

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		
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: 16 JULY 2014

Start: 7.45pm

Finish: 10.25pm

PRESENT: Bailey (Chairman)

Councillors: Ashcroft McKay
Mrs Blake Mrs Marshall
Barron Mee
Delaney Ms Melling
Dereli Nolan
Devine O'Toole
G Hodson Pryce-Roberts
J Hodson Mrs Stephenson

Officers: Assistant Director Community Services (Mr D Tilleray)
Housing Needs and Allocations Manager (Ms N Bradley)
Technical Services Manager (Mr C Brady)
Partnership and Performance Officer (Ms A Grimes)
Assistant Solicitor (Mrs T Sparrow)
Principal Overview and Scrutiny Officer (Mrs C A Jackson)

In attendance: Director of ICT, BT Lancashire Services (Mr M Orford)
Director of Revenues & Benefits, BT Lancashire Services
(Mr J Unsworth)

1. APOLOGIES

Apologies for absence were submitted on behalf of Councillor L Hodson and the Transformation Manager (Mr S Walsh).

2. MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillors Mrs Baybutt, Mrs C Evans, Mrs R Evans, Fillis and Wright and the appointment of Councillors Barron, Mrs Stephenson, O'Toole, Pryce-Roberts and Devine for this meeting only thereby giving effect to the wishes of the Political Groups.

3. URGENT BUSINESS

There were no items of urgent business.

4. DECLARATIONS OF INTEREST

There were no declarations of interest.

5. DECLARATIONS OF PARTY WHIP

There were no declarations of a Party Whip.

6. MINUTES

RESOLVED: That the minutes of the Corporate and Environmental Overview and Scrutiny Committee held on 20 February 2014 be received as a correct record and signed by the Chairman.

7. MINUTES OF THE MEMBER DEVELOPMENT COMMISSION

RESOLVED: That the minutes of the Member Development Commission meeting held on 27 February 2014 be noted.

8. BT LANCASHIRE SERVICES ANNUAL REVIEW

Consideration was given to the report of the Transformation Manager as contained on pages 13 to 34 of the Book of Reports that detailed the Annual Review delivered by BT Lancashire Services 2013/14 on the ICT and Revenues and Benefits Services.

The Chairman welcomed the representatives from BT Lancashire Services (BTLS).

A presentation was undertaken by Mr Mark Orford (Director of ICT) and Mr J Unsworth (Director of Revenues and Benefits) on the work that had been undertaken over the previous 12 months under the shared services arrangement.

The Director of ICT provided an overview of changes in 2013/14 making reference to the continuity of services delivery through the period of management change. In reflecting on the period of delivery of the Contract to the Council in 2013/14 he made reference to: the direct savings of £530,000; the ICT investment of £7,500 and the combined ICT and Revenues and Benefits Added Value of £25,000, referencing the summary of financial benefits from the Partnership, in the first three years, as at 31 March 2014.

The Director of Revenues and Benefits provided details of improvements relating to governance arrangements that were overseen by the Shared Services Board; the key contractual elements of the agreement; the principles that governed the relationship and made reference to the 'Quality of Service' Report produced each month.

The Director of ICT then went on to provide details in relation to performance of the Services and concluded with an overview of planned developments for 2014/15 in both Services.

Comments and questions, related to the ICT Service, were raised in respect of the following:

- Contact Centre Platform – Upgrade and options for replacement. Utilisation /adaption/ introduction of similar systems already used /in place at the County Council.

- ICT support to Borough Councillors:
 - delays in setting-up new Council Members with PCs, connectivity and associated issues;
 - plans relating to the availability of up-to-date technology (introduction/use of iPads / Tablets);
 - network difficulties (accessing the Intranet, links within emails, remote access)
 - proposals related to authentication process (multiple password logging);
 - availability of applications, similar to “Wake on LAN” system, to allow remote access to a PCs for “repairs”;
 - Shared Services Board – terms of reference, composition and Member representation.
- County Council shared service facility (dual-hatted Members): access to each network (Intranet; Global address book; ColnS); Broadband issues (subscription payment; speed of wi-fi; doubling-up of devices; passwords; authentication process).
- Original concept of the shared service arrangement – take-up by other authorities; perceived benefits; front-end on-line services access and efficiency.

The ICT Director responded to questions referencing details within the annual review report. In relation to ICT problems experienced by Members, both on Borough and County systems, and in respect of the feedback provided on the envisaged service and general issues, the Director of ICT made an undertaking to take these forward, as appropriate.

The Chairman asked that the comment relating to delays in setting up new Members that referenced Member Services be passed on to that Service.

The Director of Revenue and Benefits then provided an overview of key activity in his Service during 2013/14 highlighting details as set down in the review report. Reference was made to the various elements as a result of the introduction of Welfare Reform particularly the Universal Credit system, scheduled to go live in September 2014; the transitional arrangements including liaison with other stakeholders and actions related to the technical re-platform.

He also made reference to the collaborative approach, particularly in relation to the provision of financial data and performance monitoring, referencing targets and activity covered in the review report.

