

## **OVERVIEW AND SCRUTINY PERFORMANCE PANEL**

THURSDAY, 14TH JUNE 2018, 6.30 PM  
COMMITTEE ROOM 1, TOWN HALL

I am now able to enclose, for consideration at the above meeting of the Overview and Scrutiny Performance Panel, the following report that was unavailable when the agenda was published.

<b>Agenda No</b>	<b>Item</b>	
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<b>3</b>	<b>PERFORMANCE FOCUS - CUSTOMER AND DIGITAL CONTEXT</b>	(Pages 9 - 16)
	To consider and receive the report of the Director (Policy and Governance).	

GARY HALL  
CHIEF EXECUTIVE

Electronic agendas sent to Members of the Overview and Scrutiny Performance Panel

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Report of	Meeting	Date
Director of Policy and Governance	Overview and Scrutiny Performance Panel	14 June 2018

## PERFORMANCE FOCUS – CUSTOMER AND DIGITAL CONTEXT

### PURPOSE OF REPORT

1. To provide contextual information to the panel with regards to:

- Planning performance
- Enforcement
- ICT strategy update

### RECOMMENDATION(S)

2. That the performance context provided be discussed at the Overview and Scrutiny Performance Panel, with a view to understanding performance in these areas and any actions being taken to address them.

<b>Confidential report</b> Please bold as appropriate	Yes	No
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### CORPORATE PRIORITIES

3. This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all		A strong local economy	
Clean, safe and healthy homes and communities		An ambitious council that does more to meet the needs of residents and the local area	✓

### PERFORMANCE UPDATE

#### Background

4. Performance of the Customer and Digital directorate was last considered by the Overview and Scrutiny Performance Panel in September 2017. The panel have requested an

update on the performance of planning services, enforcement services and an update on ICT purchasing and strategy and the relevant data is provided below to support these discussions. The data provided is up to date as of quarter three 2017/18 as quarter four performance information 2017/18 has yet to be considered by Executive Cabinet at the time of publication of these papers.

Planning Performance

- The below indicators are available within the Performance Management system to demonstrate planning performance over 2017/18.

		Target	Q1 (2017/18)	Q2 (2017/18)	Q3 (2017/18)	
<b>PLS01</b> - % MAJOR planning applications (including extensions of time) determined within 13 weeks	Bigger is better	<b>70%</b>	100%	100%	100%	★
<b>PLS02</b> -% MINOR applications (including extensions of time) determined within 8 weeks	Bigger is better	<b>65%</b>	94.3%	94%	100%	★
<b>PLS03</b> - % OTHER applications (including extensions of time) determined within 8 weeks	Bigger is better	<b>80%</b>	97.7%	100%	100%	★

- Performance against the planning performance indicators has been very positive for 2017/18 with all indicators performing above target for all quarters shown.
- The above indicators are reported to Government to inform planning statistics and include agreed extensions of time. It is expected that applications can be dealt with within the 8 or 13 week statutory period but for some applications a bespoke timetable is appropriate. The timetable can be extended beyond the statutory period so long as the Council and applicant agree. Provided the Council is then able to meet the new mutually agreed date, an application will be counted as satisfying the timelines requirement for developing applications.
- Performance against PLS 01 has exceeded targets for all quarters as shown with a performance of 100% against a target of 70% for the % of major planning applications (including extensions of time) determined within 13 weeks for quarter one, two and three 2017/18. Performance against PLS02 has remained steady across the quarters shown

with an increase in performance seen at quarter three. This indicator has performed well above target during quarter one, two and three of 2017/18.

- 9. PLS 03 which measures the percentage of ‘other’ applications determined within 8 weeks (including extensions of time) has seen an improvement over 2017/18 with performance increasing from 97.7% to 100% between quarter one and quarter three 2017/18.

		Target	Q3 (2017/18)	
<b>PLS05</b> - % of appeals upheld – major	Smaller is better	<b>20%</b>	0.00%	★

- 10. No major appeals (0%) were upheld up to and including quarter three 2017/18. There was one major appeal that occurred during this period but this was dismissed.

Enforcement performance


- 11. We have now brought enforcement services together under one Enforcement Team which will be mobilised from July 2018 onwards. Over 2017/18, the enforcement performance information was collected and measured separately under a number of different teams. The below indicators demonstrate performance in a number of Customer and Digital enforcement areas over 2017/18.

Long term empty properties

		Target (Q3 17/18)	Q3 (2016/17)	Q3 (2017/18)	
<b>CS 3.09</b> – number of long term empty properties in the borough	Smaller is better	<b>180</b>	154	157	★

- 12. This indicator measures the number of long term empty properties (empty and substantially unfurnished for more than 24 months) within the borough and performance against this indicator has been good for both 2016/17 and 2017/18, with final outturns for both years being better than target. Reducing the number of long term empty properties in the borough has wider benefits for the local area including reducing the risk of crime and anti-social behaviour.

Enforcement complaints

		Target (Q3 17/18)	Q1 (2017/18)	Q2 (2017/18)	Q3 (2017/18)	
<b>PLS 04</b> - % enforcement complaints closed within 8 weeks	Bigger is better	<b>80%</b>	71%	58%	61%	

13. Performance against this indicator was below target for quarter three 2017/18 but has shown an improvement between quarter two and three. This performance target measures the number of enforcement cases closed within 8 weeks of receipt and does not take account of the outstanding case load. During quarter two and three there has been a focus on working to close historic cases and whilst this has reduced the outstanding caseload it has resulted in a dip in performance for this period which is demonstrated in the table above.

