

BASSETLAW DISTRICT COUNCIL

CABINET

14 MARCH 2017

REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

QUARTER 3 2016/17 PERFORMANCE

Cabinet Member: Policy, Strategy
& Communications
Contact: Stephen Brown
Ext: 3767

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 three 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.

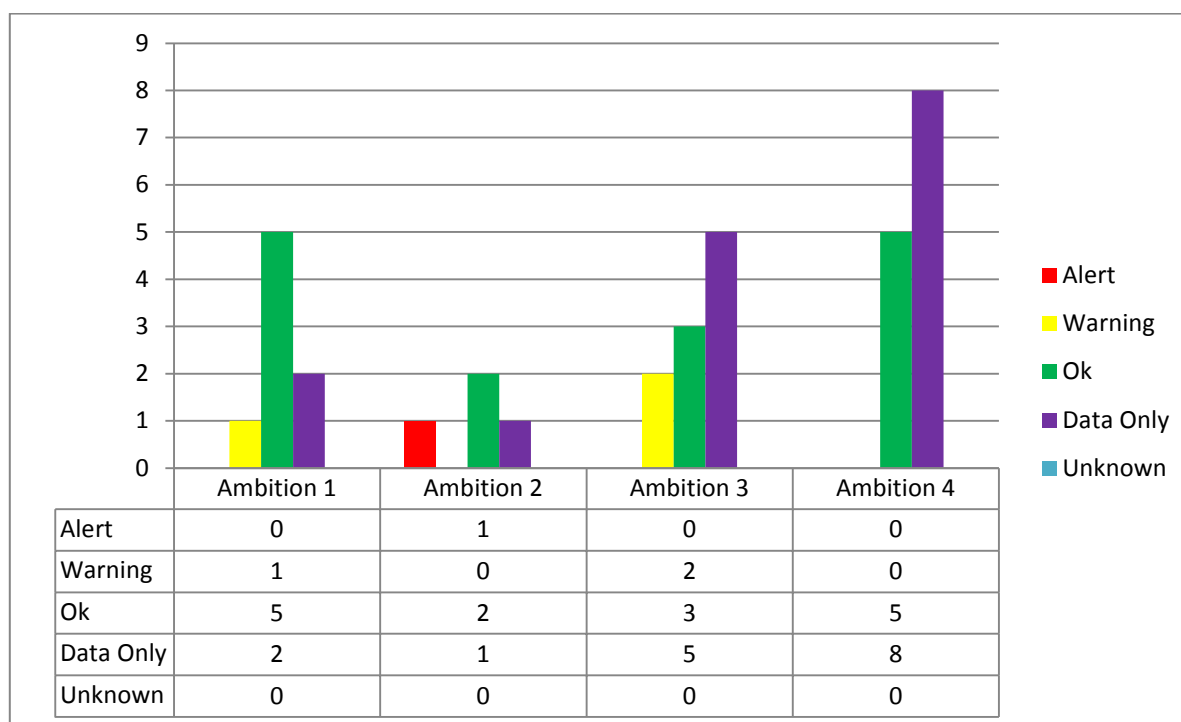
3. Background and Discussion

Details of performance against Corporate Plan Ambitions

- 3.1 Attached at Appendix 1 is the report outlining the current quarter's performance across all actions and performance indicators.

The following table outlines 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 is one PI at exception level, which is explained within the attached appendix. This PI was at 'Alert' (Red) during Q1 and Q2 but has now improved to 'Warning' (Amber):

- CPI103 % of sundry debts collected

There is also one data-only PI which did not return data for Q3, and therefore progress at this stage is unknown:

- CPI117a Number of self-service transactions completed online

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

- CPI033 Planning appeals allowed – this PI was previously 'OK' at Q1 and 'Alert' at Q2, while the PI is still at 'Alert' for Q3 performance has slightly improved.