Comments and questions, related to the Revenue and Benefits Service, were raised in respect of the following:

- Training and development arrangements for staff – Learning and Developing Programme
- Provision of jobs locally – affect as a result of the transfer of services from Lancashire Place to Accrington.
- Universal Credit (UC) – performance monitoring / targets; provision of help, support, and advice for those affected by the changes.
- Guidance for Members on functions that will be affected.
- Future changes – Housing Benefit.

The Director of Revenue and Benefits responded to questions. In response to issues raised relating to the introduction of the UC in September, the role of the local authority in the process was outlined (support services for claimants; transitional arrangements and assistance to help manage financial debt). He stressed, however, that the payment of UC will be administered centrally by the Department of Works and Pensions (DWP).

In response to the request for guidance to assist Members on the changes affected by the UC that come into effect from September 2014, the Director of Revenue and Benefits made an undertaking to circulate 'Guidance to Members'.

RESOLVED: That the BT Lancashire Services Annual Report 2013/24, attached at Appendix A and accompanying presentations, be noted.

(Note: Following consideration of this item, the Chairman varied the order of business to allow the 'Members Update' Request (Item 11(a) 'Welfare Reform Update' to be considered next. (Minute 12 refers). The minutes follow the order as set down in the agenda.)

9. QUARTERLY PERFORMANCE INDICATORS (Q4 2013/14)

Consideration was given to the report of the Transformation Manager which detailed performance monitoring data for the quarter ended 31 March 2104.

In discussion Members raised questions and comments in respect of the following:

- Annual review mechanisms related to PI targets;
- TS2A (Average time take to re-let local authority housing (days) (General Needs) – issues affecting performance; progress on remedial action.
- N192 (Percentage of Household Waste sent for reuse, recycling and composting) – methodology related to disposal of untreated street sweepings, including leaf litter; source of contaminants.

A discussion ensued on the new guidance, issued by the Environment Agency, related to the disposal of street sweepings and gulley waste, particularly as it relates to leaf litter. Concerns were expressed as to the source of the contaminants (exhaust fumes etc.) and its effect on recycling and composting, including testing of "litter"; treatment and method of disposal.

RESOLVED: A. That the comments of the Committee in relation to the disposal of leaf litter, in light of the new guidance, issued by the Environment Agency, be passed to the Assistant Director Street Scene.

B. That the Council's performance against the indicator set for the quarter ended 31 March 2014, be noted.

10. MEMBER ITEM - CHOICE BASED LETTINGS

Consideration was given to the presentation 'Choice-Based Lettings', on behalf of the Assistant Director Housing and Regeneration, by the Housing Needs and Allocations Manager in response to a request held over from a previous meeting of the Committee. The presentation was supported by a series of slides as contained on pages 117 to 128 of the Book of Reports.

The presentation detailed the:

- Banding System.
- Advertisement of properties.
- Bidding process
- Procedure of how homes are offered.
- Feedback
- Information available on the Homefinder website.

In conclusion, the Housing Needs and Allocation Manager reiterated that, at the current time, there are sufficient properties available for allocation.

Comments and questions were raised in the respect of the following:

- Housing need – criteria applied to applications from ex-service personnel.
- Banding System – factors determining housing needs within each band.
- Factors assessed (housing need; status; local connection; references; declarations.)
- Council policy in relation to “small” pets for companionship (for example, “small house birds”).
- Reallocation of housing adapted for particular needs.

The Housing Needs and Allocations Manager responded to questions explaining that each housing application is assessed on a case by case basis and the teams try to be as sensitive as possible when assessing needs against the criteria. In response to a question on housing allocation and homelessness the procedure and the separate work, undertaken by the Homelessness Team, was explained.

On behalf of the Committee, the Chairman thanked the Housing Needs and Allocations Manager for an informative presentation.

RESOLVED: That the presentation be noted.

11. ITEMS FROM THE MEMBERS' UPDATE

The Committee were advised that the following two items had been referred from the Members' Update (Issue 1).

12. WELFARE REFORM UPDATE

Consideration was given to a request, submitted by Councillor McKay, for a presentation, to a future meeting, on Welfare Reform, to include information in respect of any impact on the West Lancashire Challenge Project resulting from the introduction of Universal Credit.

The Director of Revenues and Benefits (BTLS) indicated that a presentation could be arranged to all Members related to the changes being introduced.

Following a brief discussion on the 'Welfare Reform Update' article, as contained on pages 57 to 78 of the Book of Reports, it was agreed that a presentation with input from the service areas involved (Revenues and Benefits / Housing and Regeneration) should be arranged .

RESOLVED: That a presentation on the impact of the West Lancashire Challenge Project resulting from the introduction of Universal Credit (as part of the implementation of Welfare Reform arrangements), be arranged in consultation with the Transformation Manager and Assistant Director Housing and Regeneration.

(Note: The Directors of ICT and Revenue & Benefits Services (BTLS) left the meeting at following conclusion of this item.)

13. FOOD SAFETY SERVICE PLAN 2013/14

Consideration was given to a request in relation to the Food Safety Service Plan 2013/14 article, as contained on pages 79 to 104 of the Book of Reports, submitted by Councillor McKay, for a presentation on it, to a future meeting.

