

05 March 2014

# Overview and Scrutiny Performance Panel

You are invited to attend a meeting of the Overview and Scrutiny Performance Panel to be held in Committee Room 1, Town Hall on Thursday, 13th March 2014 commencing at 6.30 pm.

## AGENDA

1. **Apologies for absence**
2. **Minutes of meeting Thursday, 5 December 2013 of Overview and Scrutiny Performance Panel (Pages 3 - 6)**
3. **Declarations of Any Interests**

Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.

If you have a pecuniary interest you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

4. **Scrutiny Focus: Domestic Violence Detections (Pages 7 - 10)**

Report of the Chief Executive (enclosed)

5. **Monitoring of the Organisational Plan (Pages 11 - 20)**

Report of the Chief Executive (enclosed)

6. **Any other item(s) that the Chair decides is/are urgent**

Yours sincerely



Gary Hall  
Chief Executive

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**Distribution**

1. Agenda and reports to all Members of the Overview and Scrutiny Performance Panel Steve Holgate (Chair), and Julia Berry, Keith Iddon, Marion Lowe and Kim Snape for attendance.
2. Agenda and reports to Gary Hall (Chief Executive), Jamie Carson (Director of People and Places), Lesley-Ann Fenton (Director of Partnerships and Planning), Chris Sinnott (Head of Policy and Communications), Simon Clark (Head of Health, Environment and Neighbourhoods), Paul Lowe (Merged Crime and Disorder Reduction Manager), Victoria Willett (Partnership Officer), Carol Russell (Democratic Services Manager) and Dianne Scambler (Democratic and Member Services Officer) for attendance.

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## Overview and Scrutiny Performance Panel

**Thursday, 5 December 2013**

**Present:** Councillor Steve Holgate (Chair), Councillor Mark Perks (Vice-Chair) and Councillors Julia Berry, Keith Iddon and Marion Lowe

**Also in attendance**

**Councillors:** Councillors

**Officers:** Simon Clark (Head of Health, Environment & Neighbourhoods), Victoria Willett (Partnership Officer) and Dianne Scambler (Democratic and Member Services Officer)

### 12.OSP.43 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Kim Snape and Beverley Murray Executive Member for People.

### 12.OSP.44 MINUTES

a) Confirmation

**RESOLVED – That the minutes of the Overview and Scrutiny Performance Panel meeting held on 26 September 2013 be confirmed as a correct record for signing by the Chair.**

b) Matters arising

12.OSP.41 Scrutiny Focus – Customer Dissatisfaction

An update of the My Ward system was requested.

### 12.OSP.45 DECLARATIONS OF ANY INTERESTS

There were no declarations of any interests.

### 12.OSP.46 CHORLEY PARTNERSHIP PERFORMANCE MONITORING QUARTER TWO 2013/14

The Panel received a report of the Chief Executive on the performance of the Chorley Partnership during the second quarter of 2013/14, from 1 July to 30 September.

The report presented the priorities of the partnership groups and how successfully they had been delivering against those priorities, providing some contextual information on the work that had been delivered and what impact and outcomes had been achieved.

Overall progress was excellent and of the 18 priorities identified across the Partnership, fifteen were rated as green, one was rated as amber and two had not started.

Members had a number of questions in relation to the following:

Further information was sought on the potential pilot scheme that the Chorley Partnership Executive had agreed to undertake, looking at information sharing around vulnerable people in conjunction with Lancashire Fire and Rescue Service, the provision of the new meals on wheels service that is currently being trialled in the Western Parishes neighbourhood area and the Warm Homes Healthy People Programme that has been developed for the Winter with funding from Lancashire County Council.

With the slow progress and lack of regular updates regarding the Friday Street Health Centre the Panel requested that the Chair and Vice Chair meet with the relevant partners to discuss this in more detail and requested that officers make the necessary arrangements.

Further information was sought on what action, other than promotion, the Partnership was undertaking to reduce the statistics for Killed and Seriously Injured (KSI's) and an update report on domestic violence, reporting versus detection was requested for the next meeting of the Panel.

Members requested further details on what proportion of activities related to sport in the programme of activities that had been developed for children across the borough.

Members were concerned that there seemed to be a lot of decommissioning of services aimed at young carers. Members were unsure of the reporting channels that were established to be able to voice these concerns and asked if more information could be made readily available.