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

- CPI063 Improved street and environmental cleanliness-fly tipping – This PI is maintaining its 'Warning' status, despite a further increase in enforcement. Please see appendix for further narrative.
- CPI073a Average time taken to re-let Standard Voids – A1 Housing have put a number of controls in place following poor performance at Q1 and have improved, narrowly missing target. The PI remains at 'Warning' as was the case at Q2, and the contractor continues to be closely monitored. 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 March 2017. Performance at Q1 and Q2 was at 'Alert'; however it is hoped that the new Garden Waste Collection Service will lead to improved performance.


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


(b) Corporate Action Summary


There are four actions that were not updated during Q3 and therefore at this stage current progress is unknown following the previous update during Q2.

There are a total of four actions currently at exception due to overdue milestones:


Ambition 2. Local Growth

Status Icon	Action Code	Action	Milestone	Comment	Milestone Due Date
	2.2.2a	Develop Town Centre Strategy for Worksop to maximise the unique opportunities available for growth	Healthcheck of the town centre	Feb-16 On target. Apr-16 Work has been commissioned and is on target. Jul-16 Work has been commissioned and is on target. Oct-16 Draft report expected shortly Jan-17 Health check commissioned by Planning Policy and completed by Nexus (external consultant). Final report due imminently.	31-Aug-2016
			Review of toilet provision.	Feb-16 On target. Apr-16 Work is ongoing on this matter. Jul-16 Work is ongoing on this matter. Oct-16 On target. Jan-17 The steering group are considering the various options and is tied in with other developments being considered.	31-Aug-2016
			Final THI bid submission.	Feb-16 On target. Apr-16 Work is ongoing on this and is still on target. Jul-16 Work is ongoing on this and is still on target. Oct-16 Consultants have been commissioned to prepare the second stage submission. Jan-17 Second stage bid due for completion in March 2017	30-Sep-2016

Status Icon	Action Code	Action	Milestone	Comment	Milestone Due Date
	2.2.2b	Develop Town Centre Strategy for Retford to maximise the unique opportunities available for growth	Complete Healthcheck of the town centre	Feb-16 On target for completion. Apr-16 Work has been commissioned and is on target. Jul-16 Work has been commissioned and is on target. Oct-16 Draft report expected shortly. Jan-17 Health check commissioned by Planning Policy and completed by Nexus (external consultant). Final report due imminently.	31-Aug-2016
			Completion Kings Park entrance improvements.	Oct-16 Planning permission has been granted. Jul-16 Revised plan for the legal work to be completed, via a planning application. This has been submitted. Apr-16 Work is ongoing with the County Council to undertake the necessary legal work required. Feb-16 On target for completion. Jan-16 Delays due to stopping up order.	31-Aug-2016
			Completion of water play facility and performance area.	Feb-16 On target for completion. Apr-16 Work is ongoing and is on target for completion. Jul-16 Work is ongoing and is on target for completion. Oct-16 Water play facility has been completed. Performance area due to be completed February. Jan-17 Performance area due to be completed in February	31-Aug-2016
			Completion of shop front/signage audit.	Feb-16 On target for completion. Apr-16 Work is ongoing Jul-16 Work is ongoing Oct-16 Ongoing work. Jan-17 Initial work has led to a number of enforcement cases are on-going. Further detailed audit work to be completed by Conservation.	30-Sep-2016

Status Icon	Action Code	Action	Milestone	Comment	Milestone Due Date
	2.3.1	Promote North Nottinghamshire as a place to both invest in and invest	Outcome of HLF Bid	Dec-16 HLF bid was not approved. HLF invited us to discuss a second bid, meeting arranged for January. Secondary option to be part of national Heritage Trail bid to HLF working with Plymouth. Illuminate event was a huge success in Retford with around 1,000 school children involved Oct-16 HLF bid still under appraisal with decision expected in November.	30-Sep-2016
			Commence delivery of HLF Project	Dec-16 On hold due to outcome of original bid.	01-Nov-2016

Ambition 4. Local Living Standards

Status Icon	Action Code	Action	Milestone	Comment	Milestone Due Date
	4.2.2	Respond to our duties and responsibilities to protect those who are most vulnerable within our communities	Distribute posters and prompt cards to all council vehicles and offices.	Oct-16 Drafts are now produced and the final material is to be selected from a shortlist. To be distributed as part of training. Jan-16 In progress with Communications Team, hoped to deliver Summer 2016.	31-Oct-2015
			Implement safeguarding database for recording details of all reports received by the council.	Oct-16 ECINs system approved by IT. Information sharing protocol to be signed off by senior management. Once signed the system can commence. Jan-16 Discussions taken place with IT. Project specifications to be written for implementation by IT.	31-Oct-2015

To ensure we successfully manage performance we need to make sure that the information we present to Members is clear and concise.

