

Report to: Overview and Scrutiny Committee

Subject: Council Plan 2016/19: Overview of Quarter 1

Date: 19 September 2016

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1. PURPOSE OF THE REPORT

To inform the Overview and Scrutiny Committee of the position against Improvement Actions and Performance indicators in the 2016/2017 Gedling Plan.

2. BACKGROUND

- 2.1. As usual, comprehensive details about current performance against the Gedling Plan can be accessed through the following link on the Council's website:-

<http://www.gedling.gov.uk/aboutus/howwework/prioritiesplansperformance/howisgedlingdoing/>

Members are recommended to view this document which reviews actions, indicators and outcomes for Quarter 1.

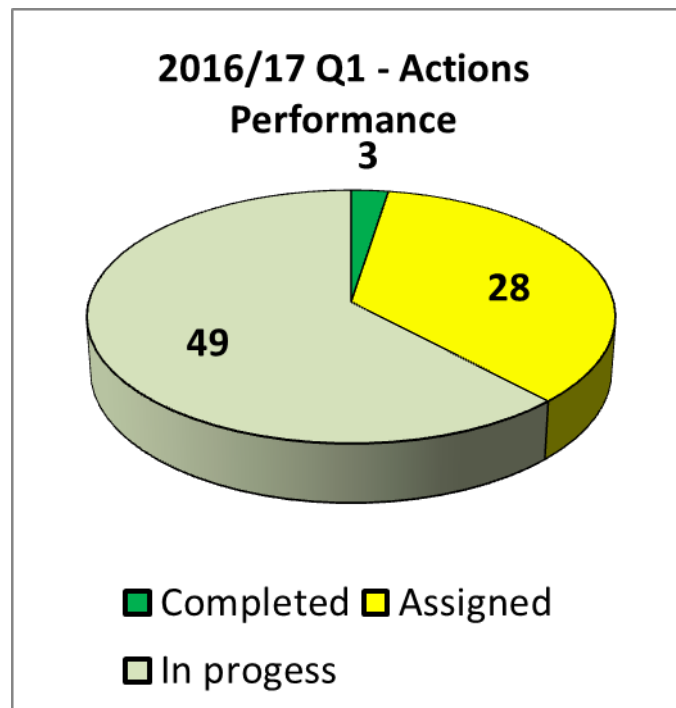
- 2.2. A full set of papers that appear on the website have been printed and these reports are available in the Members' Room. They contain explanations of variances from expected performance together with trend arrows for all the performance indicators within the Gedling Plan (note that an upward arrow indicates improved performance, irrespective of whether improvement is represented by a higher or lower value) and progress bars for all Gedling Plan actions showing progress made against project milestones.

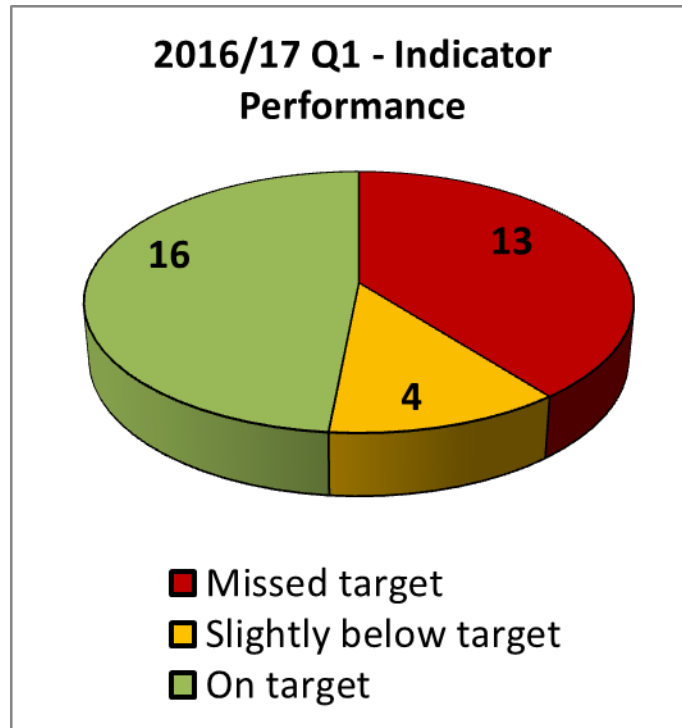
- 2.3. The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the “completed” or “in progress” milestones determined within Covalent.

