

BASSETLAW DISTRICT COUNCIL

CABINET

9 FEBRUARY 2017

REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

QUARTER 2 2016/17 PERFORMANCE

Cabinet Member: Policy, Strategy
& Communications
Contact: Stephen Brown
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1. Public Interest Test

1.1 The author of this report has determined that the contents are not of a confidential nature.

2. Purpose of the Report

2.1 To present the quarter two performance report. This provides an update on the delivery of the Corporate Plan and the performance of a suite of key performance indicators.

2.2 To confirm the action being taken to address performance that is currently off target and, if appropriate, to identify any additional action required.

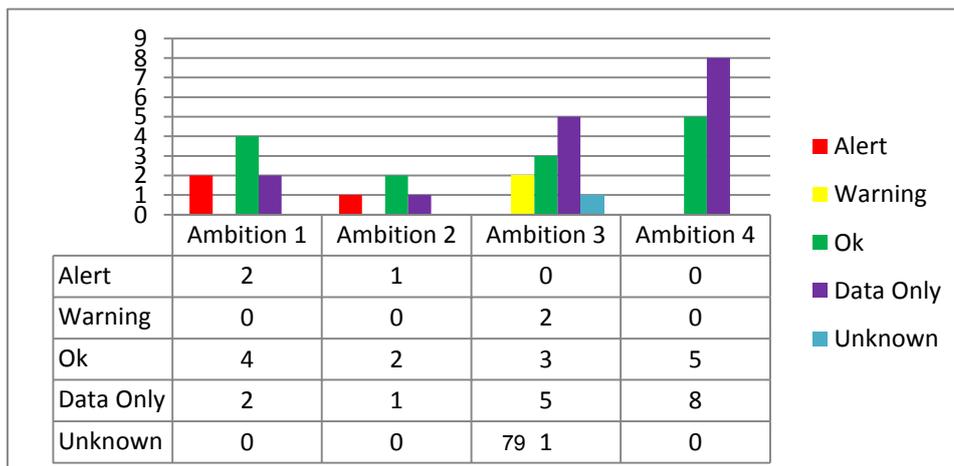
3. Background and Discussion

3.1 Details of performance against Corporate Plan Ambitions

Attached at Appendix 1 is the report outlining the current quarter's performance across performance indicators and corporate plan actions.

The following tables outline performance across all Corporate Plan performance indicators. A PI is considered at 'exception' level when the status is 'Alert' (Red) or 'Warning' (Amber).

(a) Performance Indicator Summary



For Ambition 1, there are two PIs at exception level, both of which are explained within the attached appendix. The respective services have processes in place but performance is ultimately being impacted by external forces. These PIs were also at 'Alert' in Q1:

- CPI103 % of sundry debts collected
- CPI080 Current Rent Arrears

For Ambition 2, there is one PI at exception level:

- CPI033 Planning appeals allowed – this PI was previously 'OK' at Q1, but due to the increased number of appeals allowed, the year to date figure is now beyond our accepted performance standard.

For Ambition 3, we have two PIs at exception level:

- CPI063 Improved street and environmental cleanliness-fly tipping – This PI is maintaining it's 'Warning' status, despite a further increase in enforcement. Please see appendix for further narrative.
- CPI073a Average time taken to re-let Standard Voids – A1 have put a number of controls in place following poor performance at Q1 and have improved, narrowly missing target. See appendix for further detail.

There is also one PI with 'Unknown' values:

- CPI044 Percentage of household waste sent for reuse, recycling and composting – The data for this PI comes from an external source (Nottinghamshire County Council) and can be delayed by up to three months after the end of the quarter. Data expected at the latest in December.

For Ambition 4, there are no PIs at exception level.

(b) Corporate Action Summary

There are a total of seven actions currently at exception:

Action Status	Action Code	Action	Comment
	2.2.1	Provide the framework for future development in our district through the delivery of a formally adopted Local Plan	<p>This action is at 'Check Progress' due to one milestone extending beyond its due date:</p> <ul style="list-style-type: none"> • <i>Pre-publication Consultation (originally due 30.09.16).</i> <p><i>Consultation commenced on 17th October and is due to finish on the 9th December. The results will help to formulate the new Local Plan. Milestone will complete in December, when this consultation stage formally closes.</i></p>

Action Status	Action Code	Action	Comment
	2.2.2a	Develop Town Centre Strategy for Worksop to maximise the unique opportunities available for growth	<p>This action is at 'Check Progress' (Amber) due to four milestones that have extended beyond their original due date:</p> <ul style="list-style-type: none"> • <i>Set up Car Parking Review (originally due 30.04.16).</i> <i>Officer group established and Issues Paper taken to Cabinet.</i> • <i>Complete Healthcheck of the town centre (originally due 31.08.16).</i> <i>Work commissioned and on target, draft document expected shortly.</i> • <i>Review of toilet provision (originally due 31.08.16)</i> <i>Work is ongoing and on target.</i> • <i>Final Townscape Heritage Initiative bid submission (originally due 30.09.16)</i> <i>Work is ongoing and on target, consultants have been commissioned to produce the second stage submission.</i>
	2.2.2b	Develop Town Centre Strategy for Retford to maximise the unique opportunities available for growth	<p>This action is at 'Check Progress' (Amber) due to five milestones that have extended beyond their original due date:</p> <ul style="list-style-type: none"> • <i>Set up Car Parking Review (originally due 30.04.16)</i> <i>Officer group established and Issues Paper taken to Cabinet.</i> • <i>Complete Healthcheck of the town centre (originally due 31.08.16)</i> <i>Work commissioned and on target, draft document expected shortly.</i> • <i>Completion of Kings Park entrance improvements (originally due 31.08.16)</i> <i>Planning permission now granted.</i> • <i>Completion of water play facility and performance area (originally due 31.08.16)</i> <i>Water play facility complete, performance area due for completion Feb 17.</i> • <i>Completion of shop front/signage audit (originally due 30.09.16).</i> <i>Work ongoing.</i>

