

**When telephoning, please ask for:** Member Services  
**Direct dial** 0115 914 8481  
**Email** memberservices@rushliffe.gov.uk

**Our reference:**  
**Your reference:**  
**Date:** 3 September 2014

To all Members of the Performance Management Board

Dear Councillor

A meeting of the PERFORMANCE MANAGEMENT BOARD will be held on Tuesday 16 September 2014 at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford to consider the following items of business.

Yours sincerely



Executive Manager Operations and Corporate Governance

## **AGENDA**

1. Apologies for absence
2. Declarations of Interest
3. Notes of the Meeting held on Tuesday 17 June 2014 (pages 1 - 6)
4. Customer Feedback 2013/14  
  
The report of the Executive Manager - Operations and Corporate Governance is attached (pages 7 - 13).
5. Performance Monitoring - Quarter 1 2014/15  
  
The report of the Executive Manager - Operations and Corporate Governance is attached (pages 14 - 39).
6. Work Programme  
  
The report of the Executive Manager - Operations and Corporate Governance is attached (pages 40 - 41).

### Membership

Chairman: Councillor D G Wheeler  
Vice-Chairman: Councillor R M Jones  
Councillors Mrs S P Bailey, A MacInnes, Mrs M M Males, B A Nicholls,  
F A Purdue-Horan, D V Smith, J A Stockwood

## Meeting Room Guidance

**Fire Alarm Evacuation:** in the event of an alarm sounding please evacuate the building using the nearest fire exit, normally through the Council Chamber. You should assemble in the Nottingham Forest car park adjacent to the main gates.

**Toilets** are located opposite Committee Room 2.

**Mobile Phones:** For the benefit of others please ensure that your mobile phone is switched off whilst you are in the meeting.

**Microphones:** When you are invited to speak please press the button on your microphone, a red light will appear on the stem. Please ensure that you switch this off after you have spoken.

**NOTES  
OF THE MEETING OF THE  
PERFORMANCE MANAGEMENT BOARD  
TUESDAY 17 JUNE 2014**

Held at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford

**PRESENT:**

Councillors D G Wheeler (Chairman), Mrs S P Bailey, D G Bell (substitute for Councillor D V Smith), R M Jones, A MacInnes, Mrs M M Males, B A Nicholls, F A Purdue-Horan and Mrs M Stockwood (substitute for Councillor J A Stockwood)

**ALSO IN ATTENDANCE:**

G Johnson            Civil Parking Enforcement Manager, Nottinghamshire County Council

**OFFICERS PRESENT:**

C Caven-Atack    Service Manager – Corporate Governance  
B Knowles        Leisure Contracts Manager  
I Meader          Performance Officer  
V Nightingale    Senior Member Support  
D Swaine          Executive Manager – Operations and Corporate Governance  
E Walters          Democratic Services Assistant

**APOLOGIES FOR ABSENCE:**

Councillors D V Smith and J A Stockwood

**1. Declarations of Interest**

There were none declared.

**2. Notes of the Previous Meeting**

The notes of the meeting held on Tuesday 22 April 2014 were accepted as a true record.

Councillor Mrs Males made comments with regard to the Action Sheet on page 6 at point 31. She informed the Group that she sat on the Clinical Commissioning Group (CCG) and had raised the issue of GP referrals. Councillor Mrs Males reported that East Leake was not the only Leisure Centre that did not receive referrals.

The Executive Manager – Operations and Corporate Governance stated that in view of these comments there were options for taking this issue forward. Members could take time to see if the action taken at the CCG had any effect, or alternatively they could write a letter on behalf of the Board highlighting the issue further. Having considered this issue it was agreed that the CCG should be given a chance to reply before any formal letter was sent about the issue.

Commenting on the action points from the previous minutes Councillor Mrs Stockwood asked if any trends could be identified in respect of the costs associated with East Leake Leisure Centre. In response the Leisure Contracts Manager informed Members work was continuing on finalising a deal to take the Leisure Centre forward for four more years and part of this work would be looking at cost trends and where to reduce these. He reminded the Board that unitary payment is index linked and covers the term of the PFI agreement.

The Chairman expressed concern that a date had not yet been confirmed for an initial meeting between himself, the Vice Chair and the Executive Manager - Finance and Commercial to discuss how the Parkwood Leisure Contract information could be presented to the Board. The Executive Manager, Operations and Corporate Governance apologised for this and assured the Chairman that he would relay his concerns to Executive Manager - Finance and Commercial ensuring a meeting date was finalised quickly.

### 3. **Civil Parking Enforcement Contract Update 2014**

The Leisure Contracts Manager presented a report in respect of the Civil Parking Enforcement Contract. The key points highlighted were that the overall position after six years was that there was a deficit of £14,000 however there was significantly more than £14,000 in outstanding payments being pursued by the bailiffs. Penalty Charge Notices had found a level at around 9,000. Off street Penalty Charge Notices had decreased this year. A higher number of people were using car parks this year and it would appear that more of those people were making sure they bought a ticket. The enforcement partnership now included 23 authorities which had meant that the unit cost of the central processing unit had lowered. Unit income per penalty charge notice had increased in Rushcliffe. The Leisure Contracts Manager stated that the contract had cost the Council around £3,000 per year for civil enforcement and that this represents good value.

The Chairman invited Mr Johnson (Central Processing Unit Manager) to address the Board on the Civil Parking Enforcement Contract. Mr Johnson stated that there was no expectation to make a surplus from the scheme but that the scheme had paid for itself. The unit costs were as low as they possibly could be. Generally the Enforcement Officers would ask somebody to move their vehicle if they were incorrectly parked and still in the vicinity, rather than issuing a ticket at the earliest opportunity. Enforcement Officers were now in possession of hand held devices which were GPS enabled and directly linked to the Enforcement Offices. Officers also wore small video cameras which were successful in reducing the amount of attacks on Officers which was a problem in the past. Officers now had a new more modern uniform.

The Board were presented with an additional paper which contained questions and answers on the Civil Parking Enforcement Contract. Councillor MacInnes had some further questions which had been raised by the additional paper. In response to a question on the amount of tenders Mr Johnson informed that there had been a competitive process with three tenders received for the new contract. NSL were the cheapest and the quality that they offered was far in excess of the other tenders. They were 35% better on price and quality.

Councillor MacInnes questioned whether there were any expenses such as legal costs and Mr Johnson informed the Board that the County Council bore the full amount of procurement costs.

Councillor MacInnes referred to the fact that there was an expectation that there would be a surplus from the scheme which could be used on other initiatives. Mr Johnson stated that there had been a slight surplus overall county wide but that this had been used in other areas of the County.

Following discussion on taking enforcement action on moving traffic, for example on Central Avenue, West Bridgford, Mr Johnson confirmed that Government regulations did not allow local authorities to carry out enforcements on moving traffic. However, Mr Johnson informed Members that Local Authorities were permitted to carry out CCTV enforcement work on the 'keep clear' areas outside of schools. This was being trialled in Bassetlaw and could be introduced across the County in future.

A discussion was had over a displacement problem caused when charges on car parking go up which results in the amount of parking on streets going up. Councillor MacInnes expressed his concerns that the problem was being transferred onto the streets. He also expressed the view that West Bridgford was unique in the County as the area had a good night time economy and two large sporting venues.

In answer to a question, Mr Johnson confirmed that video evidence from the body cameras was admissible in Court. There had been issues raised regarding civil liberties in connection with members of the public being filmed by the cameras however Mr Johnson confirmed that these had been addressed. Since use of the cameras began to be used there had been a 70-80% reduction in reported incidents involving Enforcement Officers in other parts of the country.

Councillor Mrs Males referred to the table at point 4.1 at page 9 of the report and expressed surprise that the figures regarding East Leake were so low. She was of the view that there was a parking problem in East Leake and that Enforcement Officers were rarely visible in the area. The Leisure Contracts Manager informed the Board that there was currently no enforcement in the car parks in East Leake as they are not part of the contract. He suggested that there could be less of a parking problem in East Leake than some people perceived and that if there was an increase in the amount of housing in East Leake then more Enforcement Officers could be moved to the area.

Following a question from Councillor Jones, the Leisure Contracts Manager confirmed that the figures in the table at point 4.1 on page 9 related to the whole period of the contract from 2008 to the present.

Councillor Purdue-Horan expressed his surprise at the figures for Bingham in particular those for Off Street parking offences. He compared the figures for Bingham with Radcliffe-on-Trent. The Leisure Contracts Manager informed the Board that the two most common offences in Bingham were parking outside of a bay and parking in disabled areas without a disabled badge. There were issues with the bays around the market place and Councillor Purdue-Horan stated that more information needed to be disseminated to the public. He also

referred to a survey conducted by Bingham Business Club and stated that there was strong support for charging in Bingham Car Parks. The Executive Manager – Operations and Corporate Governance reminded Members that the wider review of car parking was part of the longer term Transformation Strategy.

Councillor Mrs Stockwood stated that now Market Street in Bingham was a one way system then the problems had eased. The Leisure Contracts Manager re-iterated that if traffic measures in Bingham did have a positive impact on parking offences then Enforcement Officers could be moved elsewhere such as East Leake.