**RESOLVED – That the report be noted.**

#### **12.OSP.47 CHORLEY COUNCIL PERFORMANCE MONITORING QUARTER TWO 2013/14**

The Panel received a report of the Chief Executive that set out the performance against the delivery of the Corporate Strategy and key performance indicators during the second quarter of 2013/14, 1 July to 30 September.

The overall performance of key projects was excellent, with the majority of projects, either complete, on track, or scheduled to start in quarter 3. Only one project, to develop a youth ambassador scheme, had been rated as amber due to issues relating to timescales in delivering initial actions; however work was now underway to bring the project back on track.

Members asked if further consideration could be given to the methods available for young people to apply to become a young ambassador as it was important to realise that not everybody had internet access.

Performance of the Corporate Strategy and key service measures remained strong, with 73% of the Corporate Strategy measures and 71% of the key service measures performing above target.

Those measures that were performing below target, the percentage of 16-18 year olds who are not in education, employment or training (NEETS), the percentage of domestic violence detections and the percentage of customers dissatisfied with the way they are treated by the Council, now had action plans that had been developed to improve performance.

The key service delivery measures that were performing below target included the time taken to process Housing benefit/Council Tax benefit new claims and change events and the Panel asked for a more detailed breakdown to be provided.

Members discussed in further detail, a number of items contained within the report and requested additional information on the number of long term empty properties in the borough and what enforceable action could be taken if any.

Councillor Marion Lowe left the meeting at 7.40pm.

**RESOLVED – That the report be noted.**

## **12.OSP.48 SCRUTINY FOCUS - HEALTH AND WELLBEING**

The Chief Executive provided a report that provided contextual information and initial questions of the Panel on performance relating to health and wellbeing.

The Public Health Observatories under Public Health England publish local health profiles which show how health in Chorley compares with the rest of England across a number of indicators.

The profile indicates that the health of the people of Chorley is varied compared with the England average. Deprivation is lower than average and all-cause mortality rates had fallen over the last ten years, as have deaths from cancer and heart disease. The rate of adult physical activity is also better than the England average.

However, Chorley performs lower than the England average for a number of indicators that include, smoking in pregnancy, starting breast feeding, hospital stays for self-harm, people diagnose with diabetes and hip fractures in over 65's.

This type of information (including the Chorley and South Ribble Joint Strategic Needs Assessment) had been used to inform Chorley and South Ribble Health and wellbeing Plans which take a holistic approach to issues through early intervention and prevention measures.

The Chorley and South Ribble Health and Wellbeing Partnership had been operational for over 18 months and form the key mechanism to communicate and convey local health priorities to the Lancashire Health and wellbeing Board who take overall responsibility for improving health outcomes across the county under the new public health arrangements.

The Chorley and South Ribble Health and Wellbeing Plan identify 3 core priorities of, accessibility, independence and activity. A number of actions support these priorities with progress regularly reported at meetings of the Health and Wellbeing Partnership. Performance of the plan was monitored by the Chorley Partnership on a quarterly basis with the most recent reports showing excellent performance and all priorities rated green.

The indicative commissioning budget for Chorley and South Ribble CCG for 2012/13 was £224,416,000. An estimated baseline for the public health grant had been published by the Department of Health and had been based on public health spending during 2010/11. The estimated baseline for Lancashire is £45,891,000 which equates to £37 per person, based on historic need.

The Head of Health, Environment and Neighbourhoods reported that to be able to create a number of early intervention initiatives, an analysis of the ward and Lancashire public health indicator averages needed to be undertaken to produce the relevant targets in the required areas. Although it was sometimes difficult to assess where the intervention need was required as the relevant statistics were presently not measured, for example, what were the main causes of people over 65 needing a hip

replacement. It was also intended that the Board would piggy back on a number of Lancashire based programmes to try to extend on services with limited resources.

Members thought that more needed to be done regarding mental health and asked for further information to be provided on the number of initiatives that were currently being undertaken in this area.

**RESOLVED – That the report be noted.**

Chair



Report of	Meeting	Date
Chief Executive	Overview and Scrutiny Performance Panel	13 March 2014

**PERFORMANCE FOCUS: DOMESTIC VIOLENCE DETECTIONS**

**PURPOSE OF REPORT**

1. To provide contextual information and initial questions for focus to the performance panel for performance in relation to domestic violence detections.