Action Status	Action Code	Action	Comment
	2.3.1	Promote North Nottinghamshire as a place to both invest in and invest	This action is at 'Check Progress' due to one milestone extending beyond its due date. <ul style="list-style-type: none"> <i>Outcome of Heritage Lottery Fun Bid (originally due 30.09.16)</i> <i>Bid still under appraisal with decision expected in November.</i>
	4.1.2	Develop the council's approach to money, advice, debt advice and personal budgeting support in conjunction with partners.	This action is 'Overdue', due to external timetable changes. This action is currently being extended until March 2017, pending notification of Universal Credit roll-out. See this action in appendix 1 for further detail.
	4.1.4	Enhance partnership working across the district to provide co-ordinated access to services, financial capability and digital inclusion	This action is at 'Check Progress' due to one milestone (due in Q3) reaching its due date: <ul style="list-style-type: none"> <i>The partnership is fully operational and delivering its objectives (originally due 30.10.16)</i> <i>Due to the reports for Q2 being set to run on 31.10.16 to allow for gathering of updates during October, this caused the action to show as requiring action, against something which wasn't due during Q2. This milestone due date was subsequently reprofiled to 31.03.17 to reflect the nature of work still in progress.</i>
	4.2.2	Respond to our duties and responsibilities to protect those who are most vulnerable within our communities	This action is at 'Check Progress' (Amber) due to two milestones that have extended beyond their original due date: <ul style="list-style-type: none"> <i>Distribute posters and prompt cards to all council vehicles and offices (originally due 30.10.15)</i> <i>Drafts are now produced and the final material is to be selected from a shortlist. To be distributed as part of training.</i> <ul style="list-style-type: none"> <i>Implement safeguarding database for recording details of all reports received by the council (originally due 30.10.15)</i> <i>ECINs system approved by IT. Information sharing protocol to be signed off by senior management. Once signed the system can commence.</i>

The attached reports on performance from Q2 are available in the Members' Room or Members can access information direct via the Council's performance management software system, Covalent. If Members require training on the system please contact the Head of Corporate Services.

4. **Implications**

- a) For service users

It is important for us to understand how our services are performing, if we are delivering our ambitions and making a positive difference in our communities. We first need to measure performance and then understand and manage that information, taking corrective action where necessary. As a District Council we are customer focussed. Either directly or indirectly our actions should be having a positive impact on our service users and citizens.

b) Strategic & Policy

The new approach to performance management allows us to focus on the delivery of our key ambitions set out in the Council's Corporate Plan and a suite of performance indicators that are most critical to the overall health of the organisation. We will continue to build on this approach.

c) Financial - Ref: 17/511

None from this report.

d) Legal – Ref: 722/02/17

None from this report.

e) Human Resources

None from this report.

f) Community Safety, Equalities, Environmental

None from this report.

g) Whether this is a key decision, and if so the reference number.

This is Key Decision No. 597.

5. Options, Risks and Reasons for Recommendations

5.1 In presenting performance reports to Cabinet/Overview & Scrutiny Committee we ensure Portfolio-holders take responsibility for delivery of the Corporate Plan and are committed to ensuring the Council is properly managing corporate performance.

5.2 The Council has the option of placing responsibility for performance management back within the scrutiny function but the benefits identified within this report arising from the changes would be lost.

6. Recommendations

6.1 That Cabinet notes the contents of the Quarter 2 performance report and confirms that they are satisfied with the action that is being taken to address areas of performance.

6.2 That Cabinet determines if any further action is required to address areas of performance.

Background Papers

Location

Covalent reports

Policy and Scrutiny, Corporate Services

Corporate Plan



Ambition 1. A Viable Co-operative Council

- Priority 1.1 A Resilient Local Authority
- Priority 1.2 Working Towards A Co-operative Council
- Priority 1.3 Increasing Pride in the District

Ambition 2. Local Growth

- Priority 2.1 A District That Maximises Its Potential
- Priority 2.2 Driving The Local Economy
- Priority 2.3 Bassetlaw As A Destination

Ambition 3. Quality Housing and Decent Neighbourhoods

- Priority 3.1 Quality Housing In The District
- Priority 3.2 Maximum Benefit For Tenants And Local Communities
- Priority 3.3 Local Neighbourhoods That Are Clean, Safe and Welcoming

Ambition 4. Local Living Standards

- Priority 4.1 Meeting the challenge of Welfare Reform
- Priority 4.2 Standing up for Local People

Report Key

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

Action Expected Outcome	
	Unlikely to deliver
	Expected to roll-over to subsequent year (delivery parameters changed)
	Expected to complete (with delay)
	Expected to complete on time *Action with a 12mth span or less
	Ongoing Action *Action spanning more than 1yr
	Action Completed

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Gauge Format Type	
Goldilocks	Goldilocks is a particular type of PI gauge display where the nature of the measure allows performance to sway so far above or below the target. This is in contrast to the majority of our PIs which are Aim to Minimise or Aim to Maximise, where amber and red performance is only triggered if performance falls too high or too low.