In discussion comments /questions were raised in relation to the following:

- Staffing issues in delivering the Food Safety Service Plan.
- Commercial food premises – inspections and associated work.
- Enforcement – registration of (commercial) food production premises; issues relating to food contamination.
- The role of the Food Standards Agency (FSA).
- Food Safety Risk Ratings – displaying ratings at premises.

The Assistant Director Community Services (ADCS) responded to questions.

It was concluded that, as a consequence of the discussion that a separate presentation was not required, the request for which was withdrawn.

RESOLVED: That the update on the Food Safety Service Plan 2013/14 be noted.

14. REVIEW TOPIC FOR 2014/15 AND CONFIRMATION OF THE WORK PROGRAMME

Consideration was given to the report of the Borough Solicitor as contained on pages 105 to 115 of the Book of Reports that gave details of the outcome of the Topic Scoring Exercise undertaken on 25 June 2014 in relation to topics submitted by the deadline and set down the proposed Work Programme for the Committee for 2014/15.

Members discussed the results of the scoring exercise (Appendix A) and the proposals therein, particularly noting the proposal for a presentation, to a future meeting on 'The investment in Renewable Energy by the Council'.

In relation to the topic that had scored the highest namely 'A Market Strategy for Ormskirk Town Centre', the Technical Services Manager, who attended the meeting, was invited to speak and provided additional information on the topic idea.

In the ensuing discussion, the following points were noted:

- The position of a Market Strategy, for Ormskirk, as part of the work on the Economic Development Strategy.
- Proposals in relation to the development of Moor Street and its impact on current market arrangements.
- Managing Market Traders / Visitors expectations – response to current and future trends / ventures.
- Raising the profile of the Market – branding; mix of trades;
- Current arrangement and aesthetics of the market stalls;
- The market in relation to other North West markets – best practice /establishing its own profile.

Following the conclusion of the discussion it was agreed that an in-depth study on 'A Market Strategy for Ormskirk Town Centre' be undertaken by the Committee.

- RESOLVED:
- A. That the results of the scoring exercise (Appendix A) be noted and the recommendations therein be actioned and endorsed.
 - B. That the Assistant Director Housing and Regeneration be requested to provide a presentation on 'The Investment in Renewable Energy by the Council' to a future meeting.
 - C. That the topic selected for review in the 2014/15 Work Programme of the Committee be 'A Market Strategy for Ormskirk Town Centre' and that a draft Project Plan for the review be prepared for submission to the next meeting.
 - D. That the Work Programme for the Corporate and Environmental Overview and Scrutiny Committee, as set out below, be included on the Council's web-site:

**‘Corporate and Environmental Overview and Scrutiny
Committee**

Conducts in depth reviews/policy development as set out in its programme.

In 2014/15 the Committee will be conducting a review on ‘A Market Strategy for Ormskirk Town Centre’.

The Committee considers as part of its routine work:

- Items referred from ‘Members Update’ at the request of a Member
- Members Items/Councillor Call for Action (CCfA)
- Performance management
- Acts as the Council’s Crime and Disorder Committee
- Recommendations from previously conducted reviews.

The Member Development Commission will continue its work during 2014/15.’

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Chairman

MEMBER DEVELOPMENT COMMISSION

HELD:18 SEPTEMBER 2014

Start: 7.00pm

Finish: 7.50pm

PRESENT: Councillor Mrs Blake (Chairman)

Councillors: Ashcroft
Dowling
Pye

1. WELCOME AND APOLOGIES

The Chairman welcomed New Members to the Commission.

There were no apologies for absence.

2. SUBSTITUTIONS

In accordance with Council Procedure Rule 4, the Commission noted the termination of Membership of Councillor Mrs R Evans and the appointment of Councillor Ashcroft for this meeting only, thereby giving effect to the wishes of the political group.

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. MINUTES

In consideration of the Minutes (Minute 37 Training Events) a further request was raised for information on the explanation of acronyms and reference numbers used in Planning applications and associated reports.

- RESOLVED:
- A. That the Minutes of the meeting of the Member Development Commission held on 27 February 2014 be noted.
 - B. That the request for explanatory information in relation to acronyms and reference numbers related to Planning matters be forwarded to the Assistant Director Planning.

5. MEMBER TRAINING - SUMMARY OF EVENTS FEBRUARY 2014 TO PRESENT

Members considered the report of the Borough Solicitor as contained on pages 5 to 9 of the Book of Reports, which provided an update on Member training undertaken since February 2014.

The good feedback from the Planning Propriety and Good Practice event held in July was noted. In addition, Members were advised that the Planning Services offered 'one to one' sessions for 'new' Members of the Planning Committee.

RESOLVED: That the update be noted.

6. MEMBER INDUCTION 2014

Members considered the report of the Borough Solicitor as contained on pages 11 to 21 of the Book of Reports, which provided feedback on the induction process offered to newly elected Members in June 2014.

In discussion an enquiry was made in regard to possible “training” for prospective candidates. In response it was explained that prospective candidates receive details of training they can expect to undertake, if successful. The LGA is also a good source of information for prospective and successful candidates.