**RECOMMENDATION(S)**

2. That the context and questions be discussed at the Overview and Scrutiny performance panel, with a view to understanding performance.

<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 communities		An ambitious council that does more to meet the needs of residents and the local area	x

**BACKGROUND**

4. In its terms of reference, the overview and scrutiny performance panel agreed that at each meeting, as well as considering performance reports, the panel have the opportunity to focus in on any specific area of service delivery. The panel have identified domestic violence detections as an area for further scrutiny at the March meeting.
5. This report provides contextual information relating to domestic violence. This will enable the panel and relevant officers and Members to prepare in advance of the meeting. The report also puts forward a number of questions to guide discussions.

**PERFORMANCE CONTEXT**

DOMESTIC VIOLENCE

Background

- 6. The new Corporate Strategy approved in November 2012 identifies the percentage of domestic violence detections as a key measure of success against the priority of 'clean, safe and healthy communities'. The measure was selected in order to focus attention on this issue and ensure coordinated local effort.
- 7. A target of 70% detection rate was set, reflecting the current police target for this indicator.
- 8. The indicator is measured using data provided by the Police and reported to the Chorley and South Ribble Community Safety Partnership on a quarterly basis. Analysts from the Multi Agency Data Exchange (MADE) collect and process data on behalf of the partner agencies responsible for working towards a safer Lancashire. The information is owned by Lancashire Constabulary and shared with the MADE Analysts situated at Lancashire County Council.

Performance

- 9. Performance against this measure was above target at the end of 2012/13 although has been consistently below target and showing a declining trend throughout 2013/14 with performance currently at 61.2% at the end of quarter 3 compared to 74.7% at the same time last year.

	2013/14	2012/13
Quarter 1	66%	76%
Quarter 2	64%	Not Available
Quarter 3	61.2%	76%
Quarter 4	-	70.5%

- 10. A number of reasons have been provided for the current performance. With the most recent explanation provided to Executive Cabinet at quarter 3, as follows:

<b>Reason below target</b>	<p>Domestic violence (DV) detections are a measure of the % of DV recorded incidents that result in a formal disposal by the police (i.e. prosecution and caution.) This is a police set target which has been adopted by the council and Chorley Partnership. Reasons for the indicator being off target are:</p> <ol style="list-style-type: none"> <li>1. The original target was set as a stretch target</li> <li>2. The recording of what is a DV incident has changed over time and now includes sibling to sibling incidents and other inter familial incidents.</li> <li>3. The age limit for recording incidents has lowered from 18 years old to 16 years old</li> <li>4. Other interventions and alternative disposals, including mediation, reduce the number reaching a 'detection' stage</li> <li>5. Lack of cooperation from the victim will account for some reported cases not progressing</li> <li>6. Insufficient evidence to a criminal justice standard will result in reduced cases reaching 'detection'</li> <li>7. In the interests of the parties involved some cases may not result in any formal action being taken, e.g. not wishing to criminalise the parties</li> </ol>
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	involved.
<b>Action required</b>	Notwithstanding the above, the following actions have taken place: 1. Police regularly review their processes to ensure the best evidence is gathered at an appropriate stage 2. Liaison undertaken with the Crown Prosecution Service to ensure each case is fully assessed before a decision on detection is made including a senior officer challenge

Community Safety Partnership activity

11. Domestic abuse and violent crime is a key priority within the Community Safety Partnership plan with a number of specific aims, objectives and actions. Progress against these actions is reported to the Responsible Authority Group on a quarterly basis with the current status shown in the table below:

