48,280	£90,397	£130,250	£170,882	£43,041	£84,613		Quarter outturn reported as data only.		
OCL-ICT1 Severe Business Disruption	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%	99.00%			
OCL-ICT2 Minor Business Disruption	N/A	N/A	N/A	97%	98%	100%	100%	100%	100%	97%			

Community Services

PI Code & Short Name	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Current Target	Comments	Q2 13/14 vs Q2 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,628	1,488	1,395	1,444	1,392	1,351	1,253	1,281	1,403	1,628			
WL18 Use of leisure and cultural facilities (swims and visits)	287,724	268,446	341,024	296,315	280,865	241,569	321,278	302,367	323,139	273,750			

Housing & Regeneration











PI Code & Short Name	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Current Target	Comments	Q2 13/14 vs Q2 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
HS1-WL111 % Housing repairs completed in timescale	89.92%	95.79%	92.98%	94.62%	98.18%	98.66%	97.90%	97.20%	96.57%	95.50%			
HS13-WL114 % LA properties with CP12 outstanding	0.04%	0.19%	0.07%	0.01%	0.09%	0.08%	0.11%	0.07%	0.04%	0%	Target based on legal requirement for all eligible properties to have certificate.		

PI Code & Short Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Current Target	Comments	Q2 13/14 vs Q2 12/13	Quarter Performance
	2011/12	2011/12	2011/12	2012/13	2012/13	2012/13	2012/13	2012/13	2013/14				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											Quarter performance average of 2 (0.04%) properties outstanding from monthly performance of 3 (July), 2 (August) and 1 property in September. Actions undertaken as outlined in the Improvement Plan Appendix B1		
TS24a-BV212 GN Average time taken to re-let local authority housing (days) - GENERAL NEEDS	N/A			21.32	19.70	21.75	29.67	53.61	49.52	22.00	Improvement plan at Appendix B2	↓	🛑
TS24b-BV212 SP Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS	N/A			47.59	73.29	167.57	50.23	29.94	64.73	45.00	Figures impacted by letting of 3 long term voids. Improvement plan at Appendix B3	↑	🛑
TS1-BV66a % Rent collected (excluding arrears brought forward)	97.84%	98.34%	98.42%	98.02%	98.15%	98.63%	98.41%	97.58%	97.58%	97.00%		↓	✅









Planning











PI Code & Short Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Current Target	Comments	Q2 13/14 vs Q2 12/13	Quarter Performance
	2011/12	2011/12	2011/12	2012/13	2012/13	2012/13	2012/13	2012/13	2013/14				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	33.33%	61.54%	22.22%	55.56%	80.00%	33.33%	80.00%	30.00%	77.78%	65.00%		↓	✅
NI 157b Processing of planning applications: Minor applications	76.47%	84.42%	85.46%	81.33%	82.09%	73.13%	75.86%	87.50%	84.62%	75.00%		↑	✅
NI 157c Processing of planning applications: Other applications	96.77%	93.13%	99.20%	92.53%	92.54%	91.78%	89.23%	91.61%	93.02%	85.00%		↑	✅
WL24 % Building regulations applications determined within 5 weeks	75.74%	80.60%	87.18%	79.29%	79.51%	66.20%	73.33%	80.00%	67.09%	70.00%	Outturn below target mainly due to high numbers of 'Partner Authority Schemes' submissions. WLBC has no control over certain elements of these. Head of Service's amber assessment: improvement plan not required.	↓	⚠️

Transformation

PI Code & Short Name	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Current Target	Comments	Q2 13/14 vs Q2 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
BV8 % invoices paid on time	97.47%	98.20%	97.84%	97.46%	96.98%	96.71%	97.82%	97.21%	97.03%	98.24%	Head of Service's amber assessment: improvement plan not required.		
BV12 Working Days Lost Due to Sickness Absence ³	2.24	2.28	1.90	2.26	2.42	2.14	2.31	2.63	2.74	2.02	Improvement plan at Appendix B4		
WL19b(ii) % Direct Dial calls answered within 10 seconds ⁴	81.53	82.49	83.17	79.20	78.49	78.38	79.47	79.55	80.18	82.21	Head of Service's amber assessment: improvement plan not required.		
WL90 % of Contact Centre calls answered	92.0%	90.9%	87.8%	84.7%	85.7%	88.8%	89.9%	87.3%	93.6%	90.6%			
WL108 Average answered waiting time for callers to the contact centre (seconds)	21.00	19.00	46.00	38.00	46.00	26.00	36.00	47.00	17.00	26.25			