Members agreed that a training event on ‘Chairman’s Skills’ would be useful.

During feedback it was reported that ‘new’ Members had not received the LGA ‘New Councillor Guide 2014/15’. The Principal Overview and Scrutiny Officer made an undertaking to contact LGA regarding this matter.

- RESOLVED: A. That it be recommended that a training session on Chairmanship Skills be arranged, subject to feedback from the Groups.
- B. That the report be noted.

7. FEEDBACK FROM MEMBER DEVELOPMENT REPRESENTATIVES

Members were asked if feedback from the Groups in relation to training identified, be passed to Member Services.

In relation to the request for ‘Chairmanship Skills’ training, Member Development representatives stated that they would put this suggestion forward to the next Group meetings and feed back to Member Services.

It was also suggested that more in-depth Planning training especially to fit in with the National Framework and Local Policies would be useful.

The Commission also recognised that North West Employers (NWE) are keen to develop well trained Councillors, and discussed the possibility of a representative attending a future meeting of the Commission. It was reported that North West Employer’s Training information Programmes and other events offered by them are circulated by e-mail to Members.

- RESOLVED: A. That the request for further Planning training be passed to the Assistant Director Planning.
- B. That the request for a representative from NWE to attend a future meeting be explored.
- C. That the feedback be noted.

8. WORK PROGRAMME 2014/2015

Members considered the Work Programme as circulated on page 23 of the Book of Reports.

RESOLVED That the Work Programme be noted.

9. DATE AND TIME OF NEXT MEETING

The date of the next meeting was agreed.

RESOLVED That the next meeting of the Member Development Commission be held on 12 March 2015, subject to confirmation with the Chairman.

CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE – PROJECT PLAN

Title: A MARKET STRATEGY FOR ORMSKIRK TOWN CENTRE

MEMBERSHIP:

Chairman: Councillor Bailey Vice-Chairman: Councillor Mrs Blake
Councillors Ashcroft, Mrs Baybutt, Delaney, Dereli, Mrs C Evans,
Mrs R Evans, Fillis, G Hodson, J Hodson, L Hodson, McKay, Mrs Marshall,
Ms Melling, Nolan, Wright

TERMS OF REFERENCE

1. To undertake a review on 'A Market Strategy for Ormskirk Town Centre' as part of the work being undertaken in relation to the Ormskirk Town Centre Strategy.
2. To understand the current market position.
3. To present a report of the Committee's findings and recommendations to Cabinet and Council.

OBJECTIVES

The present –

- To understand the current arrangements of the market, including the existing layout of the market stalls, mix of traders and the aesthetics in relation to the style and look of the stalls.
- To understand the impact of the Moor Street improvement works on the current market layout.
- To explore the opportunities open to market traders, including those available to permanent traders / casual traders / start-up traders.
- To understand best practice from other thriving markets.

The future –

- To ensure that future approaches and facilities are developed to meet local needs.
- To ensure that the new Ormskirk market layout fits in with the proposed Moor Street improvements.
- To ensure the direction and priorities for the market will enable it to be both sustainable / competitive and also ensure that its development is in keeping with the aspirations of the Ormskirk Town Centre Strategy.
- To explore further opportunities to diversify, for example more specialist markets (crafts, foods etc.).

Comparison

To consider visiting or receiving a presentation from an example of good practice in Lancashire /a neighbouring Authority.

Resources -

- The Council's Assistant Director Community Services will provide technical support and guidance, together with Officers from Regeneration. Officers from across the Authority, including Planning and Street Scene, to be consulted as appropriate.
- External contribution, as appropriate.
- Any funding requirements will be included in the final recommendations of the Committee.

INFORMATION

<http://skiptonmarket.net/>

<http://www.stockport.gov.uk/services/leisureculture/visitstockport/stockportmarket/>

<http://markets.sthelens.gov.uk/markets/earlestown-market/>

<http://www.burymarket.com/>

Witnesses

Who?	Why?	How?
Representative from the Market Traders' Committee	To gain an understanding of the Market Trader's role.	Attendance at a meeting or in written form
Others within the community that may be identified during the course of the review.	To provide feedback on opportunities/developments considered.	To be identified during the review
The Committee may wish to hear from:		
Portfolio Holder for Planning and Development	The Portfolio Holder whose remit includes <ul style="list-style-type: none">• Operation of Ormskirk Market	Attendance at meetings as required.
Portfolio Holder for Town and Village Centres	The Portfolio Holder whose remit includes: <ul style="list-style-type: none">• Market Town and Village Centre Strategies and promotion of these centres.	Attendance at meetings as required
Portfolio Holder for Health Leisure and Commercial Safety	The Portfolio Holder whose remit includes: <ul style="list-style-type: none">• Environmental Health• Commercial Safety• Community Safety	Attendance at meetings as required

Site Visits		
Where?	Why?	
To be identified during the Review.	To be identified during the Review.	

ESTABLISH WAYS OF WORKING

Officer Support

Lead Officer (Corporate and Environmental Overview & Scrutiny Committee) –

Dave Tilleray, Assistant Director Community Services

Scrutiny Support Officer (SSO) – Cathryn Jackson, Principal Overview and Scrutiny Officer

Legal Officer (LO) – Tina Sparrow, Assistant Solicitor

Officers reporting as and when required –

Colin Brady, Technical Services Manager, Community Services.