Councillor Jones raised his concerns regarding the night-time economy in West Bridgford and asked how frequently Enforcement Officers would be working late. The Leisure Contracts Manager informed the Board that Enforcement Officers worked until 9pm two nights a week. Councillor Jones asked whether there was a potential for this to be reviewed. The Leisure Contracts Manager stated that more specific information would be needed on what resources were required.

In response to a question from Councillor MacInnes regarding problems with licenced taxis and private taxis, the Executive Manager – Operations and Corporate Governance provided some clarification. He explained that if the issue concerned potential illegal parking, plying for hire or anti-social behaviour associated with the night-time economy and taxis then this could be dealt with as a community safety and licensing issue. Councillor MacInnes stated he was concerned about taxis licenced by Gedling Borough Council coming to West Bridgford and causing problems. The Chairman asked for an informal discussion to take place with the Rushcliffe Licencing Officer regarding these issues. The Executive Manager - Operations and Corporate Governance stated he would make the relevant Council officers aware that concerns had been expressed.

In conclusion Councillor MacInnes raised a question regarding savings on enforcement and the price coming down. Mr Johnson stated that the market was very different from 2008 being much less buoyant now. When the scheme was set up in 2008 a model had been used as it was not known how many hours were needed. Also since then there had been a reduced number of bases across Nottinghamshire. These factors had led to lower priced bids.

#### **4. Annual Report**

The Executive Manager – Operations and Corporate Governance presented the Annual Report of the Performance Management Board. Members were informed that all annual reports would be presented to Council in September. Besides a minor typographical error, Members agreed that this was a true reflection of their work during the year and thanked officers for their hard work supporting and informing the Board's activities.

## **5. Performance Monitoring – Quarter 4 2013/14**

The Service Manager – Corporate Governance presented the Performance Monitoring report for the final quarter of 2013/14. She reported that it had been successful year with 17 out of a total of 34 indicators highlighted for good performance. Over the course of the year, three indicators had been raised as exceptions. In the final quarter of the year, one new exception was identified relating to vehicle crime. However, vehicle crime was actually at its lowest rate for the last few years but above the stretching targets set by the Police for this year.

In response to a question from Councillor MacInnes regarding the partnership with the City Council for Garage Services, the Executive Manager – Operations and Corporate Governance informed the Board that a report on the matter was considered by Cabinet in January 2014. This report stated that the partnership would be monitored and that performance would be scrutinised at appropriate intervals via the Council's Partnership Delivery Group.

Councillor Mrs Stockwood raised a question regarding the Member Services review referred to on page 31 of the report and whether this would include a review of the polling stations in Bingham. The Executive Manager – Operations and Corporate Governance clarified that the Member Services review related to the structure and format of that service and was part of the service review programme in the Councils transformation strategy. As such it did not include a review of polling stations and polling districts, however this would be undertaken later in the year and further details of this would be communicated to all Members nearer the time.

Councillor Nicholls raised a question regarding the Building Control Service and the benefits of working with South Kesteven District Council. Councillor Bell was able to inform the Board that this was working very well and a number of authorities had made enquiries about joining the consortium.

## **6. Work Programme**

The Report of the Executive Manager – Operations and Corporate Governance was presented and agreed.

The meeting closed at 8:15 pm.

## Action Sheet

### Performance Management Board - Tuesday 17 June 2014

Minute Number	Actions	Officer Responsible
2. Notes of the Previous Meeting	<p>Officers to ascertain if any action on GP referrals had been taken by the Clinical Commissioning Group</p> <p>Future reports regarding the monitoring of the Carilion contract to include further information on the costs associated with the PFI agreement.</p> <p>A meeting to be arranged with the Chairman, Vice Chairman and the Executive Manager – Finance and Commercial to discuss the information required to be included in future monitoring reports of the Leisure Contract with Parkwood Leisure.</p>	<p>Executive Manager - Operations and Corporate Governance</p> <p>Leisure Contracts Manager</p> <p>Executive Manager – Finance and Commercial</p>
3. Civil Parking Enforcement Contract Update 2014	Executive Manager - Operations and Corporate Governance to make the relevant council officers aware of the concerns regarding taxis and parking issues in Central West Bridgford during the evenings.	Executive Manager - Operations and Corporate Governance

### RESPONSES

Minute Number	Action	Officer Responsible	Response
2. Notes of the Previous Meeting	<p>Officers to ascertain if any action on GP referrals had been taken by the Clinical Commissioning Group.</p> <p>Future reports regarding the monitoring of the Carilion contract to include further information on the costs associated with the PFI agreement.</p> <p>A meeting to be arranged with the Chairman, Vice Chairman and the Executive Manager – Finance and Commercial to discuss the information required to be included in future monitoring reports of the Leisure Contract with Parkwood Leisure.</p>	<p>Executive Manager - Operations and Corporate Governance</p> <p>Leisure Contracts Manager</p> <p>Executive Manager – Finance and Commercial</p>	<p>Officers have investigated this action and as this does not appear to have been addressed with the Clinical Commissioning Group a letter has been sent.</p> <p>Future reports will contain costings.</p> <p>A meeting was held on 9 July 2014</p>
3. Civil Parking Enforcement Contract Update 2014	Executive Manager - Operations and Corporate Governance to make the relevant council officers aware of the concerns regarding taxis and parking issues in Central West Bridgford during the evenings.	Executive Manager - Operations and Corporate Governance	Officers from the Licensing section were made aware of Members' concerns



## Report of the Executive Manager - Operations and Corporate Governance

### 1. Summary

1.1 This report summarises the complaints received during 2013/14 and provides a comparison to previous performance. Key points include:

- Year on year the number of complaints increased from 56 in 2009/10; to 97 in 2010/11; to 116 in 2011/12; we are now seeing a decrease year on year with 61 in 2012/13 and a further reduction to 40 in 2013/14.
- The percentage of complaints escalated past Stage 1 has reduced from 13.1% in 2012/13 to 10.0% in 2013/14.
- Consistency in handling complaints has stayed at a high level, as has the number of complaints that are responded to within target time – 39 out of 40.
- Analysis of the 40 complaints received in 2013/14, found that 55% were felt to be justified and 45% unjustified.
- Quarterly satisfaction surveys are sent out to gauge how satisfied people are with the way their complaint was handled. Nine surveys were completed, with six respondents being satisfied or very satisfied – a satisfaction rate of 67%
- The Council received 164 compliments about its services

### 2. Recommendation

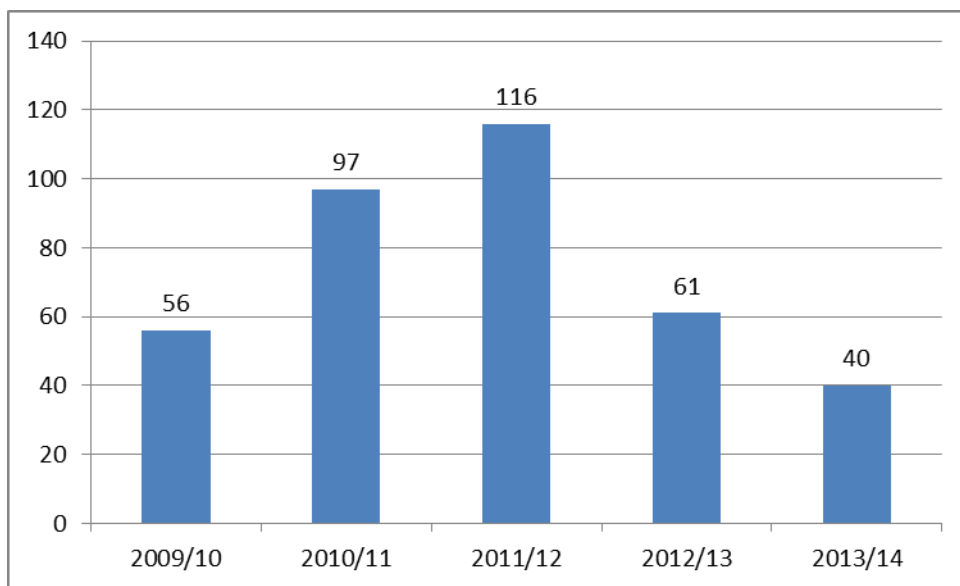
It is recommended that this report is accepted as a true record of complaints handling in 2013/14.

### 3. Reasons for Recommendation

- 3.1. Rushcliffe continues to offer a robust service to its residents, and this is reflected in the reduced number of complaints received in 2013/14.
- 3.2. Complaints are being handled in a timely and expedient manner, as reflected by just 1 out of 40 missing its deadline date.