Dog fouling and fly-tipping contacts

	Target (Q3 17/18)	Q3 (2016/17)	Q3 (2017/18)
<b>WS10</b> – % dog fouling requests completed online	<b>35%</b>	27%	51%

	Target (Q3 17/18)	Q3 (2016/17)	Q3 (2017/18)
<b>WS12</b> - % fly tipping requests completed online	<b>35%</b>	40%	44%

14. The percentage of dog fouling requests and fly tipping requests completed online has exceeded targets for both indicators in quarter three 2017/18. This is seen as positive and is in line with our Digital Strategy which aims to ensure that residents are digitally included and can get online and do more on line including contacting the Council through digital channels.
15. The percentage of requests completed online for both dog fouling and fly tipping have also seen increases since quarter three 2016/17, again this shows positive performance as it demonstrates a higher awareness and level of access to digital channels and supports the council's digital agenda.

#### Future Enforcement Team

16. A new structure for the Enforcement Team has been created and will be operational from July 2018 onwards. The new team structure will see Enforcement Officers currently within differing services being brought together under one team within the Customer and Digital Directorate. The new service will bring together staff from Building Control, Licensing, Planning Enforcement and Neighbourhood Officers whose work focuses on enforcement activity.
17. The aim of this restructure is to strengthen the Council's approach to enforcement services and as such, provide a more proactive approach to enforcement and to be a catalyst for improvements within the service. This aim is in line with our future governance models work which recommended that customer driven and case management services which have a lot of contact with customers should be linked.

#### Performance summary

18. Performance against the Customer and Digital indicators over the first three quarters of 2017/18 is generally very positive.
19. Planning performance is excellent and has exceeded targets for all quarters against all indicators. Enforcement performance is mixed with positive results against long term empty properties targets. There are however some lower levels of performance against enforcement complaints and actions have been put in place to address this and are outlined within the report.

## ICT STRATEGY UPDATE

20. Over the next five years, the Council aims to deliver improved and efficient digital services to the residents and businesses of Chorley. To achieve this requires a reliable, predictable and flexible ICT infrastructure.
21. The intention is to build a stable foundation in which the Council can develop and enhance its Digital Strategies and improve customer engagement. To support this, a new ICT Strategy was approved for the period 2017-2020.
22. To deliver the ambitions contained within the strategy it has firstly been necessary to refresh the infrastructure within our data centre. In late 2017 ICT began the procurement for a number of items and to date have procured:
  - a. a hyper converged data centre
  - b. a cloud based backup and disaster recovery solution
  - c. a Council wide Cisco network
  - d. a Cisco wireless solution to town centre and guest Wi-Fi
  - e. 320 thin client desktop devices
  - f. 3-year Microsoft agreement for licensing including Office 365
  - g. replacement town centre fibre infrastructure
  - h. cloud based Citrix
  - i. mobile phones
23. Alongside the delivery of the ICT and Digital Strategies there are a large number of other projects requiring ICT support over the next two years. There are a number of these projects that are critical and without the successful delivery of these items the majority of other projects cannot be delivered. An update against these projects is provided for the panel below:

### **Amazon Web Services (AWS) Back up**

The Council is working with Nvion to deliver a backup a solution in the cloud using amazon web services and Avamar software. All servers on site at Chorley have been configured and we are now working with Dell partners remotely to install the final pieces of software.

In May we won the SOCTIM Pioneer Challenge for our innovation in embracing cloud technology.

### **Back up and Disaster Recovery Plan**

With Nvion providing both our server and backup solution they were best placed to ensure a resilient back up and disaster recovery plan. We have procured professional services to deliver and design a detailed plan which can be invoked in the event of a disaster.

### **Infrastructure**

Following a procurement exercise we are working with to deliver a Dell hyper converged storage infrastructure. All infrastructure has now been delivered and installed at both Union Street and the Town hall.

Hardware is currently being configured and tested ready for the migration of desktops to the new infrastructure estate.



**Network**

The Council has procured a Cisco network and is working to ensure the successful implementation of both hardware and software. An initial project kick off meeting has taken place with all key stakeholders and we are currently in the process of designing, configuring and implementing the core network switches.

We have started to receive the hardware from the distributors with the remaining items expected by the 19<sup>th</sup> June.

24. ICT are currently in the process of recruiting a number of additional posts into the team. This increase in resource will ensure the adequate skills and capacity to ensure the aspirations of the Council are met.

**IMPLICATIONS OF REPORT**

25. This report has implications in the following areas and the relevant Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		Integrated Impact Assessment required?	
No significant implications in this area		Policy and Communications	✓

**COMMENTS OF THE STATUTORY FINANCE OFFICER**

26. N/A

**COMMENTS OF THE MONITORING OFFICER**

27. N/A

REBECCA HUDDLESTON  
DIRECTOR OF POLICY AND GOVERNANCE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Kate Howcroft Rebecca Aziz-Brook	5061	8 June 18	O+S performance context – Customer and Digital

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