Dave Tilleray, Assistant Director, Community Services, or Officers on his behalf.

Bob Livermore, Assistant Director Housing and Regeneration, or Officers on his behalf.

John Harrison, Assistant Director, Planning, or Officers on his behalf.

Graham Concannon, Assistant Director Street Scene, or Officers on his behalf.

Reporting Arrangements

- The Assistant Director Community Services, or Officers on his behalf, will submit reports on Ormskirk Town Centre Management; Market Strategy aspects of the review.
- The Assistant Director Planning, will submit reports on planning and development aspects of the review .
- The Assistant Director Housing and Regeneration will submit reports related to the Ormskirk Market Strategy aspects of the review.
- The Lead Officer (Assistant Director Community Services)/Principal Overview and Scrutiny will co-ordinate the generic elements of the review and submit progress reports as required.
- The Corporate and Environmental Overview and Scrutiny Committee to submit its final report and recommendations to Cabinet and Council Feb/March 2016 and Council in April 2016.

TIME SCALES

Meeting 1 – 16 July 2014

- Introduction on the theme of the topic from the Technical Services Manager, Community Services.
- Review confirmed to commence 2014/15.

Meeting 2 - 23 October 2014

- To consider the role of Ormskirk Town Centre Market, the co-ordinated approach of local partnerships in relation to the topic area and to debate strengths and weaknesses of current approaches.
- To agree the Project Plan.
- To identify the next steps in the project.

Meeting 3 - 4 December 2014

- To consider examples of good practice.
- To review the Project Plan.

Workshop Session, if required – January 2015.

Meeting 4 – 19 February 2015

- To receive feedback from the Workshop Session, if required.
- To identify the next steps.
- To review the Project Plan.

Meeting 5 - ??July 2015

- To identify the next steps.
- To review the Project Plan

Meeting 6 - ??Oct 2015

- To identify the next steps.
- To review the Project Plan

Meeting 7 – ??Dec 2015

- To identify the next steps.
- To review the Project Plan

Meeting 8 – ??Feb or ??March 2016

To agree draft final report and final recommendations for submission to Cabinet and Council, if applicable, in April 2016.

Cabinet – ?? March 2016

- Submission of the final report.

Council – ?? April 2016

- To receive the final report, if applicable.

INFORMATION GATHERED

CONCLUSION

RECOMMENDATIONS

REVIEW DATE – Usually 6 months after final review report submission. ?? Oct 2015.



AGENDA ITEM: 9

CABINET: 16 SEPTEMBER 2014

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY**

COMMITTEE: 23 OCTOBER 2014

Report of: Transformation Manager

Relevant Head of Service: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor D Whittington

Contact for further information: Ms A Grimes (Extn. 5409)

(E-mail: alison.grimes@westlancs.gov.uk)

SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q1 2014/15)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 30 June 2014.

2.0 RECOMMENDATIONS TO CABINET

2.1 That the Council's performance against the indicator set for the quarter ended 30 June 2014 be noted.

2.2 That Cabinet endorse the targets for the Revenues & Benefits and ICT Services proposed via the shared services contractual process.

2.3 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 23 October 2014.

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 June 2014 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 35 indicators reported quarterly:
- 16 met or exceeded target
 - 6 indicators narrowly missed target; 7 were 5% or more off target
 - 2 indicators have data unavailable at the time of the report (*NI 191 Residual household waste per household; NI 192 % household waste sent for reuse, recycling and composting*)
 - 4 indicators do not have data reported for Q1 (NI195a-d).

As a general comparison, Q1 performance from the 2013/14 suite gave 15 (from 31) indicators on or above 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-B5. 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 2014/15 as agreed by Cabinet in March 2014. Targets for the Revenues & Benefits and ICT Services provided through BTLs are established through the shared services contractual process. Performance against the full corporate suite of indicators 2014/15 will be reported within the Business Plan Annual Report.

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 Q1 April-June 2014/15

Appendix B – Current Improvement Plans















- B1: HS13-WL114: % LA properties with CP12 outstanding
- B2: TS24a-BV212: Average time to re-let local authority housing-GENERAL NEEDS
- B3: TS24b-BV212: Average time to re-let local authority housing-SUPPORTED NEEDS
- B4: NI157c: Processing of planning applications: Other applications
- B5: WL01: No. residual bins missed per 100,000 collections







Appendix C – Minute of Cabinet (Corporate & Environmental 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	16		Improved	11
	Warning (within 5%)	6		Worse	12
	Alert (by 5% or more)	7		No change	3
N/A	Data not collected for quarter	4	/	Comparison not available	7
	Awaiting data	2		Awaiting data	2
Total number of indicators		35			