Street Scene

PI Code & Short Name	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Current Target	Comments	Q2 13/14 vs Q2 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg)	125.26	123.97	124.36	121.91	122.3	131.59	116.18	104.64		123.48	Data pending from external sources.		
NI 192 Percentage of household waste sent for reuse, recycling and composting	49.62%	44.65%	42.52%	51.48%	52.74%	44.17%	40.73%	52.35%		47.58%	Data pending from external sources.		
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	1.83%	.83%	2.17%	N/A ³	.33%	1.00%	N/A ⁵	N/A	1.67%	1.61%	Head of Service's amber assessment: improvement plan not required. Survey carried out three times each year. No data for Q1.		

PI Code & Short Name	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Current Target	Comments	Q2 13/14 vs Q2 12/13	Quarter Performance
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	4.64%	13.43%	4.15%	N/A ³	6.49%	3.10%	N/A ⁵	N/A	2.70%	7.33%	Survey carried out three times each year. No data for Q1.		
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	2.33%	.67%	.33%	N/A ³	.67%	.00%	N/A ⁵	N/A	0.00%	1.11%	Survey carried out three times each year. No data for Q1.		
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	0.00%	0.00%	0.00%	N/A ³	0.00%	0.00%	N/A ⁵	N/A	0.00%	0.00%	Survey carried out three times each year. No data for Q1.		
WL01 No. residual bins missed per 100,000 collections	147.93	68.38	44.94	49.96	63.36	65.40	87.09	64.78	63.54	70.00			
WL06 Average time taken to remove fly tips (days)	1.05	1.07	1.19	1.18	1.10	1.12	1.05	1.05	1.07	1.09			

Notes: ¹ Managed through One Connect Limited contract. Contractual targets are annual and set via SLA. Quarter targets are provided as a gauge for performance but are not contractual.

² In line with current good practice, the 2013/14 quarter outturns/targets do not include a value of 'credit on accounts' resulting in the outturn being lower than if credits were still included. Quarter outturns of previous years are therefore not directly comparable. Including credit on accounts may inflate collection rates as it is probable that these credits will need to be refunded to the tax payer. When targets were set, assumed values of 0.54% CTax and 1.2% NNDR were applied. Although the contractual targets / annual SLAs do not include credits on account, an annual figure including credit on accounts will be provided at year end to allow a direct year-on-year comparison. This is not done quarterly, as the new Northgate system does not automatically include the data.

³ From Q3 2012-13 data does not include OCL seconded staff. ⁴ From Q1 2012-13 data does not include OCL seconded staff. ⁵ Data for Q4 was collected but not analysed due to a staff vacancy, subsequently filled. However, due to competing priorities this work has not taken place.

"NI" and "BV" coding retained for consistency/comparison although national reporting no longer applies.

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL114: % LA properties with CP12 outstanding
Reasons for not meeting target Properties requiring a gas certificate alter on a daily basis and are monitored weekly at service management team level. A very small number of tenants still refuse to give access.	
Brief Description of Proposed Remedial Action We continually work to reduce the number of properties that do not have a current CP12, this is monitored weekly at the service management team. We will continue to work with our contractor to reduce the number of properties without a current CP12 and cater for individual tenant needs. In addition we continue to maximise publicity utilising our own newsletters / leaflets and the local media emphasising the importance of allowing access and publicising evictions. We will continue to fit gas restriction devices on properties with a history of repeat “no access”, this device restricts the delivery of gas to the boiler which will prompt the tenant to phone us for access.	
Resource Implications A small cost is associated with fitting gas restriction devices, which is met from existing budgets.	
Priority High	
Future Targets No change	
Action Plan	
Tasks to be undertaken As outlined above	Completion Date On-Going