<b>Aims</b>		
<ul style="list-style-type: none"> <li>• That perpetrators of domestic abuse are prevented from committing repeat harm and that agencies are able to work safely with families who choose to stay together despite abuse being a factor within the relationship.</li> <li>• That agencies are educated and aware of the current priorities and able to share information effectively with domestic abuse stakeholders and local communities</li> <li>• Ensure that vulnerable groups who are disproportionately affected by violent crime are better protected</li> </ul>		
<b>Objective</b>	<b>Actions</b>	<b>Status</b>
1.1 Reduce repeat offending in non-statutory perpetrators.	1.1.1 Work collaboratively with key partners and specialist domestic abuse services to identify, agree and adopt a safe proactive approach to managing high risk & or serial domestic abuse perpetrators whilst addressing the potential escalation of risk to their victim.	Green
	1.1.2 Develop protocol with local registered social landlords to ensure perpetrators are not knowingly rehoused close to a previous partner to whom they were abusive	Green completed
1.2 Improve the understanding of work roles between officers.	1.2.1 Coordinate and facilitate job shadowing opportunities between key domestic abuse stakeholder agencies.	Green
1.3 Ensure that key domestic abuse agenda messages are effectively shared within the partnership	1.3.1 Develop communication network between partnership agency public relations officers and the Lancashire Domestic Abuse Awareness Group (LDAAG)	Green completed
1.4 Reduce the number of violent offences especially in vulnerable groups	1.4.1 Commission violent crime problem profile and develop and deliver violent crime action plan	Green completed

QUESTIONS:

- Performance at the end of quarter 3 (December 2013) was the lowest that it has been reported and also significantly lower than the same time last year.

- What is the current performance, if known?
  - How does performance in Chorley compare to other areas including regional and national trends?
  - Are there any other indicators that help to inform understanding of the wider issue, for example overall number of reports and repeat rates?
- How much influence does the Council have over this particular indicator? How accessible is data and information in relation to domestic violence?
  - The report shows the activity of the community safety partnership. How effective has this activity been and what other partnership resources are in place to support tackling domestic violence?

**IMPLICATIONS OF REPORT**

12. 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**

13. No comments

**COMMENTS OF THE MONITORING OFFICER**

14. No comments

GARY HALL  
CHIEF EXECUTIVE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Vicky Willett	5248	02 March 2014	Domestic violence performance focus



Report of	Meeting	Date
Chief Executive	Overview and Scrutiny Performance Panel	13 March 2014

## MONITORING OF THE ORGANISATIONAL IMPROVEMENT PLAN 2013/14

### PURPOSE OF REPORT

- To report progress made this year in delivering the plans, key action and performance indicators in the single Organisational Improvement Plan.

### RECOMMENDATION(S)

- That the report be noted.

### EXECUTIVE SUMMARY OF REPORT

- The report provides an update on the performance of the Organisational Improvement Plan and the performance of key actions and indicators for the second half of this financial year. Good progress is being made with 89% of projects or actions rated green or complete. However a number of key performance indicators are off track with reasons included in the report.

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

- 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 communities		An ambitious council that does more to meet the needs of residents and the local area	✓

### BACKGROUND

- The Organisational Improvement Plan contains a series of key projects and objectives that set out the main improvement actions that will be undertaken during the year by the organisation. These actions include the key projects in the Corporate Strategy and also a number of business improvement actions that each service commits to deliver. The single plan aims to focus the organisation on key priorities and maximise the value of available

resources. All projects are recorded in the MyProjects system along with more detailed milestones so that progress can be monitored and managed throughout the year. This report gives an overview of the delivery of the Organisational Improvement Plan for the second half of this financial year, including the delivery of key actions and the performance of key indicators.

#### **ORGANISATIONAL IMPROVEMENT PLAN 2013/14**

6. The organisational plan is available to view online via the MyProjects system.

#### **DELIVERY OF KEY ACTIONS**

7. This section provides an update on the progress made in delivering the actions included within the organisational plan at the end of February 2014.
8. At the end of February:
  - 35 actions had been completed
  - 54 actions were rated green, meaning they were progressing on schedule.
  - 6 actions were rated amber, meaning there were some issues with delivery but the overall work progress was not affected.
  - No actions have been rated red, indicating an issue with delivery that would impact on the delivery of the overall work.
  - 5 actions were rated not started
9. The following actions have been completed or are on-going:
  - New GIS strategy developed and approved by Executive Cabinet which sets out how the council will use GIS to enable digital access to information and data and how it could be used to improve service productivity.
  - Meals on Wheels pilot implemented and accessed by approximately 38 customers in the Western Parishes and other target areas.
  - Delivered the Christmas Lights Switch On event with over 4000 attendees and positive customer feedback
  - Consultation on the Astley Development Plan completed and 5 year plan approved by Executive Cabinet
  - Discussions undertaken regarding Friday Street health centre and actions agreed to progress delivery
  - Draft Play, Open Spaces and Playing Pitch strategy developed and approved by Executive Cabinet for consultation
  - Planning application for a two storey extension to Runshaw College to provide a Science and Engineering Centre has been approved in Feb 2014 and supporting bids for funding has started and is on-going.
  - Performance data capture, monitoring and reporting of planning enforcement has commenced. The Local Enforcement Plan which set service standards and targets is being reviewed and will be reported to a future Council meeting.
  - Events booking system reviewed. Way forward to be agreed and solution implemented as part of next phase of work
  - All revenues and benefits now using hybrid mail. Remainder of council services to be added in next phase of work.
  - Wi-fi in place and proof of concept for tablet devices carried out and rolled out to services where appropriate.
10. The following actions are not started:
  - Review of Equality Forum
  - Member and budget holder financial training packages
  - Implementation of new banking arrangements and alignment

