

CHILTERN DISTRICT COUNCIL

King George V House, King George V Road, Amersham,
Buckinghamshire, HP6 5AW

Telephone: 01494 729000 **DX:** 50711

Fax: 01494 586506

Website: www.chiltern.gov.uk

Email: info@chiltern.gov.uk



Services Overview Committee

Tuesday, 10th March, 2015 at 6.30 pm

**Large & Small Committee Room, King George V House, King George V Road,
Amersham**

A G E N D A

- 1 Evacuation Procedures
- 2 Minutes (*Pages 5 - 10*)
To sign the Minutes of the meeting held on 3 February 2015.
- 3 Apologies for Absence
- 4 Declarations of Interest
- 5 Forward Plan (*Pages 11 - 12*)
Appendix 1 (Pages 13 - 16)
Appendix 2 (Pages 17 - 20)
Appendix 3 (Pages 21 - 24)
- 6 Citizens Advice Bureau Presentation (*Verbal Report*)
Members will receive a presentation from the District Manager of the CAB.
- 7 Chiltern Leisure Advisory Report - Leisure Contract Performance 2014
(*Pages 25 - 36*)
Members will receive a presentation from John Amatt and Luke Askew (GLL) on leisure performance.

- 8 Quarterly Performance Indicator Report (Q3 2014-2015) *(Pages 37 - 40)*
Members are asked to note and comment on the attached draft Cabinet report.

Appendix A (Pages 41 - 44)

Appendix B (Pages 45 - 58)

- 9 Exclusion of the Public

To resolve that under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following item(s) of business on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Act.

- 10 Serco Proposed Organisational Change *(Pages 59 - 68)*

Members are invited to note and comment on the attached draft Cabinet report.

Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)

Paragraph 5 – Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings

Note: All Reports will be updated orally at the meeting if appropriate and may be supplemented by additional reports at the Chairman's discretion.

Membership: Services Overview Committee

Councillors: S P Berry
R Burns-Green
Mrs J A Burton
A S Hardie
P M Jones
D J Lacey
S A Patel
D W Phillips
Mrs A Pirouet
M Prince
N M Rose
J J Rush
P N Shepherd
Mrs L M Smith
C J Wertheim

Date of next meeting – Tuesday, 16 June 2015

If you would like this document in large print or an alternative format please contact 01494 732145; email chiefexecs@chiltern.gov.uk

CHILTERN DISTRICT COUNCIL

**MINUTES of the Meeting of the
SERVICES OVERVIEW COMMITTEE**
held on **3 FEBRUARY 2015**

PRESENT: Councillor Mrs J A Burton - Chairman
" - Vice Chairman

Councillors: S P Berry
R Burns-Green
P M Jones
S A Patel
D W Phillips
J J Rush
Mrs L M Smith
C J Wertheim

APOLOGIES FOR ABSENCE were received from Councillors A S Hardie, D J Lacey, Mrs A Pirouet, M Prince, N M Rose and P N Shepherd

ALSO IN ATTENDANCE: Councillors Mrs I A Darby

1 ELECTION OF CHAIRMAN

It was moved by Councillor Mrs L Smith, seconded by Councillor C J Wertheim and

RESOLVED -

That Councillor Mrs J Burton be elected Chairman of the Services Overview Committee for the remainder of the Municipal Year.

2 APPOINTMENT OF VICE-CHAIRMAN

It was agreed to continue without a Vice Chairman for the present time.

RESOLVED -

That a Vice Chairman would not be appointed to the Services Overview Committee.

3 TERMS OF REFERENCE

RESOLVED –

That the Terms of Reference for the Services Overview Committee agreed at the meeting of Full Council held on 22 July 2014 be noted.

4 DECLARATIONS OF INTEREST

Councillor S Berry declared a prejudicial interest in item 9, Sustainable Construction & Renewable Energy Supplementary Planning Document. Nature of interest – Councillor Berry worked for a solar power company.

Councillor P Jones declared a prejudicial interest in item 9. Nature of interests – Councillor Jones was a member of the Sustainable Development Policy Advisory Group.