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS24a Average time taken to re-let local authority housing (days) - GENERAL NEEDS
Reasons for not meeting target	
<p>Performance has been above target due to backlog of maintenance work on empty homes as a result of placing high cost voids on hold to control spending in 2012/13. The Council's maintenance contractors have struggled with capacity to carry out the repairs to these voids as well as maintain performance on the normal turnover of empty homes.</p> <p>The Kitchen Refurbishment Programme has also resulted in inevitable delays in the re-letting of those empty properties requiring new kitchens. This is mainly due to the added process of ordering, preparing plans and awaiting delivery of kitchen units from the manufacturers.</p> <p>In addition a number of key staff in the Voids & Allocations Team have been on long term sick.</p> <p>Over recent advertising cycles there appears to have been a reduction in demand for some general needs properties, in particular houses across the new town estates. This has meant it is now taking longer to let these properties.</p>	
Brief Description of Proposed Remedial Action	
<p>Increased turnaround times have been an inevitable result of measures taken to reduce projected overspend in 2012/13, and therefore will be a constraint until the backlog of empty homes has been cleared.</p> <p>Void properties placed on hold over the latter part of 2012/13 due to budgetary pressures, have now started to be released for letting. This is being done on a phased basis in liaison with the Council's maintenance contractors. It is important to note however that the release of long term voids will result in an increase in void turnaround times when the properties are subsequently let and will impact on performance in 2013/14.</p> <p>To reduce delays caused by the Kitchen Refurbishment Programme, officers have arranged for a third party supplier to hold stock locally.</p> <p>Temporary arrangements have been put in place to second experienced surveyors into the Voids and Allocations Team.</p> <p>Allocations staff are taking a more proactive approach to promoting empty homes, and options for offering more flexibility in allocations are being considered.</p> <p>Finally, to avoid duplication, keep costs low and speed up the process, the Council's surveyors rather than the contractors are now pre inspecting empty properties to identify work required.</p>	
Resource Implications	
Loss of rental income	

Priority Medium	
Future Targets No change	
Action Plan	
Ensure that all new voids are relet within target.	Ongoing
Work with contractors to minimise delays with kitchen refurbishment works.	Ongoing
Look at new ways to advertise and promote low demand properties.	Jan 2014
Consider more flexible allocations for lower demand homes	Jan 2014
Release all voids on hold.	Ongoing

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS24b - Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS
Reasons for not meeting target	
<p>Several long term voids have been relet during the quarter which results in average number of day being skewed.</p> <p>For a number of years the council has been experiencing low demand across many of its sheltered housing schemes.</p> <p>The Kitchen Refurbishment Programme has also resulted in inevitable delays in the re-letting of those empty properties requiring new kitchens. This is mainly due to the added process of ordering and awaiting delivery of kitchen units from the manufacturers.</p> <p>A number of key staff in the Voids & Allocations Team have been on long term sick.</p>	
Brief Description of Proposed Remedial Action	
<p>Options Appraisals of two sheltered schemes have now been commissioned.</p> <p>All investment in Category II sheltered schemes will be considered in light of the councils Asset Management Plan.</p> <p>Promotional exercises to stimulate demand are planned</p> <p>Declassification of some additional sheltered schemes to be considered.</p>	
Resource Implications	
Loss of rental income	
Priority	
Medium	
Future Targets	
Action Plan	
Tasks to be undertaken	Task Completion Date
<ul style="list-style-type: none"> ▪ Options Appraisals ▪ Asset Management Planning ▪ Promotion of low demand schemes ▪ Declassification programme 	<p>Ongoing</p> <p>Ongoing</p> <p>April 2014</p> <p>December 2014</p>

PERFORMANCE IMPROVEMENT PLAN	
Indicator	BVPI 12 Sickness Absence
<p>Reasons for not meeting target The Council's target for 2013/14 is to achieve (not more than) 8.08 working days lost per employee, measured on a rolling 12 month basis. This equates to a quarterly target of 2.02 days per full time equivalent. There has been a rise in the quarterly absence rate from 2.63 in Q1 to 2.74 in Q2.</p> <p>This slight increase is a consequence of the cumulative effect of the increased number of long term sickness absences that have been present in the workforce for the last few months rather than short term repeated absences.</p> <p>These long term absence cases remain a key priority for all Managers and Staff. The cases are being closely monitored by Service Managers supported by the Human Resources Team within the scope of the Council's management of sickness absence policy and with advice and assistance being provided from the Occupational Health Service.</p> <p>A number of the longer term cases are now being resolved, with either staff leaving or subsequently returning to work.</p> <p>Managers are in regular contact with individuals and continue to monitor progress and improvement with a view to facilitating phased returns to work as soon as appropriate and in line with medical advice.</p>	
<p>Brief Description of Proposed Remedial Action Again:</p> <ul style="list-style-type: none"> • The HR team will continue to focus on providing detailed management information which will assist managers to effectively identify all short term cases of sickness absence which have exceed the agreed 'trigger' levels, together with all on-going long term cases of sickness absence. • The HR team will continue to meet with individual Heads of Service to provide advice and support to ensure managers have the continued skills and confidence to address absence issues appropriately. 	
<p>Resource Implications Timely interventions and practical support will continue to be needed from managers, which can make a real positive difference to attendance levels.</p> <p>The HR team will provide support and guidance to managers on the implementation of the revised policy.</p>	
<p>Priority High</p>	
<p>Future Targets Continue with existing target.</p>	
Action Plan	
Tasks to be undertaken	Completion Date
See proposed remedial action (above)	Ongoing with sickness absence levels continuing to be reported on a monthly basis
Review of Sickness Absence Policy concluded	Annual refresh - January 2014