Corporate Plan 2014-17 - Full Report Q2

Ambition 1. A Viable Co-operative Council

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	1.1.1	Deliver a year on year balanced budget to support the delivery of Council services	The authority has a statutory requirement to deliver a balanced budget. To not deliver this, would build pressure for future years potentially jeopardising the delivery of services in the future.	- The authority meets the annual savings targets set by Council. - Effective delivery of the Transformation Board programme.	31-Mar-2019

Action Note (Latest)

25-Oct-2016 The Council has started its budget setting process for the 2017/18 budget. Reports will be presented to members in the next few months and a balanced budget will be presented to members for approval in February.

Cabinet Portfolio

Cllr June Evans

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	1.1.2	Ensure effective collection of monies due to the Council including financial enforcement against fraudulent activity.	Income is a key factor in ensuring the running cost of the Council and its services can be met.	Delivery against PI collection targets. Delivery of annual fraud prosecution actions.	31-Mar-2019

Action Note (Latest)

25-Oct-2016 On Council Tax we are on target after the first 6 months to at least match last years outturn of 96.9%. For Business Rates last years collection rate is up on last year, but less cash will be collected due to the reduced income from the coal fired power stations

Cabinet Portfolio

Cllr June Evans

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	1.1.3	Develop more emphasis on an income generation approach to Council run services to provide greater options for local people	An ongoing systematic review of council services and processes to identify new opportunities/alternative approaches.	Additional income opportunities and alternative delivery mechanisms are identified.	31-Mar-2019

Action Note (Latest)

25-Oct-2016 An Efficiency Strategy has been submitted to DCLG and published on our website showing how we expect to make savings over the next 4 years. One of the key themes is Income Generation which includes, maximising our income, reviewing fees and charges and looking at innovation and new ideas for generating income. This process has started and will be developed to ensure we can produce balanced budgets over the next 4 years.

Cabinet Portfolio

Cllr June Evans

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	1.1.4	Digital by Default – Phase 2	Transform service delivery and back office, through re-design of service processes to be automated, self-service and digital.	Identification of Phase 2 Digital Processes Design for automation and self service Design for back office automation Build and Deployment Identification of time savings	31-Mar-2020
Action Note (Latest)					Cabinet Portfolio
28-Jul-2016 Phase 1.5 completed July 16. Business case for Phase 2 created as part of the work of the transformation board. Phase 2 expected to commence in April 2017.					Cllr Kevin Dukes

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	1.2.1	Deliver on our Co-operative Council ambitions via annual campaigns and engagement	Campaigns to cover a variety of issues, with an ongoing annual campaign to support social responsibility and engagement.	Increased levels of media coverage, national, regional & local. Clear improvement actions arising from the campaigns and effective delivery of an annual campaign plan. Campaigns to result in positive change for residents. Prosecutions actively publicised to reinforce the council's stance on environmental crime.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
25-Oct-2016 Activity during Q2 2016-17 on environmental enforcement/education has been as follows:					
July Misterton Gala on 2nd July – promoting food safety week and Love Food Hate Waste. Facebook coverage during Food Safety Week					
August Dog Microchipping event on 23 August in Langold					Cllr Julie Leigh
September Gas Safety Week – w/c 12 September – tied in with A1 on web-page Harworth Brownies talk and games on Enviro Crime and Recycling on 28 September 29 September – Fantastic Homes Energy bus, Retford Attendance at the Rural Conference re Enviro Crime and Green Waste Scheme.					

Ambition 2. Local Growth

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	2.1.1	Monitor delivery of Bassetlaw based projects as part of Sheffield City Region (SCR) Strategic Growth Plans and Strategic Work Plans	Provide the infrastructure locally to facilitate growth in conjunction with Sheffield City Region (SCR) and D2N2. Growth Deal and Growth Hub details will be based around, business support, business growth, improving infrastructure and skills development. These programmes will deliver post 2015.	Delivery of Skills Made Easy Programme – part of Sheffield City Region City Deal (340 additional apprenticeships for Bassetlaw by 2017).	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
25-Oct-2016 Skills Made Easy activities at an end. Replaced by Skills Bank delivered by pwc. 6 Bassetlaw businesses registered on Skills bank currently. Funding available for training from 50-70% of costs Early commissioning call for project: BDC have submitted 2 composite bids for BDC industrial sites improvements, Worksop and Retford TC interventions, Worksop Creative Village phase 2 and REC phase 2. Outcome not yet determined but should be known before Dec 2016.					Cllr Jo White

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	2.1.2	Monitor delivery of Bassetlaw based projects as part of D2N2 Strategic Growth Plans and Strategic Work Plans	Provide the infrastructure locally to facilitate growth in conjunction with Sheffield City Region (SCR) and D2N2. D2N2 final work plans to be confirmed. Projects will deliver beyond March 2017.	Bassetlaw to achieve maximum possible benefit from D2N2 work programmes.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
20-Oct-2016 Little activity. Growth Hub activity low. Application to D2N2 LEP for REC 2, rated in second category.					Cllr Jo White