5 FORWARD PLAN

The Committee considered potential topics for review from the 28 Day Notice Forward Plan. It was queried whether an interim report was due on the Local Plan but advised that the next key stage, Issues and Options consultation, would be in October / November 2015. The committee considered that the next meeting on 10 March 2015 might be too soon unless the Amersham Car Parking report would be ready at that time.

RESOLVED –

That the Work Programme be noted and no further topics be added at this time.

6 FUTURE WORK PROGRAMME

There was a request for more reports on infrastructure needs in the district. At present, only Thames Water were on the list to give a presentation. It was advised that infrastructure linked to new development such as education, utilities and health infrastructure provision would be assessed as part of the new local plan process. Members decided that infrastructure should be considered as an item on its own however and requested that it be added to the provisional list.

RESOLVED

That Infrastructure provision be added to the list of potential topics for the future work programme.

7 SUSTAINABLE CONSTRUCTION & RENEWABLE ENERGY SUPPLEMENTARY PLANNING DOCUMENT

Following the consultation in July to September 2014, 24 detailed responses have been received which are summarised in the appendix to the report. It was recommended that the flow chart and supporting text on Pages 40 – 43 of the main document be amended where it refers to “carbon dioxide” to read “energy” instead so as to accord more closely with the wording of Policy CS5 of the Core Strategy. The Committee agreed to support this change.

The policy approach with regard to wind farms was discussed and in particular whether proposals for single standalone wind turbines could be permitted. It was advised that there were a number of factors to consider for applications of this kind, including the AONB and the impact on the landscape. It was also advised that planning applications would be unlikely to be turned down on the basis of the Supplementary Planning Document (SPD), as the SPD provides potential solutions to meet the Core Strategy requirements.

It was noted that there would be more government amendments to policy expected shortly that could have implications for the SPD and also the energy strategy from Bucks County Council was nearing completion. The SPD would therefore need to be updated accordingly or viewed in the context of changing advice/guidance.

The requirement for Zero Carbon Homes in 2016 was discussed, alongside the current popularity of open fires and log burners.

There was a request to see the Waste Local Plan report from Bucks County Council. It was advised that the timing of the consultation had slipped and Chiltern District Council would still be a consultee to the plan.

RESOLVED –

That the recommendations contained in the draft Cabinet report be endorsed by the Services Overview Committee with the change to pages 40-43 set out above and that the comments of the Committee be forwarded to the Cabinet.

8 AFFORDABLE HOUSING DELIVERY UPDATE

The report gave an overview of the provision of affordable housing made during the last five years. Item 4.4 lists the locations allocated in the Core Strategy for new development which will include affordable homes. The financial allocations are listed on page 64 and represent the position at 31/12/14. Some 51 additional affordable units are due to be delivered in 2014/15. The Government changes announced on 28 November 2014 may reduce the potential in the future for receiving financial contributions towards affordable housing.

There were further proposals for allocations to be made (i) to Paradigm to support more property acquisitions as the previous schemes had been successful and (ii) to encourage Registered Providers to bring forward more affordable housing opportunities.

The Committee expressed the view that it was important to commit affordable housing contributions to support new and additional provision and were pleased with the proposed allocations. They noted that it was getting more difficult to find suitable properties because of rising costs and competition. It was asked whether the money was being used to replace housing previously sold by Paradigm under their programme of disposals. It was advised that when properties were sold under these circumstances, the income raised was

always recycled back into purchasing more properties. However, this would not be a replacement on a one to one basis. It allowed a change in the balance of properties and the chance to deliver 3 bedroom houses to replace the 1 or 2 bedroom flats that were sold

It was advised that it was now one year since Bucks Home Choice had been adopted and there would now be a review across the districts to discover what impacts it had had and how to manage those. This would feed into the review of housing and homelessness strategies across Chiltern and South Bucks that will be reported to Members later in the year.

The Committee requested more information on the numbers of properties achieved by the funding and for a list of Registered Provider partners (even though some were small and not currently located in the district).

RESOLVED –

That the recommendations contained in the draft Cabinet report be endorsed by the Services Overview Committee and that the comments of the Committee be forwarded to the Cabinet.