MINUTE OF CABINET: 14 JANUARY 2014

71. QUARTERLY PERFORMANCE INDICATORS Q2 2013-2014

Councillor Westley introduced the report of the Transformation Manager which presented performance monitoring data for the quarter ended 30 September 2013.

In reaching the decision below, Cabinet considered the details set out in the report before it and accepted the reasons contained in it.

- RESOLVED
- A. That the Council's performance against the indicator set for the quarter ended 30 September 2013 be noted.

 - B. That the call-in procedure is not appropriate for this item as the report is being submitted to the next meeting of the Corporate and Environmental Overview and Scrutiny Committee on 20 February 2014.



AGENDA ITEM: 8(b)

**CORPORATE & ENVIRONMENTAL OVERVIEW &
SCRUTINY COMMITTEE:
20 FEBRUARY 2014**

CABINET: 18 MARCH 2014

Report of: Transformation Manager

Relevant Head of Service: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor D Westley

**Contact for further information: Ms A Grimes (Extn. 5409)
(E-mail: alison.grimes@westlancs.gov.uk)**

SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q3 2013/14)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 31 December 2013.

2.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE

2.1 That the Council's performance against the indicator set for the quarter ended 31 December 2013 be noted.

3.0 RECOMMENDATIONS TO CABINET

3.1 That the Council's performance against the indicator set for the quarter ended 31 December 2013 be noted.

3.2 That the call-in procedure is not appropriate for this item as the report was submitted to the meeting of the Corporate & Environmental Overview & Scrutiny Committee on 20 February 2014.

4.0 CURRENT POSITION

- 4.1 Members are referred to Appendix A of this report detailing the quarterly performance data.
- 4.2 Of the 31 indicators reported for Q3:
- 13 met or exceeded target
 - 4 indicators narrowly missed target; 7 were 5% or more off target
 - 1 is data only
 - 6 indicators have data unavailable at the time of the report (*NI191: Residual household waste per household; NI192: Percentage of household waste sent for reuse, recycling and composting; NI195a-d: Street and environmental cleanliness*).

As a general comparison, Q3 performance from the 2012/13 suite gave 14 (from 32) indicators on target.

- 4.3 Improvement plans are already in place for those indicators where performance falls short of the target by 5% or more for this quarter if such plans are able to influence outturn.
- 4.4 These plans provide the narrative behind the outturn and are provided in Appendices B1-B4. Where performance is below target for consecutive quarters, plans are revised only as required, as it is reasonable to assume that some remedial actions will take time to make an impact.
- 4.5 For those PIs that have flagged up as ‘amber’ (indicated as a triangle), an assessment has been made at head of service level based on the reasons for the underperformance and balancing the benefits of implementing an improvement plan versus resource implications. This is indicated in the table.

5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 5.1 The information set out in this report aims to help the Council improve service performance and is consistent with the Sustainable Community Strategy aim of providing good quality services that are easily accessible to all.

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 6.1 There are no direct financial or resource implications arising from this report.

7.0 RISK ASSESSMENT

- 7.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers as a result of this report. Monitoring and managing performance information data helps the authority to ensure it is achieving its corporate priorities and key objectives and reduces the risk of not doing so.