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	2.2.1	Provide the framework for future development in our district through the delivery of a formally adopted Local Plan	It is a statutory requirement for the authority to have a formal Local Plan.	A refreshed Local Plan receives approval from DCLG and is formally adopted.	31-Jan-2019
Action Note (Latest)					Cabinet Portfolio
20-Oct-2016 Consultation on the Initial Draft Bassetlaw Plan (Pre-publication consultation) began on 17 October 2016 running for 8 weeks. This consultation paper seek comments on the aims and principles of the Local Plan. This will then be used to formulate the policies of the new local Plan, including an updated Spatial Strategy of the distribution and management of development across the district.					Cllr Jo White

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	2.2.2a	Develop Town Centre Strategy for Worksop to maximise the unique opportunities available for growth	A key issue in ensuring growth is addressing town centre decline. There is a need for intervention in both main centres.	Development and approval of individual Town Centre Strategy for Worksop.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
25-Oct-2016 Final version of the Strategy has now been published, along with completion of a Signage Strategy. Other achievements include the sale of Brewery Yard, submission of an initial Townscape Heritage Initiative bid (second stage currently being prepared), and funding bid submitted to D2N2 for town centre intervention and Worksop Creative Village. Officer group established for Car Parking Review and Issues Paper taken to Cabinet.					Cllr Jo White
Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	2.2.2b	Develop Town Centre Strategy for Retford to maximise the unique opportunities available for growth	A key issue in ensuring growth is addressing town centre decline. There is a need for intervention in both main centres.	Development and approval of individual Town Centre Strategy for Retford.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
25-Oct-2016 Final version of the Strategy has now been published. Bid to D2N2 for funding for Retford enterprise Centre has been submitted. Planning permission granted for Kings Park entrance improvements. Water play facility installed and operational, and work is continuing on the performance area. Officer group established for Car Parking Review and Issues Paper taken to Cabinet.					Cllr Jo White
Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	2.2.3	To develop the Council's industrial estates in line with the consultancy review of Council-owned employment land sites.	A consultancy report has been commissioned that makes recommendations on how to improve the council's industrial estates.	A combination of old units demolished and replaced, and new units delivered. Any demolition and new build will reduce the requirement on building repairs managed by the Estates team.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
03-Oct-2016 Revised price plan received for the potential development of 4 new units at Langold					Cllr June Evans

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	2.3.1	Promote North Nottinghamshire as a place to both invest in and invest	A key objective is to increase the marketability of the area.	Implementation of the new Visitor Strategy 2015-2020 Continued success of North Notts Envoys	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
19-Oct-2016 HLF bid still under appraisal with decision expected in November. Initial scoping bid to Arts Council England via Harley Gallery made. Mayflower 400 activities include visit to US Ambassadors house in September and a visit to Leiden in October.					Cllr Jo White

Ambition 3. Quality Housing and Decent Neighbourhoods

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	3.1.1	Increasing the Housing Stock within the district	Establish a process to find a range of mechanisms to increase affordable housing in the District, including working with registered providers and direct delivery by BDC.	Increase the affordable housing offer to residents in the district Bring back into use empty dwellings Assist A1 Housing in managing and reducing the waiting list Increase the Councils income through additional rental income. Coordinate the growth of the ALMO for the benefit of the Council. Delivery of the A1 Housing 30yr Business Plan.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
26-Jul-2016 Following compilation for the annual Local Authority Housing Statistical return it was revealed that the number of affordable units delivered differs significantly from those agreed at application stage. Strategic Housing will analyse this further to better understand reasons and identify opportunities to ensure delivery is increased.					Cllr Steve Scotthorne

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	3.1.2	Increased focus on strategic housing to meet the needs of the population	Working with partners to understand and address need across the district on an ongoing basis.	Maintaining the quality of local housing. Ensuring varied housing provision is available at an affordable rate, that meets local need,	30-Apr-2017
Action Note (Latest)					Cabinet Portfolio
26-Jul-2016 A first draft Housing Strategy is currently under consideration by the head of Regeneration. Upon receipt of comments a second draft will be prepared for consultation.					Cllr Steve Scotthorne

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	3.2.1a	Improve the standard and quality of private sector rented housing - Private Landlords	Establish an annual Private Landlords Forum, as part of maintaining high private sector standards.	Maintain the quality of housing standards and repairs in the private rented sector.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
25-Oct-2016 A Private Landlord survey is currently available on the BDC website, and will close on 30th November. This exercise will provide information on private rented stock and Landlords needs and interests. This valuable feedback will help us to plan for greater engagement working towards shared aims to improve standards.					Cllr Steve Scotthorne
The Housing Standards Team continue to inspect properties and resolve complaints received from tenants in the private rented sector. The majority of the resolutions happen through the informal procedure, but we can (and do) use the formal procedure if necessary. The strategic neighbourhoods group meets to discuss what various teams throughout BDC & A1 Housing can do to improve Bassetlaw as a whole. We are also looking to hold further landlord forums in the spring to update local landlords on upcoming legislation.					
Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	3.2.1b	Improve the standard and quality of private sector rented housing - Fuel Poverty	Upskill and empower Environmental Health officers to advise and facilitate energy conservation measures to private tenants and vulnerable owner occupiers.	Make Warmth more affordable. Reduce the incidence of damp/cold/mould deficiencies in the private sector. Reduce the rate of excess winter deaths in the elderly	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
17-Oct-2016 We are pleased to report that 3 referrals have been received which are currently being assessed by the Housing Standards team.					Cllr Julie Leigh; Cllr Steve Scotthorne
BDC continue to work towards the Warm Homes on Prescription project - we are now looking at alternative referral routes including partnership working with the CAB, BCVS & the Bassetlaw Action Centre. The fantastic bus has also been in situ at Retford market advising members of the public on energy efficiency and fuel switching and the fantastic bus will be at Worksop market on 7th October. The Housing Team will also be in attendance to offer advice on keeping warm & reducing fuel bills.					