The attached reports on performance from Q3 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: 17/138

None from this report.

d) Legal – Ref: 741/03/17

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. 598.

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 Failure to manage delivery of the Corporate Plan adequately could result in service failures and/or impacts on current budgets.

6. Recommendations

- 6.1 That Members note the contents of the Quarter 3 performance report and confirms that they are satisfied with the action that is being taken to address areas of performance.
- 6.2 That Members determine if any further action is required to address areas of poor performance.

Background Papers

Location

Covalent reports

Policy & Communications, Corporate Services

Corporate Plan Dashboard

All Corporate Plan actions and designated supporting PIs

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 Q3

Co-operatives & Corporate Services, Cllr K. Dukes

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)

28-Jul-2016 See milestones for additional comment. 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.

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)

28-Dec-2016 Uc rollout timetable publish (for new claims to UC only) and Worksop and Retford jobcentres will start from December 2017. Preparation plans will be rolled over 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-coordinated advice and information services through shared services with other public sector agencies.	31-Oct-2016


Action Note (Latest)

28-Dec-2016 2016-17 preparation completed as per DWP service agreement. 17-18 service plan will have new actions regarding money advice following staff transfer from A1.

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)


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.

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-coordinated advice and information through shared arrangements with other partners, following initial Advice Bassetlaw project.	31-Mar-2017

Action Note (Latest)


10-Jan-2017 Project is now in full implementation.

Finance, Cllr J. Evans

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.

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


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.


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)					
26-Jan-2017 Costings obtained for proposed new units at Harrison Drive Langold However project will not proceed until such time as funding for the development is available Future outcome is unsure					

Health & Community Wellbeing, Cllr S. Shaw

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)

24-Jan-2017 At the end of December ASB was down 18% compared to same month the previous year and it was down 8% year to date. We have seen an increase in the Worksop Partnership Plus areas of this increase was due to non related incidents and extremely low volumes in 2015.

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)

26-Jul-2016 The initial High Level H&W Plan was approved by cabinet on the 11th Feb 2016


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)

24-Jan-2017 On 24th November 2016 attended meeting involving all districts with the intention of sharing training and educational materials around safeguarding and also looking to adopt best practice from other local authorities in Nottinghamshire. This work is progressing.

There have been some delays with graphics, but these will be addressed shortly.

Housing, Cllr S. Scotthorne


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)

13-Jan-2017 The Government will shortly be issuing a definition of Affordable Housing and 'Starter Homes' which will set-out the national expectations for delivery.


To understand better the demand for affordable housing locally we are commissioning a refresh of the Strategic Housing Market Assessment (SHMA), with specific reference to the different products.

Strategic Housing are responding to the draft Bassetlaw Plan and policies pertinent to Housing to ensure opportunities to maximise delivery are Included.

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)


24-Jan-2017 After receiving approval from Cabinet in December 2016 the Draft Housing Strategy has been released for wider consultation which commenced 9th January 2017, for a period of 6 weeks.

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)


13-Jan-2017 The Housing Standards Team continue to inspect properties and resolve complaints that are received from tenants. Most of the issues are resolved through informal action, but we can & do use formal action if it is needed. There is also a possibility that legislation will be changing in relation to HMO's and what properties require licensing so if this is introduced this will also improve parts of the private rented sector.

Strategic Housing are reviewing options to increase governance of the private rented sector in Bassetlaw, such as Selective Licensing, which would provide the means to improve quality, standards and tenancy management.