- Review Health and Safety forms and make available via SharePoint tasks

11. The table below includes those key actions that have been rated amber or red, with an explanation about the issue and action that is being taken to address them.

Action Title	Explanation	Action Required
1. Electronic Document Management System Phase 2	Currently rated Amber. Housing back scanning and indexing now complete. Integration between Abris and EDMS delayed due to implementation of Abris, Further commercial discussions underway with partners to agree way forward.	No further action required.
2. Review member information systems	Currently rated amber due to timescales for completion. Proof of concept complete with member training to be undertaken in April and May.	No further action required
3. Improve disaster recovery for information systems	Rated amber with some work complete including approval for uninterruptable power supply. Limited resources in ICT will mean that the remainder of this work is carried forward to next year.	No further action required
4. Chorley Schools Enterprise Challenge	In engaging with Chorley High Schools to establish interest, views were sought on the best delivery date to fit in with the academic calendar. A date in March was preferred to a November/December schedule. Event now planned for 20 <sup>th</sup> March 2014.	No further action required
5. Implementing integration of IDOX tree module	Delays were due to issues around process mapping. Which are now resolved. The project is expected to complete shortly once the ICT restructure is implemented.	No further action required

<p>6. New parking layout for St Georges</p>	<p>Whilst a new parking layout for St George's St was designed, following consultation the additional number of parking spaces created did not justify proceeding with the scheme. Scheme put on hold.</p>	<p>No further action required</p>
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**PERFORMANCE INDICATORS UPDATE**

- 12. Included at Appendix A is a full list of the performance indicators that can be reported at the end of January 2014. This list includes some measures that are reported on a quarterly basis. For those indicators, the most recent reporting period is the end of the first quarter on the 30<sup>th</sup> December 2013.
- 13. Of the indicators that can be reported:
  - Thirty two indicators (71%) are on or above target,
  - Seven (16%) are outside the 5% threshold,
  - Six indicators (13%) are off target and outside the 5% threshold
- 14. Of the six indicators currently off target, three are corporate strategy indicators with reasons and actions provided in the quarter three corporate report considered at Executive Cabinet in February. These are:
  - % of customers dissatisfied with the service they have received from the council
  - % of domestic violence detections
  - Number of affordable homes delivered
- 15. Indicators that are off track are listed in the table below with reasons for performance and steps being taken to achieve improvement:

Performance Indicator	Target	Performance
<b>% of domestic violence detections</b>	<b>70%</b>	<b>61.2%</b>
<b>Reason below target</b>	<p>Domestic violence (DV) detections are a measure of the % of DV recorded incidents that result in a formal disposal by the police (i.e. prosecution and caution.) This is a police set target which has been adopted by the council and Chorley Partnership. Reasons for the indicator being off target are:</p> <ol style="list-style-type: none"> <li>1. The original target was set as a stretch target</li> <li>2. The recording of what is a DV incident has changed over time and now includes sibling to sibling incidents and other inter familial incidents.</li> <li>3. The age limit for recording incidents has lowered from 18 years old to 16 years old</li> <li>4. Other interventions and alternative disposals, including mediation, reduce the number reaching a 'detection' stage</li> <li>5. Lack of cooperation from the victim will account for some reported cases not progressing</li> <li>6. Insufficient evidence to a criminal justice standard will result in reduced cases reaching 'detection'</li> <li>7. In the interests of the parties involved some cases may not result in any</li> </ol>	

	formal action being taken, e.g. not wishing to criminalise the parties involved.
<b>Action required</b>	Notwithstanding the above, the following actions have taken place: 1. Police regularly review their processes to ensure the best evidence is gathered at an appropriate stage 2. Liaison undertaken with the Crown Prosecution Service to ensure each case is fully assessed before a decision on detection is made including a senior officer challenge
<b>Trend</b>	Performance at quarter two 2013/14 was 64%. The year end figure for 2012/13 was 76%.