3. PERFORMANCE INFORMATION

Current Performance

- 3.1 Overall performance at quarter 1 against the 2016/2019 Gedling Plan actions and indicators shows the following:





Actions

- 3.2 Three of the 80 Gedling Plan actions are completed, with the remaining either in progress or assigned to an Officer. It must be noted that the data in this report refers to the first quarter of the financial year only and it is expected that actions identified for the year will be met.

Indicators

- 3.3 Overall indicator performance at the end of quarter 1 shows that out of a total of 33 indicators, 16 were on or above target, 4 were slightly below target and 13 indicators missed their target.

Examples of particularly positive performance during quarter 1 include:

- 134 theatre events/shows taking place at the Bonington Theatre against a target of 97.
- 54 cinema shows taking place at the Bonington Theatre against a target of 24.
- 92% of One Stop shop customers seen within 15 minutes against a target of 83%.
- 100% of Major planning applications processed within 13 weeks against a target of 90%.

- 3.4 The following performance indicators which missed their target are worthy of

note at this stage:

Homelessness

a) Average time to process homeless applications (number of working days)

This is due to the increased complexity of the cases and the significant impact associated with a key member of staff being absent with ill health. A new Housing Needs Officer joined the team at the end of July which has increased the team's capacity. In addition a review of the service has been carried out and new homeless procedures are being implemented with additional training to improve the quality and efficiency of the service.

b) Average length of time spent in temporary accommodation (in weeks)

Performance has dropped during quarter 1, predominantly due to two longstanding and challenging cases which necessitated court action to gain possession of the property. It is expected that the average stay will reduce in future quarters; however this needs to be monitored as the team continues to find it difficult to source permanent affordable housing.

c) Preventing Homelessness – number of households who considered themselves as homeless, who approached the Council, and for whom housing advice resolved their situation

The underperformance in terms of the number of homeless presentations relates mainly to the changes in the housing market i.e. lack of affordable properties and increases in both the need levels and complexity of cases. The team is now fully staffed and with the focus returning onto prevention. In addition the social rent properties at both The Grove and on Dunstan Street will be available in quarter 2, which is a further resource to prevent homelessness.

Housing

d) Net additional homes provided

In keeping with the national picture, house building continues to be slow in Gedling. A review is currently taking place of all schemes that have received planning permission to identify if there is any way to encourage starts on site.

e) Number of affordable homes delivered (gross)

In addition to the 6 properties which became ready to let during quarter 1, a further 18 will become available at The Grove in quarter 2 significantly improving performance.

Fly tipping

f) Number of fly tipping incidents reported to Gedling Borough Council

Whilst the indicator is behind target in quarter 1, there is an improvement on quarter 4. The Council continues to remove a higher than usual number of fly-tips, so officers are focusing on how best to prevent them happening in the first place. While there are some patterns, for example certain 'hot-spot' locations, the often random nature of fly-tipping makes it extremely difficult to prevent. There have been two successful high profile GBC prosecutions and it is hoped that this will send a strong message out that this type of criminal behaviour is not and will not be tolerated.

Nottinghamshire County Council continues to run its initiative to make sure only those allowed to use their recycling centres do so, which means that residents must register their vehicles first before they arrive at recycling centres otherwise they will be turned away. This initiative may lead to a further increase in fly-tipping. The situation is being monitored to ascertain whether it has an impact on the number of fly tipping incidents.

Planning

g) Percentage of Minor planning applications processed within 8 weeks

h) Percentage of Other planning applications processed within 8 weeks

Whilst still below target, good progress is being made against both indicators, with a 9% improvement in performance at the same time as an increase in caseloads. As changes in working practices become embedded and new management and other staff make an impact, it is fully expected that this year's targets will be met.

Achievements

- 3.5 A separate report is produced highlighting key achievements delivered during quarter 1, focusing on areas where the Council has made a real difference to people's lives. This is attached as **Appendix 1** and is available on the Council's website and in hard copy in the Members' Room.

4. RECOMMENDATIONS

The Overview and Scrutiny Committee is recommended to:

- Consider, ask questions and identify any actions or indicators that require additional information; and
- Note the progress against Actions and Performance Indicators in the 2016/2019 Gedling Plan.

APPENDICIES

Appendix 1: Examples of outcomes achieved during Quarter 1