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)


03-Jan-2017 BDC continue to work towards the Warm Homes on Prescription Project and we have received 5 referrals. 3 have been closed without further action, 1 due to the household income being too high to be eligible, 1 due to not receiving a response from the home owner, and 1 received ECO funding for the boiler to be replaced. 1 referral has been visited by the appointed contractors and arrangements are being made to replace the heating system in the house & 5th referral will be being visited by the contractors in the near future to see what assistance we can give. Referrals are now able to come in via CAB, BCVS, Bassetlaw Action Centre and GP surgeries. We have also agreed that BDC can refer people to the CAB and Bassetlaw Action Centre for advice on benefits and energy tariffs.

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)


13-Jan-2017 A1 Housing has a robust process for management and monitoring to ensure adequate stock maintenance programmes are in place over the next 20 years. On a rolling basis A1 expect no more than 5% of the stock will require capital elements to maintain decency, and currently have 3.32% of stock non-decent. 'Non-decent' would include having either a bathroom, kitchen, roof, gas central heating boiler, or double glazed windows that have reached the end of their typical economic life.

Neighbourhoods, Cllr J. Leigh

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)


27-Jan-2017 A significant proportion of work in for Q3 has focused on the promotion of and facilitating the introduction of the new garden waste scheme within Bassetlaw - this work has included appearances at Parish Council meetings across the district as well as the production of other promotional material. In the run up to Christmas an Environmental Health advent calendar was published on Facebook which aimed to provide festive advice to residents in a fun and informative way. Work alongside the Dogs Trust has continued to facilitate and promote the regular dog microchipping/health check sessions held within the district. Work on a consultation regarding a voluntary ban on smoking in childrens play areas was also started within the quarter – this work is expected to continue into 2017 and eventually lead to a voluntary ban being introduced. The parish council meetings mentioned above were also used to promote general recycling and environmental crime issues such as flytipping, littering and dog fouling.'

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)


27-Jan-2017 Throughout Q3 significant progress was made in developing internal procedures for effectively dealing with the logistics of tackling empty properties, such as dealing with the issue of Works In Default and registering said works as charges against properties. Work in relation to sites of immediate concern did continue, however, other housing related cases of an immediate / emergency nature did occur during the quarter taking up significant amounts of officer time and resources. Dealing with such immediate/emergency work is rightly a priority and cannot be avoided however it did result in progress regarding vacant properties being less than was hoped for.

Regeneration, Cllr J. White

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)

15-Dec-2016 skills bank updated with 20 businesses registered with Skills bank

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)


15-Dec-2016 REC Phase 2 approved by SCR for contracting (expected in Jan- 50% of £1.45 million project

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)


27-Jan-2017 Consultation on the Initial Draft Bassetlaw Plan (IDBP) closed on 9 December 2016. Throughout this consultation process the Planning Policy Team sought the views of Bassetlaw's residents, communities and interested parties. 15 public consultation events were held over the 8 weeks consultation period, allowing people to come and discuss the consultation paper with members of the Planning Policy Team. These events were held in Worksop, Retford, Harworth & Bircotes and at least one event in each of the proposed functional clusters of villages (as set out in the IDBP). Before the formal consultation stage started, Parish Councils were given early opportunity to engage in the consultation process through the Rural Conference, where the key themes of the IDBP were presented and discussed with Parish Council representatives. Additionally, Parish Councils were given the opportunity for members of the Planning Policy Team to attend their Parish Council Meeting and two parishes took advantage of this.

The responses to the IDBP consultation are now being processed to determine how they can help shape the development of the next Draft of the Bassetlaw Plan. The Planning Policy Team are currently undertaking more research and developing further evidence bases to underpin the Bassetlaw Plan and the site allocations it will include.