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	3.2.2	Maintenance of the Decent Homes Standard within the Council Housing stock	Delivery of the annual rolling maintenance programme following initial year of transition from Decent Homes Programme.	Effective delivery of maintenance programme, in line with budgets, to achieve the annual performance indicator target for CPI072b.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
<p>25-Oct-2016 At the quarter end 278 properties do not meet the decency standard. From July to September, 118 properties had Major Improvement work completed, with all work being defect free (8% above our KPI). Customer Satisfaction for the year to date is 98%, which is 8% above the A1's KPI. Both internal and external work schedules are progressing well and running to programme across the East and West of the District. Re-roofing works have commenced on Beech Road Harworth, Cavendish Road and Lincoln Street Manton, and Hather Close Gamston. Additional capital works programmes include Fire Protection to flats with communal areas, Fire Protection works to sheltered schemes, damp-proofing works, structural works, Community Alarms upgrade, and the continued smoke and heat detector programme which has now been delivered to 2279 properties. Environmental works include the additional off-street parking at Gill Green Walk in Clarbrough, and demolition of garages and upgrade of site at Hannah Park View to allow for 5 additional parking bays.</p>					Cllr Steve Scotthorne
Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	3.3.1	Reduce anti-social behaviour through proactive enforcement, early intervention and prevention	Implement a work programme for the Anti-Social Behaviour /Community Safety Team to address all strands of our approach	% reduction in ASB incidents Number of successful prosecutions for ASB Numbers engaged in restorative justice/other rehabilitation programmes e.g. with FIP worker Community confidence increased	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
11-Oct-2016 Year to date ASB is down 8% in Bassetlaw, but has increased by 22% in the Worksop partnership plus area. All the areas that it has increased in we are doing proactive work in i.e. Godfrey's Pond, Dock Road. Watson Road.					Cllr Simon Greaves; Cllr Sue Shaw
Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	3.3.2	Problem sites work programme	Cross service work programme to tackle derelict land and buildings across the District.	Reduced number of sites across the District. Proactive, cross service approach to tackling problem sites.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
25-Oct-2016 Sites previously identified have continued to receive attention. Work is ongoing to address these sites and identify any further significant problem areas (beyond what is dealt with via normal everyday processes).					Cllr Julie Leigh

Ambition 4. Local Living Standards

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	4.1.1	Prepare for Universal Credit extended rollout to couples and families.	Implement changes arising from Welfare Reform programmes to ensure the right level of support is available to those in need. Welfare Reform is the single largest change affecting local residents and the Council needs to be able to react to these changes as they occur, and to support the vulnerable element of our communities.	Ensuring that people have access to well-coordinated support services under the service delivery agreement with DWP.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
19-Oct-2016 In a ministerial statement on 1st August 2016 which states that: " the digital service will now be rolled out at a rate of 5 jobcentres a month until June 2017. It will then rollout at 30 jobcentres a month from July 2017, rising to 55 jobcentres a month from October to December 2017, rising to 65 jobcentres a month from February 2018 and to the last 57 jobcentres in September 2018. Second, the managed migration of the existing caseload will now not start until July 2019. "					Cllr Kevin Dukes
Bassetlaw is not on the list for the first 2017 tranche, so this action now needs to roll forward to 2017-18 service plan.					

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	4.1.2	Develop the council's approach to money, advice, debt advice and personal budgeting support in conjunction with partners.	To support local people and prevent them from falling into hardship.	Ensure that people have access to well-co-ordinated advice and information services through shared services with other public sector agencies.	31-Oct-2016
Action Note (Latest)					Cabinet Portfolio
28-Nov-2016 North Notts Support partnership implementing new referral process from January 2017. This signposts people from Bassetlaw to relevant external support providers. This will be an on-going action as more Welfare Reforms roll out.					Cllr Kevin Dukes

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	4.1.3	Monitor and report on the outcomes of the service delivery partnership agreement with DWP and review agreement to ensure access to services is available to all who need it.	Ensuring that people have access to well-coordinated support services under the service delivery agreement with DWP.	Submit quarterly reports to Cabinet	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
25-Oct-2016 From July to September 2016 the claims advisors have assisted 144 claimants at Worksop and Retford Offices, a mixture of all claimant types including UC. This is a 140% increase on Q1. Digital assistance is still provided by both the claims advisors and Customer Services Advisors and the upward trend is continuing. There have been no budgeting referrals from the DWP but this is believed to be due to a change of manager. Further liaison meeting is arranged with the DWP to review this. The number of paper forms has reduced by 4.8% since Q1.					Cllr Kevin Dukes