Shared Services ¹






PI Code & Short Name	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Current Target	Comments	Q1 14/15 vs Q1 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
ICT1 Severe Business Disruption (Priority 1)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%			
ICT2 Minor Business Disruption (P3)	97.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.0%			
ICT3 Major Business Disruption (P2)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.0%	New for 2014/15		
ICT4 Minor Disruption (P4)	99.0%	99.0%	99.0%	99.0%	98.0%	99.0%	99.0%	99.0%	99.0%	97.0%	New for 2014/15		
B1 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	12.34	11.86	11.93	11.27	7.12	7.66	8.31	7.44	6.79	12	The PI now reports cumulative progress to the annual target, not 'within quarter' performance. Data for previous quarters has been restated to reflect this change.		
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£48,269	£90,397	£130,250	£170,882	£43,041	£84,613	£123,567	£170,909	£34,524	£43,040	Shortfall is due to the fluctuation in debit raised in this challenging area of debt collection i.e. there is not a stable, regular debit raised that can be relied on to influence on-going collection rates. No plan attached since actions planned to improve performance are discussed and managed through contractual monthly Quality of Service meetings.		
R1 % of Council Tax collected ²	30.59%	58.07%	86.77%	96.40%	28.33%	55.47%	82.85%	95.32%	28.95%	27.96%			

PI Code & Short Name	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Current Target	Comments	Q1 14/15 vs Q1 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
R2 % Council tax previous years arrears collected	9.35%	12.91%	11.28%	18.32%	4.66%	11.71%	16.94%	20.94%	3.38%	6.90%	New for 2014/15 A detailed analysis of overall arrears is being produced to inform a focussed arrears recovery strategy. No plan attached since actions planned to improve performance are discussed and managed through contractual monthly Quality of Service meetings.		
R3 % of Non-domestic Rates Collected ²	32.31%	61.41%	88.04%	95.40%	27.89%	58.57%	84.58%	95.53%	30.75%	27.60%			
R4 Sundry Debtors % of revenue collected against debt raised	N/A	N/A	N/A	N/A	48.23%	66.83%	71.07%	90.05%	62.59%	45.75%	This is now reported as a %, rather than a cash figure.		

Community Services

PI Code & Short Name	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Current Target	Comments	Q1 14/15 vs Q1 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,444	1,392	1,351	1,253	1,281	1,403	1,449	1,329	1,312	1,565			
WL_18 Use of leisure and cultural facilities (swims and visits)	286,740	271,371	232,005	311,788	293,167	313,674	243,378	326,547	310,875	280,000	From Q1 2014/15, Community Resource Centre (CRC) data is no longer included. Data from Q1 2012/13 onwards has been restated without CRC to allow comparison with previous performance.		

Housing & Regeneration

PI Code & Short Name	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Current Target	Comments	Q1 14/15 vs Q1 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
HS1-WL111 % Housing repairs completed in timescale	94.62%	98.18%	98.66%	97.90%	97.20%	96.57%	96.46%	96.68%	96.76%	97.00%	Target for 2014/15 was increased from 95.5%. Current performance would have exceeded the previously set target. Focus remains on improving performance, and this will be reviewed at the next contractor meeting. Head of Service's amber assessment: improvement plan not required.	↓	
HS13-WL114 % LA properties with CP12 outstanding [Lower is Better]	0.01%	0.09%	0.08%	0.11%	0.07%	0.04%	0.01%	0.1%	0.1%	0%	Target based on legal requirement for all eligible properties to have certificate. Reported performance is an average from months in the period and equates to around 6 properties. Improvement plan attached at Appendix B1	↓	
TS1 Rent Collected as a % of rent owed (excluding arrears b/f)	98.02	98.15	98.63	98.41	97.58	97.58	98.25	98.47	99.2%	99.83%	Target for 2014/15 was increased from previous target of 97%. The impact of Welfare Reform and the roll-out date for first tranche of Universal Credit (now September) were unknown when this target was agreed. A direct comparison with previous years is not possible. Data for 2012/13-13/14 is provided for reference only. See note. Head of Service's amber assessment: no improvement plan required.	/ ³	
TS24a-BV212 GN Average time taken to re-let local authority housing (days) - GENERAL NEEDS	21.32	19.70	21.75	29.67	53.61	49.52	58.10	65.74	30.25	28.00	Improvement plan attached at Appendix B2	↑	
TS24b-BV212 SP Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS	47.59	73.29	167.57	50.23	29.94	64.73	98.01	62.31	82.04	50.00	Improvement plan attached at Appendix B3	↓	

Planning

PI Code & Short Name	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Current Target	Comments	Q1 14/15 vs Q1 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	55.56%	80.00%	33.33%	80.00%	30.00%	77.78%	54.55%	85.71%	100%	65.00%	A direct comparison with previous years is not possible. Data for 2012/13-13/14 is provided for reference only. See note.	/ ⁴	
NI 157b Processing of planning applications: Minor applications	81.33%	82.09%	73.13%	75.86%	87.50%	84.62%	82.43%	72.15%	74.67%	75.00%	Improvement plan attached at Appendix B4		
NI 157c Processing of planning applications: Other applications	92.53%	92.54%	91.78%	89.23%	91.61%	93.02%	92.99%	84.35%	79.83%	85.00%	Improvement plan attached at Appendix B4		
WL24 % Building regulations applications determined within 5 weeks	79.29%	79.51%	66.20%	73.33%	80.00%	67.09%	75.61%	71.93%	71.58%	70.00%			