<b>Performance Indicator</b>		<b>Target</b>	<b>Performance</b>
<b>Number of affordable homes delivered</b>		<b>75</b>	<b>70</b>
<b>Reason below target</b>	<p>There are numerous factors that can affect the development of affordable homes including weather conditions, utility companies, as well as developers' and Registered Providers' ability to obtain land and funding for new build.</p> <p>A major factor has been the loss of First Buy properties. This was a Government scheme which assisted first time buyers. All properties purchased under the scheme were classed as 'affordable' and therefore could be accounted for in our figures for affordable homes. This scheme was replaced in 2013 by Help to Buy which provides assistance to home buyers up to a maximum purchase price of £600k. Consequently properties sold under the terms of this scheme cannot be classed as 'affordable.'</p>		
<b>Action required</b>	<p>The performance of this measure is currently outside of our control. The council is reliant on developers and Registered Providers completing their properties in accordance with the timescales they provided to the HCA and ourselves. However we will continue to liaise closely with developers and RP's to monitor progress.</p> <p>There are 58 'affordable' homes currently being built in Chorley and it is hoped that at least 45 of them will be completed before the end of March 2014, making a total of 118 completions and thereby achieving the annual target of 100 completions.</p>		
<b>Trend</b>	Performance at quarter 2 was positive with 58 properties delivered against a target of 50. However only 70 properties were delivered against a target of 75 in quarter 3.		

<b>Performance Indicator</b>		<b>Target</b>	<b>Performance</b>
<b>% of customers dissatisfied with the way they were treated by the Council</b>		<b>20%</b>	<b>30%</b>
<b>Reason below target</b>	The main reasons for dissatisfaction identified by customers are the timeliness and quality of response provided. Analysis of cases shows that around 40% of dissatisfaction relates to waste collections and more specifically the delivery of new or replacement containers with customers receiving an automated response to say		

	that the container has been delivered when it hasn't; however it should be noted that the number of cases is very small in comparison to the overall number of containers delivered. Officers continue to work with the waste contractor to ensure cases aren't closed off before they are completed. Around 15% of complaints relate to more complex cases such as tree issues and planning applications where multiple stakeholders may be involved which means that what may appear to be a simple request takes considerable work by officers to resolve.
<b>Action required</b>	Following the refresh of the Corporate Strategy in November 2013, a new key project has been included to deliver a project to improve customer satisfaction. This project will complete in-depth analysis of performance to date and will consider a range of aspects that may contribute to dissatisfaction including technology, service culture and frontline contact management. The project will work directly with services to put in place specific actions and aims to achieve an improvement in satisfaction.
<b>Trend</b>	In comparison at the end of quarter three 2012/13, dissatisfaction was 31.1%

<b>Performance Indicator</b>		<b>Target</b>	<b>Performance</b>
<b>% major planning applications determined within 13 weeks</b>		70%	54.16%
<b>Reason below target</b>	Community Infrastructure Levy (CIL) charging which commenced from 1 September 2013 resulted in a rush of Section 106 sign-offs which had previously been left dormant by Developers in the period to the end of August 2013. Planning Officers had been issuing reminders to Developers to inform them of the introduction of CIL and that any determinations made after 1 September 2013 would be liable to CIL. The figure reported at quarter 3 shows the year to date position and is therefore affected by performance earlier in the year.		
<b>Actions required</b>	Performance is improving compared to the figure of 45.7% reported at the end of Quarter 2, although no major applications were issued or determined in December 2013. Officers continue to monitor the status of major applications and endeavour to deliver within the 13 week period; however the negotiations on the separate legal agreements particular to each application can involve multiple stakeholders and are often beyond the planning officer's control. The DCLG's Data Collection, Transparency and Dissemination Team who co-ordinate the national PS1 and PS2 returns have also been notified of the introduction of CIL and its impact on performance figures for Chorley.		
<b>Trend</b>	Performance at quarter 2 2013/14 was 45.7%. Compared to last year, performance at quarter 3 2012/13 was 72.9%.		