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	4.1.4	Enhance partnership working across the district to provide co-ordinated access to services, financial capability and digital inclusion	Extension/embedding of Advice Bassetlaw project beyond October 2015.	Ensuring that local people have access to well-co-ordinated advice and information through shared arrangements with other partners, following initial Advice Bassetlaw project.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
15-Nov-2016 The Partnership has identified a pilot to progress new working procedures this will involve DWP and is due to be operational by December 2016. Milestones amended to reflect current work of project. Administration to be carried out by BCVS and Bassetlaw Action Centre.					Cllr Kevin Dukes

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	4.2.1	Develop Bassetlaw's Health & Wellbeing Plan	Promote the Health & Wellbeing of our residents and staff through our statutory obligation to address the health and wellbeing of our residents and support local initiatives alongside partners. Take a community lead on tackling inequalities with local health as a district partner on the Nottinghamshire's Health & Wellbeing Board.	The Plan will identify how Bassetlaw can contribute to the delivery of the County Plan. Report to be submitted to Cabinet in 2015.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
26-Jul-2016 The initial High Level H&W Plan was approved by cabinet on the 11th Feb 2016					Cllr Sue Shaw

Action Status	Action Code	Action	Description	Desired Outcome	Due Date
	4.2.2	Respond to our duties and responsibilities to protect those who are most vulnerable within our communities	The Social Care Act 2014 and the Counter-Terrorism and Security Act 2015 place specific direct and indirect duties and responsibilities on the Council. Failure to respond robustly will leave the authority open to challenge.	The authorities approach to Safeguarding is reviewed in light of new policy in relation to child sexual exploitation (CSE). Council's approach is monitored through scrutiny of Council policies and strategies by OSC. Completion of staff and member training. Effective utilisation of referral pathways.	31-Mar-2017
Action Note (Latest)					Cabinet Portfolio
06-Oct-2016					
<ul style="list-style-type: none"> Online Safeguarding Training Programme to be launched to all staff using the Nottinghamshire Safeguarding Board online training modules - to be completed by March 2017. Thereafter in conjunction with HR, specific posts will be identified for detailed and advanced training. Draft posters and prompt cards are now produced and the final material is to be selected from a shortlist. To be distributed as part of training. ECINs system approved by IT. Information sharing protocol to be signed off by senior management. Once signed the system can commence. Senior Officer and Member Safeguarding training completed early 2016. All PREVENT training sessions completed by end of March 2016. Further 'mop-up' sessions available for staff between Oct 16 and Mar 17. Staff Lead approved by Cabinet in August - Community Safety Manager to take lead role. Over the past three months a threat, risk and harm matrix has been produced to identify the Community Safety Partnership priorities going forward. The report was signed off in September 2016 by the Joint Strategic Group. Work will now go forward to formalise the strategy with a review scheduled for February 2017. An event is planned for the 19th Oct in conjunction with Communities Inc. where partners and interested parties have been invited to develop and promote increased Hate Crime reporting across the district through designated hate crime reporting centres. 					Cllr Sue Shaw

Corporate Plan 2014-17 - PI Report Q2

Cabinet Portfolio: Policy, Strategy & Communications

Code & Short Name	Q2 2016-17				Gauge Format Type	Cabinet Portfolio
	September 2016					
	Status	Value	Target	Note		
CPI008 Number of Anti-Social behaviour sanctions implemented (Joint A1/BDC) (DATA ONLY)		23	N/A	Collectively for Quarter 1 and Quarter 2 for both A1/BDC there were a total of 23 sanctions. These were 5 injunctions, 1 undertaking, 3 community protection warning letters, 8 notices seeking possession, 2 possessions granted and 4 AVC's.	Aim to Minimise	Cllr Simon Greaves

Cabinet Portfolio: Regeneration

Code & Short Name	Q2 2016-17				Gauge Format Type	Cabinet Portfolio
	September 2016					
	Status	Value	Target	Note		
CPI028 Processing of planning applications: Major applications		88.00%	65.00%	22 out of 25 Major applications decided within 13 weeks or within agreed extension of time April - Sept	Aim to Maximise	Cllr Jo White
CPI029 Processing of planning applications: Minor applications		92.48%	75.00%	123 out of 133 Minor applications decided within 8 weeks or within agreed extension of time April - Sept	Aim to Maximise	Cllr Jo White
CPI033 Planning appeals allowed		45.45%	20.00%	5 out of 11 Appeal allowed between 01 July and 30 Sept 2016 (Q2)	Aim to Minimise	Cllr Jo White
CPI127 Amount of external grant funding brought in to the District (RDF, European and other grants) (DATA ONLY)		£20,000.00	N/A	Funding for Q2 2016/17 <ul style="list-style-type: none"> - Awards for all funding (£10k) has been awarded for Ranskill - Awards for all funding (£10k) has been awarded for Lound - £5k designation funding is no longer available. - Shireoaks examination have taken place and the government grant (£20k) will be applied in December. - Tuxford examination have taken place and the government grant (£20k) will be applied in December. 	Aim to Maximise	Cllr Jo White