8.0 CONCLUSIONS

- 8.1 The performance indicator data appended to this report details the council's current performance against the key performance indicators from the full suite of indicators for 2013/14 as agreed by Cabinet in March 2013. The full suite is reported annually.
-
-

Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

Equality Impact Assessment

The decision does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

Appendix A – Quarterly Performance Indicators for Q3 October-December 2013/14

Appendix B – Improvement Plans

- B1: HS13-WL114: % LA properties with CP12 outstanding
- B2: TS24a-BV212: Average time taken to re-let local authority housing GENERAL NEEDS
- B3: TS24b-BV212 SP Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS
- B4: BV12: Working Days Lost Due to Sickness Absence

Appendix C – Minute of Corporate and Environmental Overview & Scrutiny Committee held on 20 February 2014 (Cabinet only)



APPENDIX A: QUARTERLY PERFORMANCE INDICATORS

Icon key		
PI Status		Performance against same quarter previous year
	OK (within 0.01%) or exceeded	13
	Warning (within 5%)	4
	Alert (by 5% or more)	7
	Data only	1
	Awaiting data	6
N/A	Data not collected for quarter	0
Total number of indicators		31











	Improved	13
	Worse	7
	No change	3
/	Comparison not available	2
	Awaiting data	6

Shared Services¹



PI Code & Short Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Current Target	Comments	Q3 13/14 vs Q3 12/13	Quarter Performance
	2011/12	2011/12	2012/13	2012/13	2012/13	2012/13	2013/14	2013/14	2013/14				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
OCL-ICT1 Severe Business Disruption (Priority 1)	N/A	N/A	100%	100%	100%	100%	100%	100%	100%	99%			
OCL-ICT2 Minor Business Disruption (P3)	N/A	N/A	97%	98%	100%	100%	100%	100%	100%	97%			
OCL-B1-NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	9.06	7.19	12.34	11.40	12.08	10.31	7.12	8.23	9.88	12.00			
OCL-B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£127,047	£186,926	£48,280	£90,397	£130,250	£170,882	£43,041	£84,613	£123,567		Quarter outturn reported as data only. Current performance suggests that the year-end target will be achieved.		
OCL-R1-BV9 % of Council Tax collected	86.96%	98.06%	30.59%	58.07%	86.77%	96.40%	28.33%	55.47%	82.85%	84.96%	Performance is impacted by migration to new technology resulting in reduced recovery activity. Additional recovery action scheduled for Q4.	/ ²	
OCL-R3-BV10 % of Non-domestic Rates Collected	87.87%	97.67%	32.31%	61.41%	88.04%	95.40%	27.89%	58.57%	84.58%	85.20%	Performance is impacted by migration to new technology resulting in reduced recovery activity. Additional recovery action scheduled for Q4.	/ ²	

PI Code & Short Name	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Current Target	Comments	Q3 13/14 vs Q3 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
OCL-R4 Sundry Debtors (cash collected and write offs)	3,817,022	5,814,105	1,134,242	2,718,863	4,031,803	5,675,860	1,217,643	2,462,608	3,773,629	4,210,505	Performance is impacted by a small number of cases. The impact of these on outturn is currently being addressed.		





Housing & Regeneration

PI Code & Short Name	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Current Target	Comments	Q3 13/14 vs Q3 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
TS1-BV66a % Rent collected (Including arrears brought forward)	N/A	N/A	98.02%	98.15%	98.63%	98.41%	97.58%	97.58%	98.25%	97.00%			
HS1-WL111 % Housing repairs completed in timescale	95.79%	92.98%	94.62%	98.18%	98.66%	97.90%	97.20%	96.57%	96.46%	95.50%			
HS13-WL114 % LA properties with CP12 outstanding	0.19%	0.07%	0.01%	0.09%	0.08%	0.11%	0.07%	0.04%	0.01%	0%	Target based on legal requirement for all eligible properties to have certificate. Quarter performance is an average from months. There were 0 properties outstanding in December. Actions undertaken as outlined in the Improvement Plan at Appendix B1		
TS24a-BV212 GN Average time taken to re- let local authority housing (days) - GENERAL NEEDS	13.63	13.14	21.32	19.70	21.75	29.67	53.61	49.52	58.10	22.00	Improvement Plan at Appendix B2		
TS24b-BV212 SP Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS	N/A	N/A	47.59	73.29	167.57	50.23	29.94	64.73	98.01	45.00	Improvement Plan at Appendix B3		











Community Services

PI Code & Short Name	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Current Target	Comments	Q3 13/14 vs Q3 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,488	1,395	1,444	1,392	1,351	1,253	1,281	1,403	1,449	1,488		↓	
WL18 Use of leisure and cultural facilities (swims and visits)	268,446	341,024	296,315	280,865	241,569	321,278	302,367	323,139	252,748	273,750	Seasonal variation means that Q3 is usually the lowest quarter. In addition, repair work during the period resulted in temporary closure of some facilities. No improvement plan beyond detail above.	↑	