9 SOUTH CENTRAL AMBULANCE SERVICE ANNUAL HEALTH SCRUTINY REPORT

The report showed that whilst the ambulance service was meeting its targets in the Thames Valley area as a whole, the performance times were not being met in the Chiltern District. The Committee discussed whether it may be due to the roads in the area or the more elderly population. It was decided that it would be helpful to invite the Ambulance Service to give a presentation to a future meeting to explain what the problems were.

RESOLVED

That the report be noted and the SCAS (South Central Ambulance Service) be invited to present to a future meeting.

Note: Councillor P Jones left the meeting at 7.40 pm.

10 QUARTERLY PERFORMANCE REPORT

The quarterly performance report for community, health and housing was considered but it was noted that in future there would be performance indicators for the other areas within Services as well.

The Green Deal national initiative was discussed and it was noted that it was difficult to get feedback for the Chiltern District alone. As this programme had been largely unsuccessful, it was discussed how other ways could be found to

support properties in the district, particularly in rural areas off the gas grid, or with improvements to homes.

RESOLVED

That the report be noted.

Note: Councillor Mrs L Smith left the meeting at 7.46 pm

11 FOOD AND HEALTH AND SAFETY BUSINESS PLANS

This report had been previously considered by Cabinet on 21 October 2014. There had been an increase in the percentage of higher rated food premises from 71.6% to 75.4%. There was still some reluctance observed for food premises to advertise their high scores. It was suggested that a press release be prepared annually for the local press and perhaps use Twitter and other media to encourage premises to improve their scores. It was advised that approximately 300 inspections had been made in the Chiltern District in the past year.

Regarding Health and Safety at work enforcement it was noted that the government wanted to reduce the inspection burden on businesses and so the emphasis was now on targeted campaigns.

RESOLVED

That the report be noted.

12 THE CONSULTATION RESPONSE TO THE DRAFT PREVENT (PREVENTION OF VIOLENT EXTREMISM) GUIDANCE

Guidance had been given to local authorities previously under the previous Government strategy for Prevent. The new Home Office guidance will apply to District and County Councils but also to schools, the NHS, police, prisons and other public services. Chiltern and South Bucks were currently rated low for the risk of radicalisation.

The Community Team had forged good links with different community groups across the District. A local action plan was being developed which would then be used to provide training to staff and possibly to Members.

A consultation period was due to end on 30 January 2015 and the joint response from the Chiltern and South Bucks District Councils which mirrored the response from Buckinghamshire County Council was attached to the report.

RESOLVED –

That the report be noted.

13 BCSB IMPROVEMENT PLAN

The report on Buckinghamshire Children's Services was attached with the Ofsted Recommendations for improvement in appendix C. It was noted that the new Chair of the Children's safeguarding Board would be Frances Gosling-Thomas. It was hoped that there would be more focus on Children's Services in the light of Ofsted's findings. The change to give more help to under 18 homeless young people was also welcomed.

RESOLVED

That the report be noted.

The meeting ended at 8.16 pm

**CHILTERN DISTRICT COUNCIL
SERVICES OVERVIEW COMMITTEE – 10 MARCH 2015**

28 DAY NOTICE FORWARD PLAN

Contact Officer: Mathew Bloxham (01494 732143)

Matter for Consideration

RECOMMENDATION

To review the Work Programme and to identify potential topics for review from the 28 Day Notice Forward Plan.

28 Day Notice Forward Plan

- 1 Members are requested to look at the 28 Day Notice Forward Plans to identify potential topics for review:

CDC & WDC Joint Waste Collection Committee: 20 March (**Appendix 1**)

Cabinet: 23 June (**Appendix 2**)

Joint Committee: 25 March (**Appendix 3**)

Joint Waste Committee for Bucks: 30 June 2015 (Agenda to be confirmed)

Background Papers: None

28-DAY NOTICE – FORWARD PLAN

**Local Authorities (Executive Arrangements) (Meetings and Access to Information)
(England) Regulations 2012**

This is a Notice of an intention to make a Key Decision on behalf of the Local authority (Regulation 9) and an intention to meet in private to consider those items marked as 'Private Reports' (Regulation 5).