Transformation

PI Code & Short Name	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Current Target	Comments	Q1 14/15 vs Q1 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL121 Working Days Lost Due to Sickness Absence ⁵	2.26	2.42	2.14	2.31	2.63	2.74	2.88	1.87	1.71	2.02			
BV8 % invoices paid on time	97.46%	96.98%	96.71%	97.82%	97.21%	97.03%	97.75%	96.24%	96.53%	98.24%	Revised guidance was issued to staff at the end of Q1. Head of Service's amber assessment: improvement plan not required.		
WL19b(ii) % Direct Dial calls answered within 10 seconds ⁶	79.20	78.49	78.38	79.47	79.55	80.18	80.49	81.82	82.01	82.21	Head of Service's amber assessment: improvement plan not required.		
WL90 % of Contact Centre calls answered	84.7%	85.7%	88.8%	89.9%	87.3%	93.6%	92.6%	91.3%	93.1%	90.6%			
WL108 Average answered waiting time for callers to the contact centre (seconds)	38.00	46.00	26.00	36.00	47.00	17.00	25.00	34.00	20.00	26.25			

Street Scene

PI Code & Short Name	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Current Target	Comments	Q1 14/15 vs Q1 13/14	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 191 Residual household waste per household (Kg)	121.91	122.3	131.59	116.18	114.84	111.36	140.5	134.38		123.48	Pending confirmation of merchant data by LCC		
NI 192 Percentage of household waste sent for reuse, recycling and composting	51.48%	52.74%	44.17%	40.73%	52.35%	42.16%	39.93%	37.10%		47.58%	Pending confirmation of merchant data by LCC		
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	N/A	.33%	1.00%	N/A ⁷	N/A	.83%	1.67%	.16%	N/A	1.61%	Surveyed three times each year. No data for Q1.	/	N/A
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	N/A	6.49%	3.10%	N/A ⁷	N/A	7.09%	2.70%	2.47%	N/A	7.33%	As for NI195a	/	N/A
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	N/A	.67%	.00%	N/A ⁷	N/A	.33%	.00%	.17%	N/A	1.11%	As for NI195a	/	N/A
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	N/A	0.00%	0.00%	N/A ⁷	N/A	0.00%	0.00%	0.00%	N/A	0.00%	As for NI195a	/	N/A
WL01 No. residual bins missed per 100,000 collections	49.96	63.36	65.40	87.09	64.78	63.54	65.40	134.20	94.91	70.00	Improvement plan attached at Appendix B5		
WL06 Average time taken to remove fly tips (days)	1.18	1.10	1.12	1.05	1.05	1.07	1.08	1.12	1.12	1.09	Head of Service's amber assessment: improvement plan not required.		
WL122 % Vehicle Operator Licence Inspections Carried Out within 6 Weeks	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	New for 2014/15	/	

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Notes:

¹ Managed through LCC/BTLS contract. Contractual targets are annual. Quarter targets are provided as a gauge for performance but are not contractual. Proposed annual targets for BTLS SLAs for 2014/15 are: ICT1 Severe Business Disruption (99%); ICT2 Minor Business Disruption (97%); ICT3 Major Business Disruption (97%); ICT4 Minor Disruption (97%); ICT5 Advice and Guidance (97%). B1: Average time to process all item (12 days) ; B2: Overpayment Recovery of Housing Benefit overpayments (£170,000) B3: Benefit Fraud Sanctions & Prosecutions (data only); B4: Benefits Local Authority Error (Below £139,020); R1: Council Tax: Collection Rate Current Year (97.10%); R2 Council Tax: Previous Years Arrears (24.5%); R3: % NNDR Collection rate current year (97.2%); R4: Sundry Debtors (89.1%).

² In line with current good practice, outturns/targets from 2013/14 no longer include a value of 'credit on accounts' resulting in the outturn being lower than if credits were still included. Quarter outturns of 2012/13 are therefore not directly comparable, but data provided for reference/information.

³ For 2014/15, TS1 replaces BV66a with a simplified calculation. A direct comparison with previous years outturn is therefore not possible, but data is provided for reference/information.

⁴ For 2014/15, following updated guidance from DCLG, the 13 weeks period is not counted in those cases where a time extension is agreed with the applicant. A direct comparison with previous years outturn is therefore not possible, but data is provided for reference/information.

⁵ For 2014/15, BV12 is recoded as WL121 since the calculation used was not fully reflective of the BV12 guidance. Calculation for 2014-15 remains the same. From Q3 2012-13 data does not include BTLS seconded staff.

⁶ WL19bii: Direct Dial - from Q1 2012-13 data does not include BTLS seconded staff.