Planning

PI Code & Short Name	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Current Target	Comments	Q3 13/14 vs Q3 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	61.54%	22.22%	55.56%	80.00%	33.33%	80.00%	30.00%	77.78%	54.55%	65.00%	Performance represents 6 out of 11 complex applications. Outturn largely beyond the control of officers. A small number of major applications are received, often very complex, involving decisions being delegated to committee or subject to S106 agreements. No improvement plan beyond detail above.	↑	
NI 157b Processing of planning applications: Minor applications	84.42%	85.46%	81.33%	82.09%	73.13%	75.86%	87.50%	84.62%	82.43%	75.00%		↑	
NI 157c Processing of planning applications: Other applications	93.13%	99.20%	92.53%	92.54%	91.78%	89.23%	91.61%	93.02%	92.99%	85.00%		↑	
WL24 % Building regulations applications determined within 5 weeks	80.60%	87.18%	79.29%	79.51%	66.20%	73.33%	80.00%	67.09%	75.61%	70.00%		↑	

Transformation

PI Code & Short Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Current Target	Comments	Q3 13/14 vs Q3 12/13	Quarter Performance
	2011/12	2011/12	2012/13	2012/13	2012/13	2012/13	2013/14	2013/14	2013/14				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
BV12 Working Days Lost Due to Sickness Absence ³	2.28	1.90	2.26	2.42	2.14	2.31	2.63	2.74	2.88	2.02	Improvement Plan at Appendix B4		
BV8 % invoices paid on time	98.20%	97.84%	97.46%	96.98%	96.71%	97.82%	97.21%	97.03%	97.75%	98.24%	Head of Service's amber assessment: improvement plan not required.		
WL19b(ii) % Direct Dial calls answered within 10 seconds ⁴	82.49	83.17	79.20	78.49	78.38	79.47	79.55	80.18	80.50	82.21	Head of Service's amber assessment: improvement plan not required.		
WL90 % of Contact Centre calls answered	90.9%	87.8%	84.7%	85.7%	88.8%	89.9%	87.3%	93.6%	92.6%	90.6%			
WL108 Average answered waiting time for callers to the contact centre (seconds)	19.00	46.00	38.00	46.00	26.00	36.00	47.00	17.00	25.00	26.25			

Street Scene

PI Code & Short Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Current Target	Comments	Q3 13/14 vs Q3 12/13	Quarter Performance
	2011/12	2011/12	2012/13	2012/13	2012/13	2012/13	2013/14	2013/14	2013/14				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL01 No. residual bins missed per 100,000 collections	68.38	44.94	49.96	63.36	65.40	87.09	64.78	63.54	65.40	70.00			
WL06 Average time taken to remove fly tips (days)	1.07	1.19	1.18	1.10	1.12	1.05	1.05	1.07	1.08	1.09			
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	.83%	2.17%	N/A	.33%	1.00%	N/A ⁵	N/A	1.67%		1.61%	Survey carried out three times each year. No data for Q1.		
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	13.43%	4.15%	N/A	6.49%	3.10%	N/A ⁵	N/A	2.70%		7.33%	Survey carried out three times each year. No data for Q1.		

PI Code & Short Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Current Target	Comments	Q3 13/14 vs Q3 12/13	Quarter Performance
	2011/12	2011/12	2012/13	2012/13	2012/13	2012/13	2013/14	2013/14	2013/14				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	.67%	.33%	N/A	.67%	.00%	N/A ⁵	N/A	.00%	?	1.11%	Survey carried out three times each year. No data for Q1.	?	?
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	0.00%	0.00%	N/A	0.00%	0.00%	N/A ⁵	N/A	0.00%	?	0.00%	Survey carried out three times each year. No data for Q1.	?	?
NI 191 Residual household waste per household (Kg)	123.97	124.36	121.91	122.3	131.59	116.18	104.64	?	?	123.48	Awaiting external confirmation of data	?	?
NI 192 Percentage of household waste sent for reuse, recycling and composting	44.65%	42.52%	51.48%	52.74%	44.17%	40.73%	52.35%	?	?	47.58%	Awaiting external confirmation of data	?	?