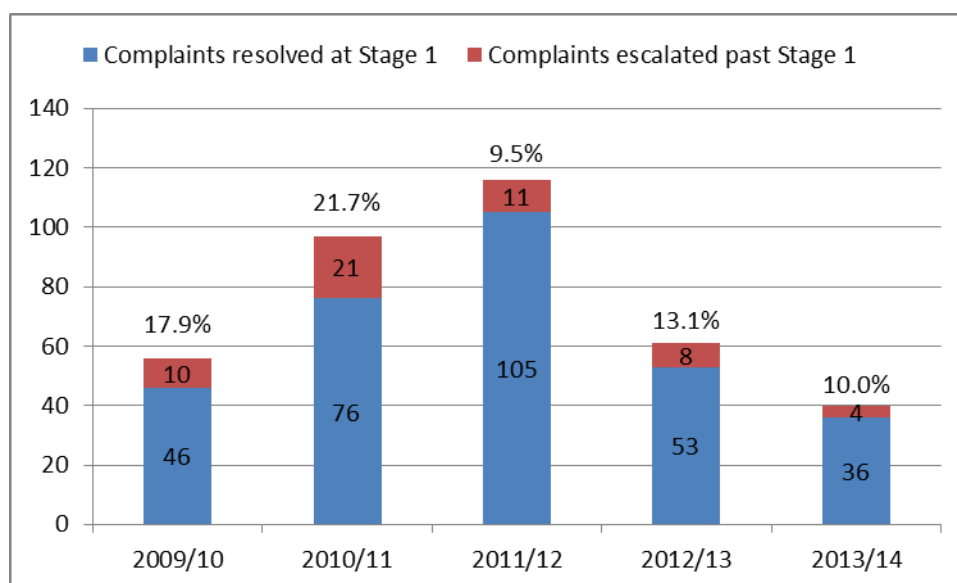
#### 4. Total Complaints

4.1 The number of complaints received by the Council in 2013/14 was 40. This is a third less than last year, and virtually two thirds less than 2011/12, as illustrated on the graph below.



**Total Complaints Year by Year**

#### 5. Escalation of Complaints



**Graph to show percentage of complaints escalated past Stage 1**

5.1 The standard of response at Stage 1 remains high and, more often than not, the complaint is concluded at this stage. Four complaints were escalated to Stage 2, the subjects being: the rise in Council Tax and methods of payment; planning permission for a neighbour's extension; customer service received at a contact point; and, a perceived rise in crime resulting from modifications made to a play area.

5.2 The percentage of escalations past Stage 1 is lower than last year, and is on a par with 2011/12. The number of escalations (4) is the lowest in the last five years.

## 6. Local Government Ombudsman (LGO) Statistics

- 6.1 Occasionally, complainants escalate their complaints to the LGO. This is an option when the Council's process has been exhausted and the customer still does not consider that they have achieved a satisfactory outcome.
- 6.2 During 2013/14, the LGO received six complaints about services offered by Rushcliffe Borough Council. One was about Corporate Services, one about Environmental Services, and four about Planning.
- 6.3 The LGO issued eight decisions on complaints received about the Council. Four were closed after initial enquiries, one was referred back to the Council for a local resolution, and in the three remaining cases, the LGO upheld the Council's decision.
- 6.4 The LGO data is shown in the table below, along with a comparison with other local authorities in the immediate area. Although it should be noted that the number of complaints could be affected by the number of services provided by each authority ie leisure, housing, etc

Local Authority	Complaints received	Decisions made						
		Total	Upheld	Not upheld	Advice given	Closed	Invalid	Referred to LA
Rushcliffe	6	8	3	0	0	4	0	1
Ashfield	16	25	3	4	3	10	1	4
Bassetlaw	22	23	3	4	2	8	0	6
Broxtowe	19	20	4	2	1	6	1	6
Gedling	17	19	0	2	0	11	1	5
Mansfield	19	20	0	3	3	8	0	6
N & S	19	24	3	0	1	11	0	9
Charnwood	20	26	2	2	2	11	0	9
N W Leics	24	26	3	5	2	7	0	9
Melton	5	4	0	1	0	2	1	0
S Kesteven	15	16	0	3	1	4	1	7

## 7. Complaints handling – Timeliness and Quality of Response

- 7.1 39 out of 40 complaints in 2013/14 were answered within target time (compared to 58 out of 61 in 2012/13). The complaint that missed its deadline was a planning complaint, which was relatively complex and involved several officers. The delay was acknowledged and apologised for.
- 7.2 Figures for each service area are shown in the table below. It is felt that complaints were well-handled on all but one occasion. This was one of the planning complaints where the deadline was missed and, with hindsight, too many officers were involved. These issues are routinely tackled within specific training sessions to prevent them happening again.

<b>Service Area</b>	<b>Total Complaints</b>	<b>In Target Time (10 working days)</b>	<b>%</b>
<b>Finance and Commercial</b>	9	9	100
<b>Neighbourhoods</b>	14	14	100
<b>Communities</b>	11	10	90.1
<b>Corporate Governance</b>	2	2	100
<b>Transformation</b>	4	4	100
<b>Total</b>	<b>40</b>	<b>39</b>	<b>97.5</b>

## **8. Justified Complaints**

- 8.1 A complaint is adjudged to be justified if an individual or service area have done something wrong to cause the complaint, or if the level of service does not come up to the standard expected.
- 8.2 Generally speaking, no one individual seems to be at fault for more than one complaint, which seems to suggest that improvements have been made as a result of the complaints process. Where learning points arise as a result of someone complaining about a particular service area, they are raised at sectional team meetings as part of on-going training for staff.
- 8.3 20 out of 40 complaints (50.0%) were judged to have been justified. This is a slightly higher percentage (albeit a lower total) than last year when 26 out of 61 (42.6%) were felt to have been justified.
- 8.4 18 out of 40 (45.0%) were unjustified.
- 8.5 Two complaints were felt to be partly justified – one which was escalated to Stage 2; the Stage 1 element of the complaint was justified, but the escalation was not. The other complaint adjudged partly justified was a multi-faceted complaint where the Council was responsible for only part.

## **9. Distribution of complaints between service areas (Appendix 1)**

- 9.1 The table in **Appendix 1** gives brief details of the complaints received during the year 2013/14, how they were distributed across the five service areas, whether they were resolved at Stage 1 or Stage 2, and whether or not they were justified.

## **10. Complaints Monitoring**

- 10.1 The satisfaction rate for the handling of complaints in 2013/14 was 67%.
- 10.2 At the end of every quarter, monitoring forms are sent out, asking how the complainants feel the Council handled their complaints. The level of response

remains sporadic, and as such, no firm conclusions can be drawn. The feeling is that where a problem has been easy to fix, and the customer has got the desired outcome, satisfaction tends to be higher. Where the complaint involves a protracted case, involving services such as benefits or planning, the customer tends not to get their preferred result, and so satisfaction tends to be much lower.

10.3 In 2011/12 the rate was 38.9% rising to 50% in 2012/13. In 2013/14, satisfaction rose again to 67%.

10.4 The results are shown in the table below:

Quarter	Forms Sent	Forms Returned	Satisfied	Dissatisfied	Neither
1	19	6	4	2	0
2	9	1	0	1	0
3	5	2	2	0	0
4	6	0	0	0	0
<b>Total</b>	39	9	6	3	0

## 11. Compliments

11.1 164 compliments were received about the Council, and the distribution among service areas is shown in the table below:

Service Area	Number of Compliments
Finance and Commercial	10
Neighbourhoods	88
Corporate Governance	9
Communities	44
Transformation	13

<b>For more information contact:</b>	Charlotte Caven-Atack Performance and Reputation Manager 0115 914 8278 email <a href="mailto:CCaven-Atack@rushcliffe.gov.uk">CCaven-Atack@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	None
<b>List of appendices (if any):</b>	1. Complaints by Service Area

**Appendix 1**

<b>Service Area</b>	<b>Number of Complaints</b>	<b>Subject of complaint</b>	<b>Resolved at Stage 1 or 2</b>	<b>Justified?</b>
Finance and Commercial	9	4 x issues regarding Council Tax	1x Stage 2; 3x Stage 1	2 x Yes 2 x No
		1 x staff attitude at a leisure centre	} Stage 1	Yes
		1 x car park charges		No
		1 x behaviour of civil enforcement officer		Yes
		1 x perceived lack of parking spaces in Bingham		Yes
		1 x benefits assessment		No
Neighbourhoods	14	3 x wheeled bins returned to wrong location	} Stage 1	3 x Yes
		3 x issues with Strategic Housing allocations		3 x No
		2 x behaviour of and level of service from dog warden / pest control service		1 Yes 1 x No
		1 x complaint about misleading dog-fouling signs		Yes
		1 x Streetwise van parking on Bingham market day		Yes
		1 x attitude / language of Streetwise operatives		Yes
		1 x treatment received at Hound Lodge		No
		1 x over-frequent visits by Streetwise staff to same location		No
		1 x delays/lack of communication left taxi driver out of pocket		Partly
Corporate Governance	2	1 x lack of maintenance at The Hook	Both Stage 1	No
		1 x removed erroneously from electoral register		Yes

Service Area	Number of Complaints	Subject of complaint	Resolved at Stage 1 or 2	Justified?
Communities	11	2 x objection to granting of planning permission	1x stage 2; 1x stage 1	2 x No
		2 x timeliness/communication with planning	} Stage 1	2 x Yes
		1 x pitch bookings at Gresham		No
		1 x received wrong Green Deal details		Yes
		1 x attitude of caretaker		Yes
		1 x Tollerton housing consultation		Yes
		1 x damaged/burgled property accessed from RBC owned playground		Stage 2
		1 x Building Control - house (allegedly) not built according to plans	} Stage 1	No
		1 x objection to not being consulted on neighbour's planning application		Yes
Transformation	4	2 x lack of maintenance of grass verges	} Stage 1	2 x No
		1 x lack of privacy at Rushcliffe Community Contact Centre for discussion involving personal details		Yes
		1 x level of customer service	1 x stage 2	Partly

## Report of the Executive Manager - Operations and Corporate Governance

### 1. Summary

- 1.1. In line with the Council's Performance Management Framework, this report provides a summary of the Council's performance for quarter one 2014/15, containing tasks from the Corporate Strategy 2012-16, and the corporate basket of performance indicators.