<b>Performance Indicator</b>		<b>Target</b>	<b>Performance</b>
<b>Time Taken to process HB/CT benefit new claims and change events</b>		10 days	11.69 days
<b>Reason below target</b>	The 'in month' performance for December 2013 was 9.93 days to make decisions on all claim types which is on target. The figure reported for quarter 3 shows the year to date position and is therefore still affected by the under-performance that occurred in the busiest first quarter after annual billing when work volumes outstanding were at their highest and when the service had reduced resources due to maternity leave.		



<b>Actions required</b>	Revenues and benefits officers continue to monitor work outstanding on a daily basis and monitor performance against targets. There is also the opportunity to offer overtime should it be necessary to address any back log in applications.
<b>Trend</b>	Performance at quarter 2 2013/14 was 11.67 days. Compared to last year, performance at quarter 3 2012/13 was 10.48 days.

<b>Performance Indicator</b>		<b>Target</b>	<b>Performance</b>
<b>New Customers Requiring Housing Advice (Monthly not YTD)</b>		57	94
<b>Reason below target</b>	Due to the introduction of Welfare Reform the Council in liaison with partners, has, over the last nine months promoted the Housing Advice Service, particularly to those customers likely to be affected by the changes. By encouraging customers to contact the Council as early as possible it enables early intervention and prevents cases coming into crisis. Consequently, whilst the number of new customers presenting to the service is increasing it must be noted that the performance of the service regarding the number of homelessness preventions and reliefs is excellent and significantly exceeding target. i.e for the 9 month period to end of January performance was 501 against a target of 150.		
<b>Actions required</b>	We are continuing to work with partners to mitigate the impact of Welfare Reform on residents and have recently recruited to a fixed term Welfare Reform Officer. The Council has also agreed to continue to fund the 16/17 drop in service which is key to preventing young people presenting as homeless. Given the strategy to promote early intervention appears to be working, the target for this indicator will need to be reviewed.		
<b>Trend</b>	The service is experiencing a steady increase each month in the number of new customers requiring housing advice. There has been only one month (June 2013) when the number of customers was below the target. Over the last 9 months the service is dealing with an average of 87 new customers per month.		

**RISK MANAGEMENT UPDATE**

16. A bi-annual update of the corporate strategic risk register will be presented to Governance Committee in March. The highest risk remains as budget cuts in key public and third sector partners given the negative impact this could potentially have on local level service delivery. Controls and mitigating actions have been updated to ensure the continued effective management of this risk. One new risk has been added relating to the failure to realise the value of large budget investments and ability to achieve return on investment.

**EQUALITY AND DIVERSITY UPDATE**

17. Where new services have been introduced such as the Meals on Wheels pilot or new strategies approved, no equality issues have been identified and all are operating in accordance with the council's Equality Scheme.

**IMPLICATIONS OF REPORT**

18. 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**

19. No comment

**COMMENTS OF THE MONITORING OFFICER**




20. No comment







GARY HALL  
CHIEF EXECUTIVE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Victoria Willett	5248	20 <sup>th</sup> February 2014	OPMSMAR14

**Appendix A: Performance Indicators**

 Performance is better than target
  Worse than target but within threshold
  Worse than target, outside threshold

	Indicator Name	Reporting period	Polarity	Target Value	Performance Value	Symbol
Corporate	The % of 16-18 year olds who are not in education, employment or training (NEET)	Quarter 3	Smaller is better	5%	5.1%	
	Overall employment rate	Quarter 3	Bigger is better	80%	78.1%	
	Number of jobs created through targeted interventions	Quarter 3	Bigger is better	75	116	
	Number of jobs created through inward investment	Quarter 3	Bigger is better	37	38	
	% of domestic violence detections	Quarter 3	Bigger is better	70%	61.2%	
	The number of visits to Council's leisure centres	Quarter 3	Bigger is better	750000	811903	