Cabinet Portfolio: Finance

Code & Short Name	Q2 2016-17						Gauge Format Type	Cabinet Portfolio
	September 2016				Note			
	Status	Value	Target					
CPI103 The percentage of Sundry Debts collected by the Authority in the year (that fall due in the year)		89.73%	95.00%		Billing and collection figures for sundry income can change dramatically as the result of invoices raised on a daily basis. The figure of 89.7% is for all invoice raised and due for payment by end of Q2. Where invoices remain unpaid, action will be taken to recover the debt		Aim to Maximise	Cllr June Evans
CPI104 % of Council Tax collected		51.07%	48.50%		Collection is showing positive signs of improving and will continue to be monitored monthly		Aim to Maximise	Cllr June Evans
CPI105 Percentage of Non-domestic Rates (NNDR) Collected		54.55%	49.50%		Collection is going well & is on target. Monthly monitoring will continue		Aim to Maximise	Cllr June Evans
CPI106 Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period		78.44%	60.00%		Recovery project ongoing and continues to result in increased recovery		Aim to Maximise	Cllr June Evans
CPI111a Number of court orders made for council tax arrears		3236	N/A		Court action is taken monthly against non-payment of Council Tax, this action will continue		Aim to Minimise	Cllr June Evans
SPI028 No. of Awards of Hardship Payments from the Council Tax Support Fund from April to March		49	N/A		A1 Money Advisor had been on long term sick		Aim to Maximise	Cllr June Evans

Cabinet Portfolio: Co-operatives & Corporate Services

Code & Short Name	Q2 2016-17				Gauge Format Type	Cabinet Portfolio
	September 2016					
	Status	Value	Target	Note		
CPI102 Time taken to process Housing Benefit/CTR new claims and change events		10.78 days	14.00 days	No changes to working plan	Aim to Minimise	Cllr Kevin Dukes
CPI102a Average number of days to complete and process new Housing Benefit/Council Tax Reduction claims		30.17 days	32.00 days	No changes to work plan	Aim to Minimise	Cllr Kevin Dukes
CPI102b Average number of days to complete and process Housing Benefit/Council Tax Reduction changes in circumstances		9.63 days	10.00 days	no changes to work plans	Aim to Minimise	Cllr Kevin Dukes
CPI117a Number of self-service transactions completed online (DATA ONLY)		25273	N/A	YTD 72,819	Aim to Maximise	Cllr Kevin Dukes
NEW107a The number of Fraud Sanctions in the current year		1	N/A	No additional sanctions in Q2. YTD = 1 sanction.	Goldilocks	Cllr Kevin Dukes
SPI027 No. of Awards of Discretionary Housing Payments from April to March		312	N/A	A1 Money Advisor has been on long term sick	Aim to Maximise	Cllr Kevin Dukes

Cabinet Portfolio: Neighbourhoods

Code & Short Name	Q2 2016-17				Gauge Format Type	Cabinet Portfolio
	September 2016					
	Status	Value	Target	Note		
CPI039 Number of people attending activities supported by Sports Development activities		15,100	7,575	In Q2 2016 / 17 (July - Sept 2016) a total attendance figure of people being involved with activities linked to the Active Communities service was 6,690 well in advance of the target set. The 6 monthly total = 15,100.	Aim to Maximise	Cllr Julie Leigh
CPI041 Number of disabled users at BPL sites (DATA ONLY)		964	N/A	YTD Q2 (485) consists of 84 for swimming lessons 39 carer session 104 sands club 258 Kipper Club	Aim to Maximise	Cllr Julie Leigh
CPI042 Number of total users at BPL sites (DATA ONLY)		569,289	N/A	Q2 (286711) Worksop 111441 Kilton 14761 Bircotes 51647 Retford 108862	Aim to Maximise	Cllr Julie Leigh

Q2 2016-17						
Code & Short Name	September 2016				Gauge Format Type	Cabinet Portfolio
	Status	Value	Target	Note		
CPI044 Percentage of household waste sent for reuse, recycling and composting			22.50%	Quarter 2 data will not be available until December 2016 (may possibly be earlier) due to information required from external sources.	Aim to Maximise	Cllr Julie Leigh
CPI045 Quality of street cleaning and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter		2%	2%	This PI is calculated 3 times per year , April-July, August-November and December-March. Tranche 1 Return for April 2016 - July 2016. This PI is currently on target for 2016/2017. <u>Wards surveyed in Tranche 1:- Beckingham, Worksop South, East Retford North, Carlton and Worksop South East</u>	Aim to Minimise	Cllr Julie Leigh
CPI063 Improved street and environmental cleanliness – fly tipping		3	2	Enforcement has, again, increased each month compared to the level at the same time last year. Unfortunately, the level of fly-tipping has continued to rise - although the level of increase appears to be levelling out at approximately 5% (Significantly less than the 27% increase at the beginning of the year). Any rise in fly-tipping results in a "not effective score" even if enforcement increases. Every effort will be taken to maintain high levels of enforcement as this should slow the growth in fly-tipping and, ultimately, if enforcement is successful and fly-tipping reduces, this indicator score will improve. With this objective in mind, the department have again successfully prosecuted an individual for fly-tipping, and the resultant fine well publicised in the local press.	Aim to Minimise	Cllr Julie Leigh
CPI064a Number of Fixed Penalties Issued for Environmental Crime		15	N/A	A further three fixed penalty notices were served this quarter,together with 11 demands for payment for the removal of fly-tipped waste (demands for payment of £75 are made as an alternative to the use of fixed penalty notices- and are legally more correct- when there is insufficient evidence to identify the offender, but the originator of the fly-tipped rubbish can be established). A further four fixed penalty notices were served this quarter,together with 11 demands for payment for the removal of fly-tipped waste (demands for payment of £75 are made as an alternative to the use of fixed penalty notices- and are legally more correct- when there is insufficient evidence to identify the offender, but the originator of the fly-tipped rubbish can be established).	Aim to Maximise	Cllr Julie Leigh
CPI109 Number of Empty Homes brought back in to use		5	N/A	During our surveys of the long term empty properties (over two years old) during this quarter we found 3 properties have been brought back into use, 1 is on the open market, 5 are under renovation, 11 have been sent letter 1, 2 have been sent letter 2, 4 notices have been served under the Prevention of Damage by Pests Act, 3 Section 16 notices requesting information have been served & 2 community protection warnings have also been served. (In addition to those completed in Q1). Works in default have taken place on a number of properties & information has been passed to the Legal Department with a view to enforce sales.	Aim to Maximise	Cllr Julie Leigh
CPI128 Number of category 1 hazards removed from private sector housing (DATA ONLY)		11	N/A	During Q2 15 properties have been improved, 5 of these are related to Cat 1 hazards, and 10 related to Cat 2 hazards. The hazards this quarter have included fire safety, pests, electrics, drainage & excess cold.	Aim to Maximise	Cllr Julie Leigh