Notes: ¹ Managed through One Connect Limited contract. Contractual targets are annual and set via SLA. Quarter targets are provided as a gauge for performance but are not contractual. One Connect Ltd is a joint venture between BT and LCC. From 1 April, revised arrangements between BT and LCC will mean that for WLBC, ICT and Revenues & Benefits services will continue to be delivered through existing structures but via BT Lancashire Services Ltd, a wholly owned subsidiary of BT.

² In line with current good practice, the 2013/14 outturns/targets do not include a value of 'credit on accounts' resulting in the outturn being lower than if credits were still included. Quarter outturns of previous years are therefore not directly comparable. Including credit on accounts may inflate collection rates as it is probable that these credits will need to be refunded to the tax payer. When targets were set, assumed values of 0.54% CTax and 1.2% NNDR were applied. Although the contractual targets / annual SLAs do not include credits on account, an annual figure including credit on accounts will be provided at year end to allow a direct year-on-year comparison. This is not done quarterly, as the new Northgate system does not automatically include the data.

³ From Q3 2012-13 data does not include OCL seconded staff. ⁴ From Q1 2012-13 data does not include OCL seconded staff. ⁵ Data for Q4 was collected but not analysed due to a staff vacancy, subsequently filled. However, due to competing priorities this work has not taken place.

'NI' and 'BV' coding retained for consistency/comparison although national reporting no longer applies.

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS24a Average time taken to re-let local authority housing (days) - GENERAL NEEDS
Reasons for not meeting target	
<p>Performance has been above target due to a number of issues. Firstly, there has been a backlog of maintenance work due to the increased number of empty homes as a result of placing high cost voids on hold to control spending in 2012/13. The Council's maintenance contractors have struggled with capacity to carry out the repairs to these voids in addition to normal voids and maintain performance on the turnover of empty homes.</p> <p>The Kitchen Refurbishment Programme has also resulted in inevitable delays in the re-letting of those empty properties requiring new kitchens. This is mainly due to the added process of ordering, preparing plans and awaiting delivery of kitchen units from the manufacturers as well as the additional time taken to fit a full kitchen.</p> <p>In addition a number of key staff in the Voids & Allocations Team has been on long term sickness absence which has reduced staffing resources.</p> <p>Over recent advertising cycles there has been a reduction in demand for some general needs properties, in particular houses across the new town estates. This has meant it is now taking longer to let these property types in these areas.</p>	
Brief Description of Proposed Remedial Action	
<p>Increased turnaround times have been an inevitable result of measures taken to reduce projected overspends in 2012/13.</p> <p>Void properties placed on hold over the latter part of 2012/13 due to budgetary pressures, have now started to be released for letting. This is being done on a phased basis in liaison with the Council's maintenance contractors. It is important to note however that the release of long term voids will result in an increase in void turnaround times when the properties are subsequently let and will impact on performance in 2013/14.</p> <p>To reduce delays caused by the Kitchen Refurbishment Programme, officers have arranged for a third party supplier to hold stock locally. There are still however issues with stock availability due to volumes required which we are working to address.</p> <p>Temporary arrangements have been put in place to second experienced surveyors into the Voids and Allocations Team to cover for sickness absence.</p> <p>Allocations staff are taking a more proactive approach to promoting and advertising empty homes, and options for offering more flexibility in allocations have been implemented.</p> <p>Finally, to avoid duplication, keep costs low and speed up the process, the Council's surveyors rather than the contractors are now pre inspecting empty properties to identify work required.</p>	
Resource Implications	
Loss of rental income	

Priority High	
Future Targets No change	
Action Plan	
Ensure that all new voids are relet within target.	Ongoing
Work with contractors to minimise delays with kitchen refurbishment works.	Ongoing
Look at new ways to advertise and promote low demand properties.	Completed
Consider more flexible allocations for lower demand homes	Completed
Release all voids on hold.	Completed