### 2. Recommendation

- 2.1. It is RECOMMENDED that the Performance Management Board consider the identified exceptions.

### 3. Reasons for Recommendation

- 3.1. Following the good practice established by the Performance Management Board, exceptions and highlights have been identified in the corporate scorecard.

### 4. Supporting Information

- 4.1. The corporate scorecard, **Appendix 1**, includes detailed progress reports for each of the 8 active tasks to be monitored in 2014/15 and the corporate basket of 34 performance indicators.
- 4.2. Numerical data used to calculate each performance indicator is included in **Appendix 2**.
- 4.3. As reported in quarter 4 2013/14, we are now halfway through our Corporate Strategy (2012 to 2016), and the milestones for each Corporate Task have been refreshed to show the work planned throughout this year.
- 4.4. There are 14 indicators that are green status (achieving or within 1% of target). No highlights have been selected this quarter, although there are two that have particularly good performance; LINS37 Burglaries per 1,000 households and LINS39 Vehicle crime per 1,000 population. These indicators have not been selected as highlights as previous years have shown that the number of crimes reported can increase throughout the year turning a highlight into an exception.
- 4.5. There are three exceptions to report in this quarter, more details are within **Appendix 1**, these are:
- **LICG28 – Corporate Sickness** - this indicator has been showing improvement in recent years, however it has exceeded its target of 2.0



days for quarter 1 by 0.14 days. Although this is a relatively small variance, we will continue to maintain an active absence management policy to ensure that the target for the year is met and employees are given support to return to work.

- **LICG24 – Number of affordable homes delivered** – there have been no affordable homes completed in the first quarter against a target of eight. Whilst this is a disappointing start, the target of 65 homes is expected to be met this year.
- **LINS38 – Robberies per 1,000 population** - there have been 16 robberies reported in the first quarter and this is above the target and higher than the same period last year. Although this is an increase on last year's figure, campaigns to reduce robberies have significantly reduced reported crimes since 2012.

- 4.6. There are 9 Corporate Tasks, 8 of which will be monitored this year. ST17 Implement Welfare Reform, including: developing a local Council Tax support scheme and transferring housing benefit customers to the national Universal Credit system, will be reported again once a decision has been made by Central Government about the introduction of Universal Credit in the Borough. ST14 – Adopt the Rushcliffe Local Plan, is the only overdue task, a situation that has been outside our control. The Planning Inspector recommenced the inspection of the Draft Local Plan and some Main Modifications were proposed following the public hearing in July 2014. Consultation on these modifications is currently taking place. The Inspector's report is expected late October/early November. If the Plan is considered sound, it can be presented to Council for adoption, possibly at the end of 2014. Full details are in **Appendix 1**.

## **5. Risk and Uncertainties**

- 5.1. Risks that are linked to the Corporate Strategy and the Council's performance are managed by the Risk Management Group and monitored at Corporate Governance Group meetings. Effective performance management by the Board helps to mitigate the risk should the Council fail to deliver the Corporate Priorities or maintain good performance.

## **6. Implications**

### **6.1. Finance**

6.1.1. There are no direct financial issues arising from this report.

### **6.2. Legal**

6.2.1. There are no legal issues arising from this report.

### **6.3. Corporate Priorities**






6.3.1. The link between each Corporate Priority theme is shown within **Appendix 1**.

### **6.4. Other Implications**






6.4.1. There are no other issues arising from this report.





## 7. Status guide for this report.

### Tasks

Task Status		
	Cancelled	Task has been cancelled before its completion
	Overdue	The task has passed its due date
	Warning	The task is approaching its due date. One or more milestones are approaching or has passed its due date
	Progress OK	The task is expected to meet the due date
	Completed	The task has been completed

### Performance Indicators

PI Status		
	Alert	Performance is more than 5% below the target
	Warning	Performance is between 5% and 1% below the target
	OK	Performance has exceeded the target or is within 1% of the target
	Unknown	No data reported or data not due for this period (reported annually)
	Data Only	A contextual indicator, no target is set

Long Term Trends		
	Improving	The calculation within Covalent for trend is made from a comparison of the data for the current quarter with the same quarter in the three previous years
	No Change	
	Getting Worse	
	New indicator, no historical data	

<b>For more information contact:</b>	Charlotte Caven-Atack Performance and Reputation Manager 0115 914 278 email <a href="mailto:ccaven-atack@rushcliffe.gov.uk">ccaven-atack@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	Not relevant for this report
<b>List of appendices (if any):</b>	Appendix 1 – Corporate Scorecard Appendix 2 – Contextual performance indicator data

## Performance Progress

### Summary

#### Performance Indicators

There are 34 performance measures in the corporate scorecard; 25 have data for 2013/14. 12 indicators have a positive trend showing an improvement in performance, 9 have a negative trend, the remainder are mostly perception indicators have data once consultation exercises have been completed.

There are no highlights to report in this quarter, however two indicators, LINS37 Burglaries per 1,000 households and LINS39 Vehicle crimes per 1,000 population have improved performance following significant drops in reported crime and these will be monitored throughout the year.

3 exceptions have been identified for this report:

- LICG28 Corporate Sickness - exceeded its target of 2.0 days for quarter 1 by 0.14 days. We continue to maintain an active absence management policy in order to ensure that the target is met and employees are given support to return to work.
- LINS24 Number of affordable homes delivered - there have been no affordable homes completed in the first quarter against a target of eight. Whilst this is a disappointing start to the year the target of 65 homes for 2014/15 is expected to be met.
- LINS38 Robberies per 1,000 population – although there have been 6 more robberies than in quarter 1 last year, this is low compared to the number of crimes reported before 2012.






#### Corporate Tasks

Six of the nine Corporate Tasks are progressing well and should meet their target due dates.





- ST17 - Implement Welfare Reform, including: developing a local Council Tax support scheme and transferring housing benefit customers to the national Universal Credit system, has been removed from this report until a decision is made by Central Government to deliver Universal Credit in Rushcliffe.
- ST20 – Deliver the Council's Four Year Plan to reduce costs, generate income and adopt more effective delivery models, has an overdue milestone, and will return to green status once this has been completed.
- ST14 – Adopt the Rushcliffe Local Plan - Core Strategy, remains overdue (red), and is due for completion once the Plan has been found to be sound.





All strategic tasks have refreshed milestones.






# Strategic Tasks






Task Status		
	Cancelled	Task has been cancelled before its completion
	Overdue	The task has passed its due date
	Warning	The task is approaching its due date. One or more milestones are approaching or has passed its due date
	Progress OK	The task is expected to meet the due date
	Completed	The task has been completed

Current Task Status	ST14	Target date	Corporate Theme	Lead officer	Success measurement
	Adopt the Rushcliffe Local Plan - Core Strategy	29-Aug-2014 (original date 31-Jul-2013)	Supporting economic growth to ensure a sustainable, prosperous and thriving local economy	Dave Mitchell	Appropriate housing and supporting infrastructure is built following the adoption of the Rushcliffe Local Plan
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	11-Dec-2014	Core Strategy adopted		The Core Strategy's examination hearing sessions concluded on Friday 11 July 2014. A limited number of proposed Main Modifications to the Plan were identified from this process and are being consulted on between Friday 15 August and Friday 26 September 2014. The comments received will be considered by the Inspector before she finalises her report and conclusions on the Plan. The Inspector's report is expected late October/early November. If the Plan is considered sound, it can be presented to Council for adoption (at Full Council on 11 December 2014 or an extraordinary Full Council meeting thereafter).	