A further Notice (the 'Agenda') will be published no less than 5 working-days before the date of the Cabinet meeting and will be available at [Chiltern District Council](#) & [Wycombe District Council](#)

**CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE
(JWCC)**

Meeting: Friday 20 March 2015 (Chiltern District Council)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Consultation ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Contact Officer and Telephone Number (01494)
No	Programme Report & Risk Register: To receive an update on the Programme to date.		JWCC 20 March 2015	No	Kitran Eastman 732149
Yes	Annual Service Plan / Budget Planning: To review the annual service plan and budget		JWCC 20 March 2015	No	Kitran Eastman 732149
No	Serco Corporate Restructure: Update report on Serco's proposed restructure		JWCC 20 March 2015	Yes (Paragraph 3)	Kitran Eastman 732149

- 1 The Chiltern & Wycombe Joint Waste Collection Committee comprises of one Executive Member and one Non-Executive Member from each of the following constituent authorities:

Chiltern District Council: P E C Martin (Cabinet Member); M Smith
Wycombe District Council: Mrs J Teesdale (Cabinet Member); C Harriss

A Key Decision is defined as:

- Decisions likely to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the Decision relates; or
- To be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the Council

Each of the constituent local authorities provides the following definition of a Key Decision, as detailed in the Constitution.

Chiltern District Council

A 'Key' Decision is any decision taken in relation to a function that is the responsibility of the Cabinet and which is likely to:

- result in expenditure (or the making of savings) over £30,000 and / or
 - have a significant impact on the community in two (or more) district wards.
- and
- relates to the development and approval of the Budget; or
 - relates to the development, approval and review of the Policy Framework, or
 - is otherwise outside the Budget and Policy Framework.

Wycombe District Council

A Key Decision is defined as:

- (i) The decision is not in accordance with any one or more of the following:
- (a) the overall Strategic Budget
 - (b) the Revenue Budget
 - (c) the Capital Programme
 - (d) the Housing Revenue Account
 - (e) Borrowing Limits set by the Council
- (ii) The decision is in conflict with or a departure from a policy, plan or strategy approved by the Council or any person or body of the Council authorised to set a policy, plan or strategy on the Council's behalf
- (iii) It raises new issues of policy
- (iv) It increases budgetary commitments
- (v) It proposes expenditure or savings in excess of £250,000, save in respect of land acquisitions or disposals (see (vi)(b) below)
- (vi) It requires any of the following:
- (a) Staff for which there is no budgetary provision
 - (b) The acquisition or disposal of land or any interest therein in excess of a value of £1,000,000
 - (c) The entering into of a contract with an estimated value in excess of £100,000
 - (d) Requires a virement in excess of the limit set by the Cabinet
 - (e) The making, approval or publication of any draft or final scheme which requires approval from a Minister of the Crown
 - (f) Initiation of legislation
 - (g) Is of such significance to all or a part of the area, that the person to whom the decision is delegated, considers that it should be treated as a key decision

NB: Excluded from paragraphs (v) and (vi)(c) above are contracts for and expenditure on, repairs, maintenance and improvement works within budget provision and approved policy where the contract or expenditure has either been properly and specifically approved by or on behalf of the Cabinet or by an officer acting under delegated powers, save where Contract Standing Orders require the Cabinet itself to authorise acceptance of a tender and such acceptance has not previously been authorised or delegated by the Cabinet.

- 2 Each item considered will have a report; appendices will be included (as appropriate). Regulation 9(1g) allows that other documents relevant to the item may be submitted to the decision-maker. Subject to

prohibition or restriction on their disclosure, this information will be published on the Council website – [Chiltern District Council](#) & [Wycombe District Council](#) – usually 5 working-days before the date of the meeting. Paper copies may be requested (charges will apply) using the contact details below.

- 3 To support the work of the CDC & WDC Joint Waste Collection Committee and to enhance decision-making, reports may be presented to other Committees for consultation. As such, this Notice will detail this information. Further information on each of the Councils' Committees can be found at: [Chiltern District Council](#) & [Wycombe District Council](#)
- 4 The public can be excluded for an item of business on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act 1972. The relevant paragraph numbers and descriptions are as follows:

Paragraph 1	Information relating to any individual
Paragraph 2	Information which is likely to reveal the identity of an individual
Paragraph 3	Information relating to the financial or business affairs of any particular person (including the authority holding that information)
Paragraph 4	Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority
Paragraph 5	Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings
Paragraph 6	Information which reveals that the authority proposes: (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment
Paragraph 7	Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime

Part II of Schedule 12A of the Local Government Act 1972 requires that information falling into paragraphs 1-7 above is exempt information if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Nothing in the Regulations authorises or requires a local authority to disclose to the public or make available for public inspection any document or part of a document if, in the opinion of the proper officer, that document or part of a document contains or may contain confidential information.