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)

30-Jan-2017 There has been good progress made with the projects linked to the Worksop Intervention Strategy over the last quarter. This includes working on the TH bid for submission, car parking review and the implementation of the signage strategy

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)

30-Jan-2017 There has been good progress made with the projects linked to the Retford Intervention Strategy over the last quarter. This includes working on the improvements to Kings Park, environmental improvements around the station and the implementation of the signage strategy






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)







15-Dec-2016 HLF bid was not approved. HLF invited us to discuss a second bid, meeting arranged for January. Secondary option to be part of national heritage Trail bid to HLF working with Plymouth. Illuminate event was a huge success in Retford with around 1,000 school children involved

Corporate Plan 2014-17 - PI Report Q3


Co-operatives & Corporate Services, Cllr K. Dukes

Code & Short Name	Q3 2016-17					Gauge Format Type
	December 2016					
	Status	Value	Target	Note		
CPI102 Time taken to process Housing Benefit/CTR new claims and change events		11.46 days	14.00 days	Additional resources approved and in place to meet overpayment target and to ensure that processing times are within targets		Aim to Minimise
CPI102a Average number of days to complete and process new Housing Benefit/Council Tax Reduction claims		30.07 days	32.00 days	Additional resources approved and in place to meet overpayment target and to ensure that processing times are within targets		Aim to Minimise
CPI102b Average number of days to complete and process Housing Benefit/Council Tax Reduction changes in circumstances		9.89 days	10.00 days	Additional resources approved and in place to meet overpayment target and to ensure that processing times are within targets		Aim to Minimise
CPI117a Number of self-service transactions completed online (DATA ONLY)			N/A			Aim to Maximise
NEW107a The number of Fraud Sanctions in the current year		1	N/A	Number of sanctions has reduced since Housing Benefit investigations transferred to DWP. However, there has been administrative penalties which have been offered but cannot be included in Q3 stats as we have to allow the claimant time to refuse the penalty.		Goldilocks
SPI027 No. of Awards of Discretionary Housing Payments from April to March		442	N/A	Drop in number of DHPs has led to us proactively promoting DHPs with A1 Housing, public sector and financial hardship meetings.		Aim to Maximise










Finance, Cllr J. Evans

Code & Short Name	Q3 2016-17				Gauge Format Type
	December 2016				
	Status	Value	Target	Note	
CPI103 The percentage of Sundry Debts collected by the Authority in the year (that fall due in the year)		91.90%	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 91.9% is for all invoice raised and due for payment by end of Q3. Where invoices remain unpaid, action will be taken to recover the debt	Aim to Maximise
CPI104 % of Council Tax collected		76.83%	72.75%	Collection continues to go well and will be monitored ongoing	Aim to Maximise
CPI105 Percentage of Non-domestic Rates (NNDR) Collected		80.02%	74.25%	collection continues on target	Aim to Maximise
CPI106 Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period		77.31%	60.00%	Additional RTI introduced October 2016, increased number of overpayments raised	Aim to Maximise
CPI111a Number of court orders made for council tax arrears		3714	N/A	Action to take arrears cases to court will continue as appropriate	Aim to Minimise
SPI028 No. of Awards of Hardship Payments from the Council Tax Support Fund from April to March		75	N/A	Upward trends continue, 26 payments this quarter.	Aim to Maximise










Health & Community Wellbeing, Cllr S. Shaw

Code & Short Name	Q3 2016-17				Gauge Format Type
	December 2016				
	Status	Value	Target	Note	
CPI122 Number of public order offences occurring in or around licensed premises in our town centres at weekends (DATA ONLY)		327	N/A	YTD total of 327 In Quarter 3, the number of public order offences relating to Worksop is 29 incidents. In relation to Retford town centre there were 54 incidents. Total number of incidents for both town centres in Quarter 3 is 83.	Aim to Minimise