Current Task Status	ST15	Target date	Corporate Theme	Lead officer	Success measurement
	Support the regeneration of Cotgrave including new housing, employment opportunities and a vibrant town centre	31-Mar-2020	Supporting economic growth to ensure a sustainable, prosperous and thriving local economy	Kath Marriott	Quality of life for residents in Cotgrave is improved through increased local employment opportunities, an enhanced local environment and excellent local shopping and social facilities
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	31-Dec-2014	Agree heads of terms with developer for town centre scheme		Work is ongoing with partners regarding the multi-service centre. Budgetary constraint will continue to make this challenging. We are working with the developer to look at how the retail element can be improved to maximise the value of the scheme. The shopping centre continues to be well-let. There is currently one vacancy.	
	31-Mar-2015	Developer to undertake a planning performance agreement for the town centre area.		Work on a planning performance agreement (what will be submitted in a planning application) can be started once the masterplan has been agreed. This will be progressed once a viable scheme has been determined and with the appropriate funding ear marked. It is hoped this might be by the end of 2014/15 with a planning application being submitted in spring 2015.	
	31-Dec-2014	Reach agreement with public sector partners and GPs over delivery of public sector accommodation in town centre		A workshop session was held on 20 May 2014 for all partners to start to explore how the public sector building could operate practically. Following this the GP's have indicated that they want to own their part of the building and wish to lead the design process. A further meeting with them has been arranged to discuss this in more detail. Once agreed work will continue on the governance/management agreements for the rest of the partners for the new centre.	









Milestone Status	Milestone Due	Milestones	Completed Date	Progress
	31-Dec-2014	Complete town centre acquisitions		<p>The acquisition of outstanding interests is progressing:</p> <ul style="list-style-type: none"> <li>• one house in private ownership (a valuation has been agreed),</li> <li>• one house in the ownership of a social landlord (in principal value has been agreed and will be progressed in next the few months),</li> <li>• one freestanding retail unit and several leasehold interests in the shopping centre (the Council owns the freehold) remain under negotiation.</li> </ul>
	31-Mar-2015	Work with Barratts to deliver identified employment outputs - year 1		<p>Barratts' employment and skills plan has been signed off and is a condition in the planning application. The employment partners are supporting Barratts with the delivery of the identified outputs.</p> <p>The first pre-apprentice training courses have been delivered by Central College with 14 young people from Cotgrave. This has resulted in one young person securing employment with a subcontractor of Barratts.</p> <p>The next training course is due to be run in September and these will continue throughout the build phase of the development.</p>
	30-Apr-2015	Planning application to be submitted by developer for phase 1 town centre area		<p>This can be achieved once there is a viable town centre scheme. The revised timeframe for the phase 1 (public sector accommodation and public realm) planning application is spring 2015. The application for phase 2 (retail and anchor food store) will follow at a later date.</p>
	31-Dec-2015	Achieve vacant possession of town centre site - phase 1		<p>The acquisition of the final 2 properties on Scotland Bank is progressing and should be completed by November 2014.</p>





Current Task Status	ST16	Target date	Corporate Theme	Lead officer	Success measurement
	Undertake an economic assessment of the Borough's potential for business growth	31-Mar-2016	Supporting economic growth to ensure a sustainable, prosperous and thriving local economy	Kath Marriott	The Borough is a more prosperous area with improved employment opportunities and thriving local businesses
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	30-Sep-2014	Implementation of the Construction Industry Training Board client based approach		Approval was granted on 4 July 2014 for Rushcliffe to adopt the National Skills Academy for Constructions client based approach. Work is progressing on the implementation of this framework and its use at identified future development sites including the renovation of Bridgford Hall and the redevelopment of the leisure centre and new council offices. A launch event is being planned for September 2014.	
	28-Mar-2015	Work with developers to bring forward development sites in Rushcliffe		An application for £5.5m of funding made to the Local Enterprise Partnership for site infrastructure work at 3 sites (Bingham, Cotgrave and RAF Newton) along the A46 corridor has been unsuccessful. Further sources of funding, including European money, are now being explored. Another developer forum event is being planned for late 2014.	
	31-Mar-2015	Implement the economic growth action plan		The action plan has been produced for 2014/15 and has been added to the Council's performance management system for monitoring. This will be reviewed and updated quarterly by the Virtual Economic Development Team.	
	31-Mar-2015	Provide 100 apprenticeship opportunities in the Borough		A launch event for the 100 apprenticeship project was held on 13 June 2014 at Trent Bridge Cricket Club. Approximately 30 local business owners attended the event. The 3 identified providers (Central College, New College Nottingham and 3AAA apprenticeships) are now actively contacting local businesses to generate interest and opportunities. There have been 15 apprenticeships created so far. This initiative will be promoted in schools and by the YouNG group after the school holidays in September 2014.	









Current Task Status	ST18	Target date	Corporate Theme	Lead officer	Success measurement
	Activate the Leisure Strategy to best provide leisure facilities and activities as the conditions prescribed in the Strategy arise	31-Mar-2016	Maintaining and enhancing our residents' quality of life	Peter Steed	Rushcliffe residents continue to be able to access a wide range of leisure facilities and activities helping them to maintain healthy and active lifestyles
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	31-Jan-2015	Contract award for build phase at the Arena site, Rugby Road, West Bridgford		A procurement process commenced on 7 July 2014 with the closing date for expressions of interest being 29 August 2014. It is anticipated that the contract award for the build phase will be made in June 2015 at the latest.	
	30-Sep-2014	Approval to proceed to full business case and procurement for Arena Site, Rugby Road		The planning application was submitted on 25 June 2014, and will be considered at a future Development Control Committee after the report on the future indoor bowling provision has been reviewed by Cabinet on 9 September. It is envisaged a contract will be awarded in January 2015.	
	30-Nov-2015	Build of new Leisure Facility at Rugby Road, West Bridgford completed		It is anticipated that the build phase of the new leisure facility will commence on site in line with the award of the contract with intended completion by July 2016.	
	04-Jan-2016	Launch event and opening of new leisure facilities at Rugby Road, West Bridgford			












Current Task Status	ST19		Target date	Corporate Theme	Lead officer	Success measurement
	Facilitate activities for Children and Young People to enable them to reach their potential		31-Mar-2016	Maintaining and enhancing our residents' quality of life	Dave Mitchell	Young people living in the Borough are healthy, active, confident and engaged in the communities they live in
Milestone Status	Milestone Due	Milestones	Completed Date	Progress		
	31-Mar-2015	Deliver Borough-wide multi-agency action plan		<p>The third YouNG market held on Saturday 5 July in Central Avenue, West Bridgford, was a great success. There were 24 different stall holders, all of whom reported making a profit (6 reported profits of over £100). An estimated 2,000 people passed through the market site and enjoyed a wide range of music provided by 13 young musicians.</p> <p>Lark in the Park was held on Wednesday 6 August (National Play-day) and was attended by an estimated 7,000 people and 57 exhibitors. Pitch hire fees and car parking generated £3,000 income for the Council, however many activities remain free for users.</p>		








Current Task Status	ST20	Target date	Corporate Theme	Lead officer	Success measurement
	Deliver the Council's Four Year Plan to reduce costs, generate income and adopt more effective delivery models	31-Mar-2016	Transforming the Council to enable delivery of efficient high quality services	Kath Marriott	Residents of the Borough continue to receive the council services they require. The Council provides these services in a variety of different ways keeping Council Tax as low as possible
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	31-Oct-2013	Member services review completed		Democratic Services has been partially reviewed; further work is continuing to complete the review.	
	31-Mar-2015	Building Control review		Staff transfer took place on the 1 July 2014, with the legal agreement being completed on 1 September 2014 after the accompanying business was finalised. Talks are currently being held with Newark and Sherwood about joining the partnership by March 2015 pending a proposal and business case.	
	31-Mar-2015	Contracts and procurement		Contract savings have been identified from vacant posts in 2014/15 and further work is being undertaken regarding procurement options.	
	31-Mar-2015	Customer services and Corporate Admin review		This is currently being undertaken and is due to be reported in December 2014.	
	31-Mar-2015	Development Control admin		Newark and Sherwood are currently conducting a feasibility study on the opportunities for sharing planning administration resource. Options for changes to pre-planning advice are also being considered and the business case for the procurement of document management software has been proposed to create efficiencies and further opportunities for collaboration.	
	31-Mar-2015	Environment & Licensing		The first project meeting took place on 10 July 2014 and potential future delivery models have been developed. A report to Cabinet is proposed for later in 2014.	
	31-Mar-2015	Implementation of actions arising from previous reviews		Streetwise – RBC employees transferred to Streetwise Environmental Ltd on 1 September 2014. Elections – a review of polling stations is in progress. Environmental Health – work is progressing on generating income through increased licensing fees, street trading licences and mobile home park licences.	
	31-Mar-2015	Revenues and Benefits review		Review options are due to be reported at end of September 2014.	






Current Task Status	ST21	Target date	Corporate Theme	Lead officer	Success measurement
	Develop the use of technology to improve customer access and reduce costs	31-Mar-2016	Transforming the Council to enable delivery of efficient high quality services	Daniel Swaine	Residents are able to readily access Council services and information using a method that suits them
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	31-Mar-2015	Design and develop web enhancements and channel shift opportunities		<p>Development of the Council's Digital Strategy is progressing. The initial statistical analysis aims to provide an overarching picture of channel usage. This business intelligence will help to facilitate discussion and inform the next steps – proactively addressing areas of the business that will have the greatest impact.</p> <p>The information gathered from this initial exercise shows a number of high volume activities that have already reached 90%+ transactions being made through the Council's website e.g. bin calendar enquiries, garden waste payment renewals, planning application comments and bids made for properties on First Lets. Work has started to identify transactions that can be moved to online over the next 6-12 months.</p>	
	31-Mar-2015	Refresh the core network infrastructure - 2014/15 programme		The assessment of requirements for the replacement of the Council's network is now complete for the second phase (the first phase being delivered quarter 1 2013). Phase 2 of the new network will be delivered at the end of September 2014.	
	31-Mar-2015	Develop innovative solutions following the introduction of Superfast Broadband/4G availability		Work is taking place to facilitate greater usage of IT by Councillors in the delivery of their role as community leaders. Meetings have taken place with some councillors to set up devices and ensure that they are working efficiently. The programme will continue over the next few months.	