	Number of young people taking part in 'Get Up and Go' activities	Quarter 3	Bigger is better	11250	16237	★
	Number of affordable homes delivered	Quarter 3	Bigger is better	75	70	▲
	Number of Homelessness Preventions and Reliefs	Quarter 3	Bigger is better	150	501	★
	Number of long term empty properties in the borough	Quarter 3	Smaller is better	195	202	●
	% of customers satisfied with the way they were treated by the Council	Quarter 3	Bigger is better	80%	63.3%	▲
HROD	Average working days per employee (FTE) per year lost through sickness absence	January 2014	Smaller is better	5.42Days	5.2Days	★
Planning	% MAJOR planning applications determined within 13 weeks (Statutory PS2 indicator)	January 2014	Bigger is better	70%	54.1666%	▲
	% MINOR applications determined within 8 weeks (Statutory PS2 indicator)	Quarter 3	Bigger is better	65%	69.189%	★
	% OTHER applications determined within 8 weeks (Statutory PS2 indicator)	Quarter 3	Bigger is better	80%	83.0357%	★
Customer, ICT and transactional	Average time taken to process new claims and change events	January 2014	Smaller is better	10Days	11.69Days	▲
	Council Tax collected (All tax payers)	January 2014	Bigger is better	93.82%	92.77%	●
	NNDR collected ACTUAL	January 2014	Bigger is better	93.94%	94.05%	★
Economic Dev	New businesses established with support from Chorley Council	Quarter 3	Bigger is better	40	97	★
	% new businesses established and sustained for 12 months	Quarter 3	Bigger is better	91%	97.4%	★
	New businesses established and sustained for 24 months	Quarter 3	Bigger is better	89%	96.35%	★
	Vacant Town Centre Floor Space	Quarter 3	Smaller is better	7%	4.69%	★
Governance	% decision notices published for Exec Cab and Dev Con within 2 working days	January 2014	Bigger is better	95%	100%	★
	% draft minutes circulated within 10 days	January 2014	Bigger is better	95%	91%	●
H,E&N	Food establishments in the area which are broadly compliant with food hygiene law	Quarter 3	Bigger is better	95%	95.4%	★
	No. Club and Community Group Supported by Council	Quarter 3	Bigger is better	75	152	★

	Number of participants in Active Generation	Quarter 3	Bigger is better	3750	7321	★
	No. community groups engaged in time banking	January 2014	Bigger is better	75	75	★
	% Graffiti removed within 28WD	Quarter 3	Bigger is better	100%	95.53%	●
	% Streets meeting Graffiti standard	Quarter 3	Bigger is better	98.5%	100%	★
	% Streets meeting Fly Posting standard	Quarter 3	Bigger is better	99%	100%	★
Shared Finance and Assurance Services	Supplier Payment within 30 days	Quarter 3	Bigger is better	98%	100%	★
	Supplier Payment within 10 days	Quarter 3	Bigger is better	60%	85.19%	★
	% of SFAS undisputed invoices processed within 30 days	Quarter 3	Bigger is better	98%	100%	★
Strategic Housing	Average time from grant approval to completion (DFG's)	Quarter 3	Smaller is better	20Weeks	7.5Weeks	★
	Number of households living in Temporary Accommodation (NI 156)	January 2014	Smaller is better	25	10	★
	Number of Households in B&B where standard temporary accommodation was not accessible due to disability or risk	January 2014	Smaller is better	0	0	★
	New Customers Requiring Housing Advice (Monthly not YTD)	Quarter 3	Smaller is better	57	94	▲
Streetscene and leisure contracts	The number of young people visiting Council's leisure centres	Quarter 3	Bigger is better	214369	231967	★
	Number of older people (65+) visiting Council's leisure centres	Quarter 3	Bigger is better	22714	22236	●
	Community centres - percentage of occupancy	Quarter 3	Bigger is better	50%	50.01%	★
	% streets meeting litter standards	Quarter 3	Bigger is better	95.4%	99.667%	★
	% streets meeting detritus standards	Quarter 3	Bigger is better	94%	97.1667%	★
	% Muslim burials achieved within 24hrs	Quarter 3	Bigger is better	100%	100%	★
	Number of visits to Astley Hall	Quarter 3	None	22602	43262	
Number of missed collections per 100,000 collections of household waste	January 2014	Smaller is better	49	38	★	