Should you wish to make any representations in relation to any of the items being considered in private, you can do so – in writing – using the contact details below. Any representations received, together with any response from the Council, will be published on the Notice (the 'Agenda') issued no less than 5 working-days before the meeting. This will be available on the Council website – [Chiltern District Council](#) & [Wycombe District Council](#)

Contact: Democratic Services, Chiltern District Council, King George V House, King George V Road, Amersham, HP6 5AW; email: chiefexecs@chiltern.gov.uk; tel: 01494 732143

Committee Services, Wycombe District Council, Queen Victoria Road, High Wycombe, HP11 1BB; email: committeeservices@wycombe.gov.uk; tel: 01494 421214

28-DAY NOTICE – FORWARD PLAN

Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

This is a Notice of an intention to make a Key Decision on behalf of the Local authority (Regulation 9) and an intention to meet in private to consider those items marked as 'Private Reports' (Regulation 5).

A further Notice (the 'Agenda') will be published no less than 5 working-days before the date of the Cabinet meeting and will be available at www.chiltern.gov.uk/democracy

Leader (Councillor Mrs I A Darby)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Date to Overview ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Director
No	Performance Indicator Review 2015-16: This report introduces any changes to the performance indicators for 2015-16	Services 10 Mar 2015 Resources 17 Mar 2015	Cabinet 24 March 2015	No	Chief Executive
No	Quarterly performance indicator report (Q3 2014-2015): This report monitors performance against pre-agreed targets.	Services 10 Mar 2015 Resources 17 Mar 2015	Cabinet 24 March 2015	No	Chief Executive

Support Services - Deputy Leader (Councillor M Stannard)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Date to Overview ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Director
Yes	Repairs & Renewals Programme 2015/16 to 2018/19: To consider and agree the proposed updates to the Repairs & renewals programme	Resources 17 March 15	Cabinet 24 March 15	No	Director of Resources
No	Sundry Debt Write Off: To authorise write off of sundry debt		Cabinet 23 June 2015	Yes (Paragraph 1)	Director of Resources

Sustainable Development (Councillor G Harris)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Date to Overview ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Director
Yes	Duty to Co-operate with Aylesbury Vale District Council: The Council has been requested by Aylesbury Vale District Council to notify them by February 2015 as to the level of unmet development the Council will be seeking the emerging Vale of Aylesbury Local Plan to meet in the Vale under the Duty to Co-operate. The report will set out the outcome of member and officer discussions, an anticipated Memorandum of		Cabinet 24 March 15	No	Director of Services

	Understanding and assessment to meet Aylesbury Vale District Councils request.				
--	--	--	--	--	--

Environment (Councillor P E C Martin)

Key Decision (Y/N) ¹	Report Title & Summary ²	Date to Overview ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Director
No	Aylesbury Crematorium Update: to receive an update report		Cabinet 24 March 2015	Yes (Paragraph 3)	Director of Services
Yes	Serco Proposed Organisational Change: to consider a report on Serco's organisational change proposal	JWCC 20 March 15 Services 10 March 15	Cabinet 24 March 2015	Yes (Paragraph 3)	Director of Services
Yes	Plant Maintenance Contract Tender: To provide an update on the plant maintenance contract tender and to ask the Cabinet to delegate the choice of supplier to the Director of Services in consultation with the Portfolio Holder Environment.		Cabinet 24 March 2015	No	Director of Services
Yes	Amersham Additional Parking Capacity possibly at Sycamore Road and AMSCP: Potential to invest Capital into creation of additional spaces - extension of land owned by CDC at Sycamore Road and or further levels adjoining structure	Services 16 June 2015	Cabinet 23 June 2015	No	Director of Services