Current Task Status	ST22	Target date	Corporate Theme	Lead officer	Success measurement
	Examine the future viability of all Council owned property to maximise the potential of the Council's property portfolio	31-Mar-2016	Transforming the Council to enable delivery of efficient high quality services	Kath Marriott	Property owned by the Council is utilised to its full potential or used to generate income for the Council enabling it to keep Council Tax as low as possible
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	16-Oct-2014	Disposal of Park Lodge		An auction was scheduled for July 2014 however an application was received to register Park Lodge as an asset of community value. Following assessment, it was concluded that Park Lodge did not meet the criteria to be an asset of community value as it didn't satisfy the condition "actual current use of the building (that) furthers the social wellbeing or social interests of the local community" or there must have been a time "in the recent past". Park Lodge will now be sold at auction on 16 October 2014.	
	30-Sep-2014	Disposal of Rushcliffe Lodge	06-Aug-2014	Rushcliffe Lodge was sold at auction on 6 August 2014 for £313,000	
	31-Dec-2014	Approve options for the Depot		Initial work has commenced to investigate the potential joint working with Nottinghamshire County Council to move Rushcliffe depot to NCC's Gamston depot.	
	31-Dec-2014	Tenant secured for Bridgford Hall		Cabinet approval was granted in July 2014 for the future use of Bridgford Hall with the registrar's service remaining on the ground floor and the top 2 floors being converted into an apart-hotel. Agreements for lease with NCC and the apart-hotel management company are being drawn up.	
	2015/16	Disposal of Boundary Road bungalow		The latest the property will become vacant is October 2015. However, if the tenant vacates before this date, the property can be sold sooner.	
	31-Mar-2015	Determine future use of Civic		Following Cabinet approval for the relocation of the Civic Centre in May 2014, to the new Rushcliffe Arena development, options are being explored for the future use of the existing Civic Centre site.	
	30-Jan-2016	Start of Bridgford Hall refurbishment		An application is being submitted to the Heritage Lottery Fund for the refurbishment of Bridgford Hall. This is a two stage application process and the first application was submitted on 22 August 2014. The outcome of this will not be known until December 2014. If successful, the application work on the second round bid will commence in January 2015 to be submitted in summer 2015.	

















# Summary of Performance Indicators
















PI Status			Long Term Trends		
	Alert	Indicator is greater than 5% from target		Improving	The calculation within Covalent for trend is made from a comparison of the data for the current quarter with the same quarter in the three previous years
	Warning	Indicator is between 5% and 1% from target		No Change	
	OK	Indicator has achieved target or is within 1% of the target		Getting Worse	
	Unknown	No data reported or data not due for this period (reported annually)		New indicator, no historical data	
	Data Only	A contextual indicator, no target is set			

Communities									
Status	Reference	Description	2011/12	2012/13	2013/14	Q1 2014/15			2014/15
			Value	Value	Value	Value	Target	Long Trend	Target
	LICO36	Percentage of residents who believe they can influence decisions that affect their local area		50.0%		No residents survey planned in 2014/15			
	LICO40	Percentage of customers satisfied with the development control service received		86.00%		No residents survey planned in 2014/15			
	LICO41	Percentage of householder planning applications processed within target times		91.09%	90.00%	90.70%	88.00%		88.00%
	LICO61	Percentage of adults (16+) participating in at least 30 minutes of sport at moderate intensity at least once a week	41%	41.2%		Reported data not due			
	LICO62	Percentage of young people satisfied with the Borough as a place to live				Survey is planned this year			
	LICO63	Percentage of young people actively participating in sports or organised social activities outside of school				Survey is planned this year			

Corporate Governance									
Status	Reference	Description	2011/12	2012/13	2013/14	Q1 2014/15			2014/15
			Value	Value	Value	Value	Target	Long Trend	Target
	LICG16	Percentage of residents satisfied with the way Rushcliffe Borough Council runs things		77.00%		No residents survey planned in 2014/15			
	LICG17	Number of complaints received by the council at initial stage	116	61	40	9			
	LICG28	Corporate Sickness	8.06	7.00	6.97	2.14	2.00		8.00

Finance & Commercial									
Status	Reference	Description	2011/12	2012/13	2013/14	Q1 2014/15			2014/15
			Value	Value	Value	Value	Target	Long Trend	Target
	LIFC01	Percentage of users satisfied with sports and leisure centres	84%	85.9%	91.9%	96.0%	75%		75%
	LIFC08	Percentage of invoices for commercial goods and services which were paid by the authority in payment terms	92.75%	97.12%	99.21%	99.33%	99.00%		99.00%
	LIFC09	Value of savings achieved through the Four Year Plan	£1.8m	£2.7m	£3.2m	Data due in Quarter 4			£3.13m
	LIFC18	Percentage of Council Tax collected in year	99.00%	99.10%	99.10%	30.20%	30.30%		99.0%
	LIFC19	Percentage of Non-domestic Rates collected in year	98.40%	99.00%	98.80%	32.40%	32.30%		99.0%
	LIFC20	Average time taken to process Housing Benefit/Council Tax Benefit new claims and change events	7.23 days	5.3 days	4.61 days	6.29 days	9.0 days		9.0 days
	LIFC21	Percentage of council tax support customers satisfied with the service received		92%	97%	Data due in Quarter 4			95%

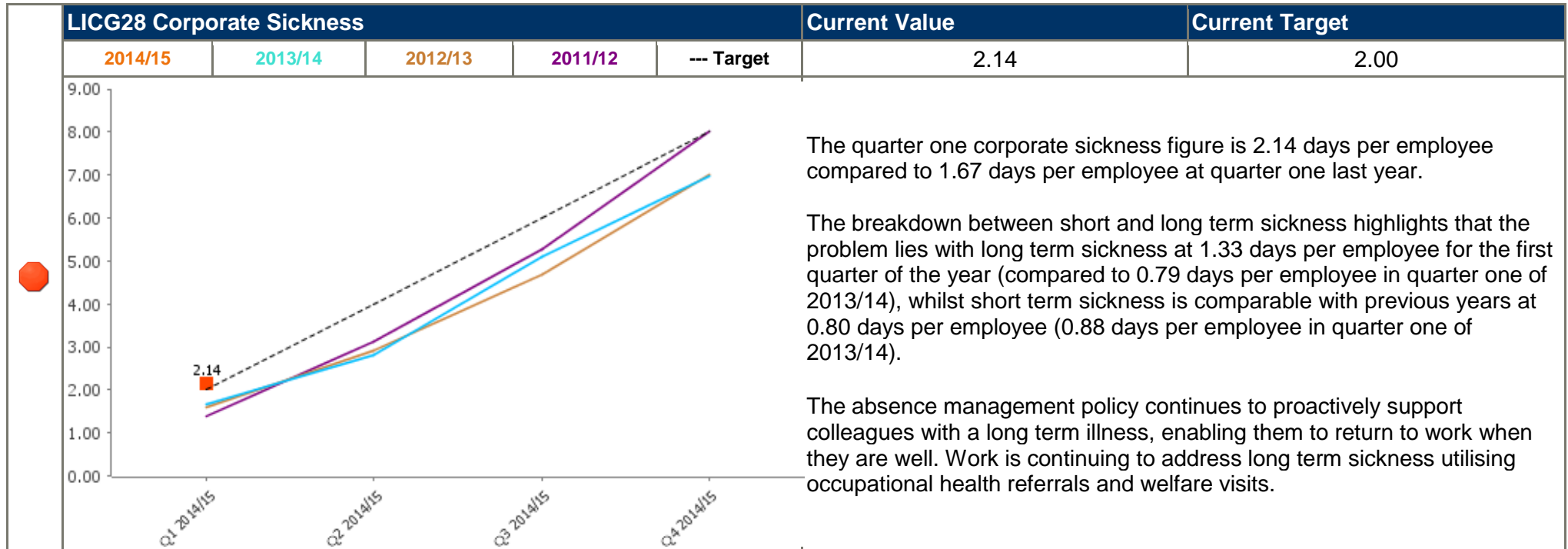
Neighbourhoods									
Status	Reference	Description	2011/12	2012/13	2013/14	Q1 2014/15			2014/15
			Value	Value	Value	Value	Target	Long Trend	Target
	LINS01	Percentage of streets passing clean streets inspections		99.2%	99.0%	96.3%	99.0%		99.0%
	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough		71.0%		No residents survey planned in 2014/15			70.0%
	LINS17	Percentage of residents satisfied with the refuse and recycling service		75.0%		No residents survey planned in 2014/15			
	LINS18	Percentage of household waste sent for reuse, recycling and composting	51.15%	51.53%	50.70%	53.65%	52.00%		50.0%
	LINS24	Number of affordable homes delivered	53	41	22	0	8		65
	LINS31	Percentage of applicants rehoused within 26 weeks of their application			67.2%	68.2%	60%		60%
	LINS37	Domestic burglaries per 1,000 households	6.86	5.73	6.48	0.60	1.20		6.40
	LINS38	Robberies per 1,000 population	0.54	0.18	0.25	0.14	0.06		0.24
	LINS39	Vehicle crimes per 1,000 population	4.25	4.04	3.91	0.58	0.95		3.80