Housing, Cllr S. Scotthorne

Code & Short Name	Q3 2016-17				Gauge Format Type
	December 2016				
	Status	Value	Target	Note	
CPI072b % of properties which do not currently meet the agreed decency standard		3.32%	5.00%	At the end of Quarter 3 the number of dwellings not meeting the decency standard has reduced by 51, from 278 at Q2 end, to 227.	Aim to Minimise
CPI073a Average time taken to relet Standard Voids		20.62 days	20 days	Average performance for Standard Void Re-lets has been maintained at the level reported at Q2 which is again slightly off target. A1 continue to manage the contractor intensively, and develop the newly reorganised staffing structure to improve performance. The small number of applicants for some dwelling types is a continuing challenge and means that the properties may have to be re-advertised to find new tenants.	Aim to Minimise
CPI074 % of rent collected ex. b/f arrears		99.80%	99.81%	The rent collection rate and reduction in arrears is generally expected to improve at the end of Quarter 3. Primarily this is due to the rent free week which allows those tenants in arrears to pay these off at a higher rate. Direct Debits are also scheduled over the whole financial year and the monthly payment is therefore applied against 3 weeks rent rather than the usual 4 which reduces the notional balance due.	Aim to Maximise
CPI075 Number of homelessness preventions achieved through casework (DATA ONLY)		106	N/A	YTD there have been 106 preventions. 32 homeless prevention cases achieved during Q3 - i.e. 24 Housing Needs cases/7 DHP payments/1 Sanctuary - when compared to Q2, decrease in number of successful housing needs cases but increase in number of DHP's awarded - this could be due to general reduction in overall number of presentations during the quarter and long term sickness absences.	Aim to Maximise
CPI076 Number of cases of homelessness accepted by the Council (DATA ONLY)		15	N/A	15 acceptances during Q3 - reduction when compared to Q2. This could be due to reduction in number of homeless decisions taken and reduction in overall number of presentations during the quarter	Aim to Minimise
CPI080 Current Rent Arrears (£'s)		£269,348.00	£300,000.00	The performance this quarter supports the established year-on-year trend of reduction of arrears by year end. Current arrears this quarter shows a reduction on the 2015/16 Q3 arrears by £40,867.	Aim to Minimise
CPI081 % of emergency repairs completed in timescale		99.87%	99.00%	Performance of emergency repairs completed in time has been consistently high throughout the year, and above the annual target.	Aim to Maximise
CPI086 Number of households placed in temporary accommodation during the quarter (DATA ONLY)		15.00	N/A	15 households placed in temp accommodation during the quarter - 5 x families (all accepted and rehoused), 1 x couple pregnant (not accepted), 1 x vulnerable couple (accepted and housed), 5 x vulnerable single people (3 accepted and rehoused) and 3 x single people in emergency situation following a HIMO being closed down after death occurred at property (0 rehoused all returned home) - reduction in number of households accommodated during the quarter when compared to last quarter, this could be due to reduction in number of homeless decisions taken. Reduction in number accommodated would have been greater however this was offset by the number of households requiring accommodation due to an unforeseen emergency situation.	Aim to Minimise
CPI087 Average Length of time taken to rehouse a household after being accepted as Homeless (Priority Need)		13.73 days	21.00 days	Average number of days taken to rehouse applicants during Q3 - 13.73 days - this is big reduction when compared to previous quarters 1 & 2 - this is due to reduction in number of acceptances and availability of properties	Aim to Minimise