Community, Health & Housing (Councillor P J Hudson)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Date to Overview ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Director
Yes	Home Energy Conservation Act Progress Report: Report seeking approval of the Progress Report under the Home Energy Conservation Act which is due to be published on 31 March 2015, setting out progress made since the last report in March 2013 and the actions to be taken over the next two years		Cabinet 24 March 2015	No	Director of Services
Yes	Prestwood Sports and Leisure: Tender Acceptance Prestwood Sports and Leisure Car Park repairs		Cabinet 24 March 2015	Yes (Paragraph 3)	Director of Services
No	Chiltern District Council Strategic Housing Framework 2014-15: To receive an update on affordable housing delivery and to consider the Council's draft Strategic Housing Framework 2014-15		Cabinet 23 June 2015	No	Director of Services
Yes	Proposed Investments/improvements GLL: To receive a report on improvements proposed by GLL		Cabinet 23 June 2015	Yes (Paragraph 3)	Director of Services

Customer Services (Councillor F Wilson)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Date to Overview ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Director

**Local Authorities (Executive Arrangements) (Meetings and Access to Information)
(England) Regulations 2012**

This is a Notice of an intention to make a Key Decision on behalf of the Local authority (Regulation 9) and an intention to meet in private to consider those items marked as 'Private Reports' (Regulation 5).

A further Notice (the 'Agenda') will be published no less than 5 working-days before the date of the Cabinet meeting and will be available at: [Chiltern District Council](#) & [South Bucks District Council](#)

CHILTERN & SOUTH BUCKS JOINT COMMITTEE (JC)

Meeting: 25 March 2015 (SBDC)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Consultation How/When ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Contact Officer and Telephone Number
Yes	Environmental Health Services Joint Business Case: The report will include a recommended option for a proposed shared service including costs, benefits and high level implementation plan.		JC 25 Mar 15	Yes (paragraphs 1, 3 and 4)	Martin Holt CDC: 01494 732055 SBDC: 01895 837354
Yes	Shared ICT Strategy: The shared ICT strategy sets out a roadmap on how ICT delivery will be restructured and aligned to continue to support the aims and objectives of both Councils. It covers the period from 2015 to 2020		JC 25 Mar 15	Yes (paragraph 3)	Sim Dixon CDC: 01494 732055 SBDC: 01895 837366
Yes	Business Support Shared Service Review Business Case: Business case for shared service following shared service review		JC 25 Mar 15	Yes (paragraphs 1, 3 and 4)	Sim Dixon CDC: 01494 732055 SBDC: 01895 837366
Yes	Customer Services Shared Service Review Business Case: Business case for shared service following shared service review		JC 25 Mar 15	Yes (paragraphs 1, 3 and 4)	Nicola Ellis CDC: 01494 732231 SBDC: 01895 837508
Yes	Review of Planning Enforcement: Scoping report for undertaking a joint review of Planning Enforcement services across the two Councils		JC 25 Mar 15	No	Peter Beckford CDC: 01494 732036 SBDC: 01895 837208
Yes	Joint Health and Safety Committee: To consider a report on the proposed Joint Health & Safety Committee		JC 25 Mar 15	No	Joanna Swift CDC: 01494 732761 SBDC: 01895 837229
No	Joint Committee Terms of Reference: To consider the size of the Joint Committee in view of proposed changes to political management arrangements at SBDC following the May elections		JC 25 Mar 15	No	Joanna Swift CDC: 01494 732761 SBDC: 01895 837229

No	Joint Services Improvement Programme: The approach to managing the programme of joint improvement projects.		JC 25 Mar 15	No	Appendix 3 Jim Burness CDC: 01494 732905 SBDC: 01895 837217
No	Shared IT Highlight Report: Update on the shared IT programme activities, risks and finances.		JC 25 Mar 15	No	Jim Burness CDC: 01494 732905 SBDC: 01895 837217
No	Programme Report: Update on the programme activities, risks and finances.		JC 25 Mar 15	No	Jim Burness CDC: 01494 732905 SBDC: 01895 837217

- 1 The Chiltern & South Bucks Joint Committee membership comprises of the following six Cabinet Members from each authority:

Chiltern District Council: Mrs I Darby; M Stannard; P Hudson; G Harris; P E C Martin; F Wilson

South Bucks District Council: Mrs J Woolveridge; D Smith; Mrs A Cranmer; A Busby; R Reed; N Naylor

A Key Decision is defined as:

- Decisions likely to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the Decision relates; or
- To be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the Council

Each of the constituent local authorities provides the following definition of a Key Decision, as detailed in the Constitution.