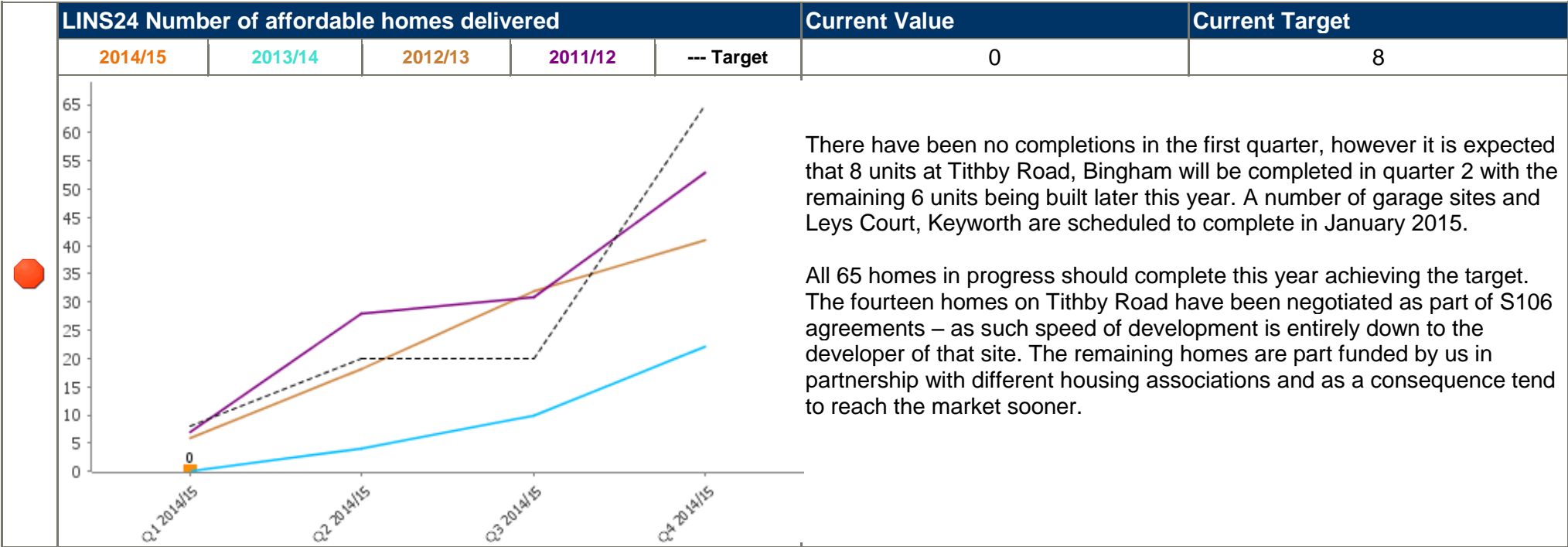
Transformation									
Status	Reference	Description	2011/12	2012/13	2013/14	Q1 2014/15			2014/15
			Value	Value	Value	Value	Target	Long Trend	Target
	LITR01	Percentage of users satisfied with the service received from the Rushcliffe Community Contact Centre	97.6%	97.0%	98.0%	99.8%	95.0%		95.0%
	LITR02	Percentage of calls answered in 30 seconds at Rushcliffe Community Contact Centre	64.8%	72.8%	66.3%	60.7%	54.0%		54.0%
	LITR03	Percentage of transactions done through self-service			68.3%	66.8%	70%		70%
	LITR04	Percentage of residents satisfied with the variety of ways they can contact the Council		79%		No residents survey planned in 2014/15			80%
	LITR12	Percentage of RBC owned industrial units occupied	98.7%	98.14%	98.96%	94.27%	97%		97%
	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council	£639k	£755k	£842.4k	£203k	£200k		£1.0m
	LITR15	Percentage of privately owned industrial units occupied	88.6%	90.7%	94.1%	93.2%	92%		92%
	LITR16	Increase in rateable value of commercial property in the borough	0.8%	-3.9%	0.2%	Data due in Quarter 4			0.2%
	LITR17	Percentage of households with access to at least 2mbps broadband in the home	77.0%	94.0%	95.9%	Data due in Quarter 4			98.0%

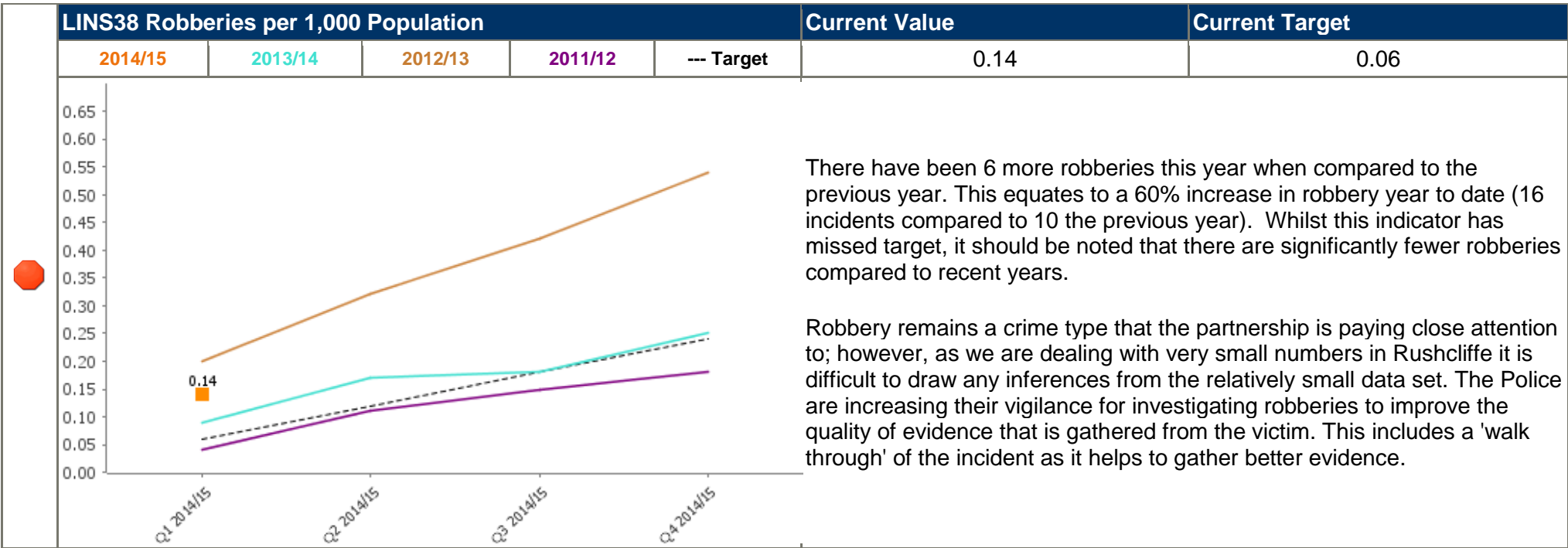
Amendment		
LINS24	Number of affordable homes delivered	The outturn figure reported in quarter 4 was 30. The figure has been adjusted down to 22 as 8 of the homes had not been completed.