Neighbourhoods, Cllr J.Leigh

Code & Short Name	Q3 2016-17					Gauge Format Type
	December 2016					
	Status	Value	Target	Note		
CPI039 Number of people attending activities supported by Sports Development activities		22,759	11,363	In Q3 2016/17 (Oct-Dec 2016) a total attendance figure of people being involved with activities linked to the Active Communities service was 7659, well in advance of the target set. The 9 monthly total = 22,759.		Aim to Maximise
CPI041 Number of disabled users at BPL sites (DATA ONLY)		1512	N/A	Q3 (Total 548) Sands = 228 Swim Lessons 120 Attends with Carer = 65 Kipper Club 135		Aim to Maximise
CPI042 Number of total users at BPL sites (DATA ONLY)		857,615	N/A	Q3 (Total 288,326) Worksop = 111,354 Retford = 108,323 Bircotes = 53,837 Kilton = 14,812		Aim to Maximise
CPI044 Percentage of household waste sent for reuse, recycling and composting			22.50%	Quarter 3 data will not be available until March 2017 (may possibly be earlier) due to information required from external sources.		Aim to Maximise
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 & 2 Return for April 2016 - November 2017. This PI is currently on target for 2016/2017. <u>Wards surveyed in Tranche 2:- Blyth, Misterton, Tuxford & Trent, Harworth, Welbeck.</u>		Aim to Minimise
CPI063 Improved street and environmental cleanliness – fly tipping		3	2	Reported incidents of flytipping increased slightly in December - this increase was expected and is something normally experienced at this time of year. Enforcement actions also continued during this period resulting in a significant number of cases now being considered for legal prosecution rather than just FPN's - these cases may take some time to resolve and bring to court, but taking a long term view successful prosecution cases will act as a deterrent for potential offenders going forwards.		Aim to Minimise
CPI064a Number of Fixed Penalties Issued for Environmental Crime		36	N/A	An additional 5 FPN's were served during Q3 for Enviro-Crime related offences, with another 5 demands for payment being issued.		Aim to Maximise
CPI109 Number of Empty Homes brought back in to use		8	N/A	During our surveys of the long term empty properties (2 years +) during Q3 we have found 3 properties have been brought back into use, 3 are currently on the open market, 1 is under renovation, 2 'Letter 1's' have been sent, 6 'Letter 2's' have been sent, and 8 notices have been served. Of the 8 notices, 1 notice was served under the Prevention of Damage by Pests Act, 6 s.16 notices requesting information have been served and one s.29. One owner who failed to return his s.16 notice was summoned to the magistrates court and admitted his guilt and has since been speaking to the team. All this is in addition to those in Q1 & Q2. One property was sent through to the Legal Department with a view to enforce a sale and documentation is currently being sent through to the mortgage companies solicitors to settle the issue.		Aim to Maximise
CPI128 Number of category 1 hazards removed from private sector housing (DATA ONLY)		15	N/A	During Q3 6 properties have been improved, 4 of these related to Cat 1 hazards and 2 related to Cat 2 hazards. These hazards have included issues with electrics, gas safety, and damp. There are a number of properties which require closing visits to ensure hazards have been removed & this work will continue into Q4.		Aim to Maximise

Policy, Strategy & Communications, Cllr S. Greaves

Code & Short Name	Q3 2016-17				Gauge Format Type
	December 2016				
	Status	Value	Target	Note	
CPI008 Number of Anti-Social behaviour sanctions implemented (Joint A1/BDC) (DATA ONLY)		34	N/A	YTD total of 34 sanctions. In Quarter 3, there were a total of 11 sanctions. These includes one good neighbourhood agreement, two undertakings, two ABC's signed, one proven breach of injunction, one proven breach and one affidavit sworn.	Aim to Minimise

Regeneration, Cllr J. White

Code & Short Name	Q3 2016-17				Gauge Format Type
	December 2016				
	Status	Value	Target	Note	
CPI028 Processing of planning applications: Major applications		89.19%	65.00%	33 out of 37 Major Applications decided within 13 weeks or within agreed extension of time - between 01/04/2016 and 31/12/2016	Aim to Maximise
CPI029 Processing of planning applications: Minor applications		89.20%	75.00%	190 out of 213 Minor Applications decided within 8 weeks or within agreed extension of time - between 01/04/2016 and 31/12/2016	Aim to Maximise
CPI033 Planning appeals allowed		25.00%	20.00%	Figures YTD = 6 out of 24 Appeals Allowed against Refusal - 25%. Discrete Q3 figure of 6 out of 6 Appeals Dismissed between 01/10/2016 to 31/12/2016 (Quarter 3).	Aim to Minimise
CPI127 Amount of external grant funding brought in to the District (RDF, European and other grants) (DATA ONLY)		£1,712,700.00	N/A	YTD total of £1,712,700. Q3 funding includes: - £455k from SCR for the Phase 1 Harworth road improvements - £60k from 3 successful examinations (Shireoaks, Clarborough and Tuxford) - £1700 for Headon from Locality - £6k for Carlton from Locality	Aim to Maximise