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS24b - Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS
Reasons for not meeting target	
<p>Several long term voids have been relet during the quarter which adversely affects average number of days to relet.</p> <p>For a number of years the council has been experiencing low demand across many of its sheltered housing schemes.</p> <p>The Kitchen Refurbishment Programme has also resulted in inevitable delays in the reletting of those empty properties requiring new kitchens. This is mainly due to the added process of ordering and awaiting delivery of kitchen units from the manufacturers.</p> <p>A number of key staff in the Voids & Allocations Team have been on long term sickness absence.</p>	
Brief Description of Proposed Remedial Action	
<p>Options Appraisals of two sheltered schemes have now been commissioned.</p> <p>All investment in Category II sheltered schemes will be considered in light of the councils Asset Management Plan.</p> <p>Promotional exercises to stimulate demand are planned in January 2014</p> <p>Declassification of some additional sheltered schemes to be considered on a phased basis.</p>	
Resource Implications	
Loss of rental income	
Priority	
High	
Future Targets	
Action Plan	
Tasks to be undertaken	Task Completion Date
<ul style="list-style-type: none"> ▪ Options Appraisals ▪ Asset Management Planning ▪ Promotion of low demand schemes ▪ Declassification programme 	<p>Ongoing</p> <p>Ongoing</p> <p>January 2014</p> <p>December 2014</p>

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL114: % LA properties with CP12 outstanding
<p>Reasons for not meeting target Properties requiring a gas certificate alter on a daily basis and are monitored weekly at service management team level. A very small number of tenants still refuse to give access.</p>	
<p>Brief Description of Proposed Remedial Action We continually work to reduce the number of properties that do not have a current CP12, this is monitored weekly at the service management team.</p> <p>We will continue to work with our contractor to reduce the number of properties without a current CP12 and cater for individual tenant needs. In addition we continue to maximise publicity utilising our own newsletters / leaflets and the local media emphasising the importance of allowing access and publicising evictions.</p> <p>We will continue to fit gas restriction devices on properties with a history of repeat “no access”, this device restricts the delivery of gas to the boiler which will prompt the tenant to phone us for access.</p>	
<p>Resource Implications</p> <p>A small cost is associated with fitting gas restriction devices, which is met from existing budgets.</p>	
<p>Priority High</p>	
<p>Future Targets No change</p>	
Action Plan	
<p>Tasks to be undertaken As outlined above</p>	<p>Completion Date On-Going</p>

PERFORMANCE IMPROVEMENT PLAN					
Indicator	BVPI 12 Sickness Absence				
<p>Reasons for not meeting target</p> <p>The Council's target for 2013/14 is to achieve (not more than) 8.08 working days lost per employee, measured on a rolling 12 month basis. This equates to a quarterly target of 2.02 days per full time equivalent. There has been a small increase in the quarterly absence rate from 2.74 in Q2 to 2.88 in Q3.</p> <p>This slight increase is the continuing consequence of the cumulative effect of the increased number of long term sickness absences that have been present in the workforce for the last few months. However, these are reducing through the effective management of individual cases.</p> <p>Long term absence cases remain a key priority for all Managers and Staff. The cases are being closely monitored by Heads of Service and Service Managers supported by the Human Resources Team within the scope of the Council's Management of Sickness Absence Policy and with advice and assistance being provided from the Occupational Health Service.</p> <p>The last quarter has seen a rise in short term absence, which, to a degree, was anticipated due to the increased number of winter illnesses.</p> <p>The importance of return to work interviews and the short term absence process has been re-emphasised to managers as a means of addressing this slight increase.</p>					
<p>Brief Description of Proposed Remedial Action</p> <p>Again:</p> <ul style="list-style-type: none"> • Heads of service will continue to closely monitor sickness levels within their respective service areas and take urgent action as necessary in line with the Sickness Absence Policy • The HR team will continue to focus on providing detailed management information which will assist managers to effectively identify all short term cases of sickness absence which have exceed the agreed 'trigger' levels, together with all on-going long term cases of sickness absence. • The HR team will continue to meet with individual Heads of Service to provide advice and support to ensure managers have the continued skills and confidence to address absence issues appropriately. 					
<p>Resource Implications</p> <p>Timely interventions and practical support will continue to be needed from managers, which can make a real positive difference to attendance levels.</p> <p>The HR team will provide support and guidance to managers on the implementation of the revised policy.</p>					
<p>Priority High</p>					
<p>Future Targets Continue with existing target.</p>					
<p>Action Plan</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Tasks to be undertaken</th> <th style="text-align: left;">Completion Date</th> </tr> </thead> <tbody> <tr> <td>See proposed remedial action (above)</td> <td>Ongoing with sickness absence levels continuing to be reported on a monthly basis</td> </tr> </tbody> </table>		Tasks to be undertaken	Completion Date	See proposed remedial action (above)	Ongoing with sickness absence levels continuing to be reported on a monthly basis
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