Cabinet Portfolio: Housing

Code & Short Name	Q2 2016-17				Gauge Format Type	Cabinet Portfolio
	September 2016					
	Status	Value	Target	Note		
CPI072b % of properties which do not currently meet the agreed decency standard		4.07%	5.00%	At the quarter end 278 properties do not meet the decency standard which exceeds the target set.	Aim to Minimise	Cllr Steve Scotthorne
CPI073a Average time taken to re-let Standard Voids		20.6 days	20 days	A1 is recovering from performance in Q1 with the new contractor now operating within void specification standards. This is despite a restructure of the Voids and Allocations teams and an increase in post void works.	Aim to Minimise	Cllr Steve Scotthorne
CPI074 % of rent collected ex. b/f arrears		98.75%	99.81%	Rent collection is beginning to see evidence of the anticipated negative impact of Universal Credit. 86% of tenants receiving Universal Credit are in arrears, compared with 18 % overall, largely due to new claimants having to wait 6 weeks for their first payments. There has been a corresponding increase in demand for money and debt advice.	Aim to Maximise	Cllr Steve Scotthorne
CPI075 Number of homelessness preventions achieved through casework (DATA ONLY)		75	N/A	Figure amended following data quality check - revised YTD figure is 75. 34 homeless prevention cases achieved during Q2 - 33 Housing Needs cases/1 DHP - increase in housing needs presentations during quarter but reduction in successful prevention cases when compared to Q1 - possibly due to having 2 Officers off long term sick since August 2016	Aim to Maximise	Cllr Steve Scotthorne
CPI076 Number of cases of homelessness accepted by the Council (DATA ONLY)		17	N/A	Increase in number of decisions taken but decrease in number of homeless acceptances when compared to Q1- also decrease in number of homeless acceptances when compared to Q1 from 2015/16	Aim to Minimise	Cllr Steve Scotthorne
CPI080 Current Rent Arrears (£'s)		£367,952.00	£300,000.00	Current arrears are in-line with previous years as the target is for the year-end outturn with performance usually exceeding target by that time. However, it is anticipated that outturn will be affected by Universal Credit, as also noted in 'Proportion of Rent Collected' which has seen a slight underperformance also.	Aim to Minimise	Cllr Steve Scotthorne
CPI081 % of emergency repairs completed in timescale		99.90%	99.00%	The 0.10% lost represents 1 repair of the 1007 handled in the quarter. Performance continues to exceed the target set.	Aim to Maximise	Cllr Steve Scotthorne
CPI086 Number of households placed in temporary accommodation during the quarter (DATA ONLY)		16.00	N/A	16 households placed in temp accommodation during the quarter - 8 x Single Person (vulnerable mental health/DV/age, 1 x Family, 1 x Single Person Pregnant, 2 x Couples pregnant, 3 x Couples vulnerable - increase when compared to Q1 but this possibly due to 2 Officers being off long term sick which has delayed decision making. Big increase in households placed in B+B during this quarter when compared to Q1 2015/16	Aim to Minimise	Cllr Steve Scotthorne
CPI087 Average Length of time taken to rehouse a household after being accepted as Homeless (Priority Need)		20.71 days	21.00 days	Increase in time taken to rehouse during Q2 despite there being fewer acceptances when compared to Q1 - this is because several applicants who were accepted as homeless had severe disabilities and related specific needs and there were no properties readily available at the time which delayed rehousing to suitable accommodation.	Aim to Minimise	Cllr Steve Scotthorne

Cabinet Portfolio: Community Health & Wellbeing

Code & Short Name	Q2 2016-17						Gauge Format Type	Cabinet Portfolio
	September 2016				Note			
	Status	Value	Target					
CPI122 Number of public order offences occurring in or around licensed premises in our town centres at weekends (DATA ONLY)		121	N/A	In Quarter 2, the number of public order offences relating to Worksop is 76 incidents. In relation to Retford town centre there were 45 incidents. Total number of incidents for both town centres in Quarter 2 is 121.		Aim to Minimise	Cllr Sue Shaw	