⁷ Data for Q4 2012/13 was collected but not analysed due to a staff vacancy, subsequently filled. However, due to competing priorities this analysis 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
<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 which requires legal action to enable us to gain access to properties. Whilst the target of 0% is what we are striving for, this will require no properties to be without a current CP12 for the entire year which is very challenging.</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 and monitor our contractor to reduce the number of properties without a current CP12 and cater for individual tenant needs, including weekend and evening appointments.</p> <p>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>Gas restriction devices on properties with a history of repeat “no access” will continue to be fitted, this device restricts the delivery of gas to the boiler which will prompt the tenant to phone us for access.</p> <p>In addition to the legal processes, we have recently introduced an additional process of intensive contact attempts a week before the expiry of the CP12. We also aim to extend this week long window out during the course of the year to have a longer period of intensive contact attempts before the CP12 expiry to put further downward pressure on the numbers.</p> <p>We will investigate with our legal colleagues the potential to reduce the time taken for legal proceedings to take place.</p> <p>We will assess the impact of shortening our servicing cycle from the current 10 months to ensure that should a tenant refuse access we have adequate time to take legal action and gain access within the 12 month window.</p>	
<p>Resource Implications 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	
Tasks to be undertaken	Completion Date
Extension to intensive contact period	December 2014
Investigate timescales for legal proceedings	December 2014
Assessment of service cycle	December 2014

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 over the last 12 months due to a number of issues; primarily, the 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 additional work relating to the Kitchen & Bathroom Refurbishment Programmes, and the reduction in demand for some general needs properties across the new town estates, which has meant it is now taking longer to let these property types in these areas.</p>	
Brief Description of Proposed Remedial Action	
<p>Whilst the backlogs have now been cleared, the additional work and subsequent delays associated with the Kitchen & Refurbishment Programme will continue. Three additional contractors have been engaged to assist with workload.</p> <p>Allocations staff continue to take a more proactive approach to promoting and advertising empty homes, and options for offering more flexibility in allocations have been implemented.</p> <p>These actions have so far resulted in significant improvements in performance with relet times reducing from 65 days in Q4 to 30 days this quarter.</p>	
Resource Implications	
Loss of rental income	
Priority	
High	
Future Targets	
No change	
Action Plan	
Tasks to be undertaken	Completion Date
Ensure that all new voids are relet within target.	Ongoing
Work with contractors to minimise delays with kitchen refurbishment works.	Completed
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. The following properties, let in Quarter 1, had been empty for over 6 months due to the lack of demand for sheltered accommodation: 25 Evenwood Ct, 25 Pennington Ct, 88 The Dell, 14 Victoria Ct, 7 Crosshall Ct, 44 Bath Springs Ct. If these properties were excluded from the calculation, relet performance would be 29.79 days for Q1.</p> <p>The Kitchen and Bathroom Refurbishment Programmes have also resulted in inevitable delays in the reletting of those empty properties requiring new kitchens and/or bathrooms.</p>	
Brief Description of Proposed Remedial Action	
<p>Options Appraisals of sheltered schemes have been commissioned.</p> <p>All investment in Category II sheltered schemes will be considered in light of the councils Asset Management Plan.</p> <p>An open day has taken place at Evenwood Court, Tanhouse and further promotional exercises to stimulate demand will be undertaken.</p> <p>Declassification of some additional sheltered schemes has been completed.</p>	
Resource Implications	
Loss of rental income	
Priority	
High	
Future Targets	
Action Plan	
Tasks to be undertaken	Completion Date
Options Appraisals	Ongoing
Asset Management Planning	Ongoing
Promotion of low demand schemes	Complete
Declassification programme	Complete

PERFORMANCE IMPROVEMENT PLAN	
Indicator	NI 157b Processing of planning applications: Minor applications NI 157c Processing of planning applications: Other applications
Reasons for not meeting target	
Two staff members that dealt mainly with these types of planning application left the authority. There was a slight gap before replacement staff commenced employment.	
Brief Description of Proposed Remedial Action	
Fill vacant posts - replacement staff have recently commenced employment with the Council.	
Resource Implications	Nil
Priority	High
Future Targets	
Action Plan	
Tasks to be undertaken	Completion Date
Fill vacant posts	Completed

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL01: missed bins per 100,000 collections
Reasons for not meeting target	
<p>There has been a significant reduction in the number of missed collections from quarter four. During quarter one, the refuse and recycling section carried out the delivery of 8,700 blue bins, which impacted upon service delivery.</p> <p>The service is also awaiting the delivery of a specialised refuse collection vehicle, which will service properties that have an access issues.</p>	
Brief Description of Proposed Remedial Action	
<p>Continue to monitor service performance and investigate if the current improvement does not continue.</p> <p>The manufacturer of the refuse collection vehicle has provided a delivery schedule of December 2014.</p>	
Resource Implications	
None	
Priority	
Medium	
Future Targets	
Continue with existing performance target .	
Action Plan	
Tasks to be undertaken	Completion Date
Weekly performance monitoring	October 2014

MINUTE OF CABINET 16 SEPTEMBER 2014

31. CORPORATE PERFORMANCE INDICATORS Q1 2014-2015

Councillor Whittington introduced the report of the Transformation Manager which presented performance monitoring data for the quarter ended 30 June 2014.

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

- RESOLVED
- A. That the Council's performance against the indicator set for the quarter ended 30 June 2014 be noted.
 - B. That the targets for the Revenues & Benefits and ICT Services proposed via the shared services contractual process be endorsed.
 - C. 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 23 October 2014