# Performance Exceptions







# Performance – trend insight

LIFC20 Average time taken to process Housing Benefit/Council Tax Benefit new claims and change events					Current Value	Current Target															
2013/14	2012/13	2011/12	2010/11	--- Target	6.29 days	9.0 days															
<table border="1"> <caption>Approximate data from the graph</caption> <thead> <tr> <th>Quarter</th> <th>Year</th> <th>Value (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2014/15</td> <td>6.29</td> </tr> <tr> <td>Q2</td> <td>2014/15</td> <td>~5.8</td> </tr> <tr> <td>Q3</td> <td>2014/15</td> <td>~5.5</td> </tr> <tr> <td>Q4</td> <td>2014/15</td> <td>~5.2</td> </tr> </tbody> </table>					Quarter	Year	Value (Days)	Q1	2014/15	6.29	Q2	2014/15	~5.8	Q3	2014/15	~5.5	Q4	2014/15	~5.2	<p>The quarter 1 figure for the average time taken to process Housing Benefit and Council Tax Benefit claims is well below the target of 9.0 days at 6.29 days but significantly above the two previous years out-turn figures (4.61 days and 5.3 days).</p> <p>As can be seen from the graph opposite, longer processing times at the beginning of the year do not necessarily mean missed targets at the end of the year. However, we would like to bring a number of issues to your attention as they may have a bearing on the performance of this indicator over the course of the year. These include changes expected due to Welfare Reform, and a service review including comparisons with other local authorities and an examination of customer expectation of service levels.</p> <p>However, to put this into context, the latest benchmarking data available to us, puts Rushcliffe seventh in the East Midlands where the average processing time is 10 days and one authority is taking 27 days to process claims.</p> <p>It is also worth noting that customer satisfaction with the services provided by the Revenues and Benefits team has been very good in the past 6 years with a satisfaction rating over 90%.</p>	
Quarter	Year	Value (Days)																			
Q1	2014/15	6.29																			
Q2	2014/15	~5.8																			
Q3	2014/15	~5.5																			
Q4	2014/15	~5.2																			

## Revenue programme monitoring

	Q1 Position - excl recharges			Total Costs				Explanation
	Budget YTD £'000	Actual YTD £'000	Variation £'000	Budget £'000	Projected Outturn £'000	Total Variation £'000	Variation %	
Corporate Governance and Operations	854	820	-34	1,401	1,417	16	1.14	Increase in Member Support Scheme funded by New Homes Bonus (see below); and electoral registration costs funded by grant (see below)
Communities	246	-56	-302	2,572	2,330	-242	-9.41	Additional Planning Income
Neighbourhoods	172	13	-159	4,266	4,139	-127	-2.98	Additional Green waste, home alarms and depot income
Finance and Commercial	5662	5793	131	3,736	3,646	-90	-2.41	Assumes no call on contingency
Transformation	240	198	-42	3	3	0	0	
<b>Sub-total</b>	<b>7,174</b>	<b>6,768</b>	<b>-406</b>	<b>11,978</b>	<b>11,535</b>	<b>-443</b>	<b>-3.7</b>	
Capital Accounting Adjustments	-1,514	-1,514	0	-1,514	-1,514	0	0	
Grant Income (including NHB)	-1,981	-1,981	0	-1,981	-2,143	-162	-8.18	£100k Small Business Rates Relief, £48k elections, £14k welfare reform
Transfer to/from (-) reserves	1,279	1,254	-25	1,254	1,254	0	0	Reduction £25k to fund member support scheme
Revenue contribution to capital	277	277	0	277	277	0	0	
<b>Total</b>	<b>5,235</b>	<b>4,804</b>	<b>-431</b>	<b>10,014</b>	<b>9,409</b>	<b>-605</b>	<b>-6</b>	

## Capital programme monitoring

<b>CAPITAL PROGRAMME MONITORING - JUNE 2014</b>			
<b>EXPENDITURE SUMMARY</b>	<b>Current Budget</b>	<b>Projected Actual</b>	<b>Projected Variance</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>
Transformation	1,840	1,973	133
Neighbourhoods	1,668	1,326	(342)
Communities	724	678	(46)
Corporate Governance	339	339	0
Finance & Commercial	4,420	3,061	(1,359)
Contingency	244	0	(244)
	<b>9,235</b>	<b>7,377</b>	<b>(1,858)</b>
<b>FINANCING ANALYSIS</b>			
Capital Receipts	(5,186)	(3,343)	1,843
Government Grants	(340)	(340)	0
Other Grants/Contributions	(592)	(544)	48
Use of Reserves	(3,117)	(3,150)	(33)
	<b>(9,235)</b>	<b>(7,377)</b>	<b>1,858</b>
<b>NET EXPENDITURE</b>	<b>-</b>	<b>-</b>	<b>-</b>

# Numerical Data - Performance Indicators (Year to date)

## Communities

Numerical data	Reference	Description
No residents survey planned in 2014/15	LICO36	Percentage of residents who believe they can influence decisions that affect their local area
No residents survey planned in 2014/15	LICO40	Percentage of customers satisfied with the Development Control service received
157 out of 173 applications within 8 weeks	LICO41	Percentage of householder planning applications processed within target times
Reported data not due	LICO61	Proportion of adults achieving at least 150 minutes of physical activity per week
No residents survey planned in 2014/15	LICO62	Percentage of young people satisfied with the Borough as a place to live
No residents survey planned in 2014/15	LICO63	Percentage of young people actively participating in sports or organised social activities outside of school

## Corporate Governance

Numerical data	Reference	Description
No residents survey planned in 2014/15	LICG16	Percentage of residents satisfied with the way Rushcliffe Borough Council runs things
9 received	LICG17	Number of complaints received by the Council at the initial stage
680 days sickness out of 19,555 working days	LICG28	Corporate Sickness

## Finance & Commercial

Numerical data	Reference	Description
309 ratings have been made	LIFC01	Percentage of users satisfied with sports and leisure centres
1830 out of 1841 paid in terms	LIFC08	Percentage of invoices for commercial goods and services which were paid by the authority within payment terms
Data due in Quarter 4	LIFC09	Value of savings achieved through the Four Year Plan
£19,807,000 collected	LIFC18	Percentage of Council Tax collected in the year
£8,768,000 collected	LIFC19	Percentage of Non-Domestic Rates Collected in the year
473 new claims 4,086 change events	LIFC20	Average time taken to process Housing Benefit/Council Tax Reduction new claims and change events
Data due in Quarter 4	LIFC21	Percentage of Council Tax Support customers satisfied with the service received

## Neighbourhoods

Numerical data	Reference	Description
29 crimes reported	LINS37	Domestic burglaries per 1,000 households
16 crimes reported	LINS38	Robberies per 1,000 population
66 crimes reported	LINS39	Vehicle crimes per 1,000 population
33 fails from 880 inspections	LINS01	Percentage of streets passing clean streets inspections
No residents survey planned in 2014/15	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough
No residents survey planned in 2014/15	LINS17	Percentage of residents satisfied with the refuse and recycling service



Numerical data	Reference	Description
Recyclables = 2,293 tonnes Composting = 4,333 tonnes Household = 5,222 tonnes	LINS18	Percentage of household waste sent for reuse, recycling and composting
0 completions	LINS24	Number of affordable homes delivered (gross)
213 rehoused in 26 weeks; 312 applicants rehoused within past 12 months (as at end of June)	LINS31	Percentage of residents rehoused by Choice Based Lettings within 26 weeks

Numerical data	Reference	Description
502 out of 503 responders were satisfied	LITR01	Percentage of users satisfied with the service received from the Rushcliffe Community Contact Centre
17,920 calls answered in 30 secs out of 27,823 calls	LITR02	Percentage of calls answered in 30 seconds at the Rushcliffe Community Contact Centre
140,179 self-serve 69,548 non self-serve	LITR03	Percentage of transactions done through self-service
No residents survey planned in 2014/15	LITR04	Percentage of residents satisfied with the variety of ways they can contact the Council
65 out of 68 units let	LITR12	Percentage of Rushcliffe Borough Council owned industrial units occupied
£203k received	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council
559 out of 600 occupied	LITR15	Percentage of privately owned industrial units occupied
Data due in Quarter 4	LITR16	Increase in rateable value
Data due in Quarter 4	LITR17	Percentage of households with access to at least 2mbps broadband in the home

**Report of the Executive Manager - Operations and Corporate Governance**

**1. Summary**

1.1. The work programme is a standing item for discussion at each meeting of the Performance Management Board. This report presents the draft programme for 2014/15.

**2. Recommendation**

2.1. It is RECOMMENDED that the Performance Management Board agrees the proposed rolling work programme for 2014/15.

**3. Reasons for Recommendation**

<b>Date of Meeting</b>	<b>Item</b>
16 September 2014	<ul style="list-style-type: none"> <li>• Review of Complaints and Ombudsman Letter 2013/14</li> <li>• Performance Monitoring – Quarter 1 2014/15</li> <li>• Work Programme</li> </ul>
25 November 2014	<ul style="list-style-type: none"> <li>• Annual Report – Parkwood</li> <li>• Diversity Annual Report 2013/14</li> <li>• Performance Monitoring – Quarter 2 2014/15</li> <li>• Work Programme</li> </ul>
3 February 2015	<ul style="list-style-type: none"> <li>• Annual Report – Glendale Golf</li> <li>• Work Programme</li> </ul>
24 March 2015	<ul style="list-style-type: none"> <li>• Annual Report – Carillon Leisure</li> <li>• Performance Monitoring – Quarter 3 2014/15</li> <li>• Work Programme</li> </ul>
June 2015	<ul style="list-style-type: none"> <li>• Civil Parking Enforcement Contract Update</li> <li>• Annual Report 2013/14</li> <li>• Performance Monitoring – Quarter 4 2013/14</li> <li>• Work Programme</li> </ul>

#### **4. Implications**

##### **4.1. Finance**

No direct financial implications arise from the proposed work programme.

##### **4.2. Legal**

There are no direct legal implication arising from the proposed work programme.

##### **4.3. Corporate Priorities**

Items included in the work programme assist the Council to meet its Corporate Priorities.

##### **4.4. Other Implications**

There are no other implications.

<b>For more information contact:</b>	Name: Member Services 0115 914 8481 email <a href="mailto:memberservices@rushcliffe.gov.uk">memberservices@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	None
<b>List of appendices (if any):</b>	None