Chiltern District Council

A 'Key' Decision is any decision taken in relation to a function that is the responsibility of the Cabinet and which is likely to:

- result in expenditure (or the making of savings) over £30,000 and / or
 - have a significant impact on the community in two (or more) district wards.
- and
- relates to the development and approval of the Budget; or
 - relates to the development, approval and review of the Policy Framework, or
 - is otherwise outside the Budget and Policy Framework.

South Bucks District Council

A Key Decision being defined as a decision which has income or expenditure effect of £5,000 or more where the sum has not already been budgeted.

- 2 Each item considered will have a report; appendices will be included (as appropriate). Regulation 9(1g) allows that other documents relevant to the item may be submitted to the decision-maker. Subject to prohibition or restriction on their disclosure, this information will be published on the Council website – [Chiltern District Council & South Bucks District Council](#) – usually 5 working-days before the date of the meeting. Paper copies may be requested (charges will apply) using the contact details below.
- 3 This column shows the process of consultation, which takes place prior to Joint Committee. Further information on each of the Councils' Committees can be found at: [Chiltern District Council](#) & [South Bucks District Council](#)
- 4 The public can be excluded for an item of business on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act 1972. The relevant paragraph numbers and descriptions are as follows:

Appendix 3

Paragraph 1	Information relating to any individual
Paragraph 2	Information which is likely to reveal the identity of an individual
Paragraph 3	Information relating to the financial or business affairs of any particular person (including the authority holding that information)
Paragraph 4	Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority
Paragraph 5	Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings
Paragraph 6	Information which reveals that the authority proposes: (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment
Paragraph 7	Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime

Part II of Schedule 12A of the Local Government Act 1972 requires that information falling into paragraphs 1-7 above is exempt information if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Nothing in the Regulations authorises or requires a local authority to disclose to the public or make available for public inspection any document or part of a document if, in the opinion of the proper officer, that document or part of a document contains or may contain confidential information.

Should you wish to make any representations in relation to any of the items being considered in private, you can do so – in writing – using the contact details below. Any representations received, together with any response from the Council, will be published on the Notice (the 'Agenda') issued no less than 5 working-days before the meeting. This will be available on the Council website – [Chiltern District Council](#) & [South Bucks District Council](#)

Contact:

Democratic Services, Chiltern District Council, King George V House, King George V Road, Amersham, HP6 5AW; email: chiefexecs@chiltern.gov.uk; tel: 01494 732143

Democratic Services, South Bucks District Council, Capswood, Oxford Road, Denham, UB9 4LH; email: democratic.services@chiltern.gov.uk; tel: 01895 837200

SUBJECT:	<i>Chiltern Leisure Advisory Report – Leisure Contract Performance 2014</i>
REPORT OF:	<i>Councillor Peter Hudson – Cabinet Member for Community, Health & Housing</i>
RESPONSIBLE OFFICER	<i>Martin Holt</i>
REPORT AUTHOR	<i>Paul Nanji (01494) 732110 pnanji@chiltern.gov.uk</i>
WARD/S AFFECTED	<i>All</i>

1. Purpose of Report

RECOMMENDATION

That Services Overview Committee feedback to Chiltern’s Leisure Advisory Board regarding the 2014 leisure contract’s performance, highlighting any results that have exceeded expectations along with any issues of concern.

2. Reasons for Recommendations

Given the importance of the leisure contract both financially and in terms of the high numbers of residents who use the facilities it is imperative that the Council closely scrutinise and monitor Greenwich Leisure Limited - BETTER service operation at the Council’s three leisure centres. (Chalfont, Chesham and Chiltern Pools) Collectively the leisure centres attract over 927,000 visits annually and generate an annual turnover of in excess of £4,000,000. They are a major local employer (particularly of young people) and provide key services to local residents that directly support several of the Council’s key corporate objectives in relation to improving health and well-being. As detailed in the report the contract has evolved over recent years and now includes targeted outreach work that helps reduce health inequalities in targeted communities at no additional cost to the Council.

3. Content of Report

Chiltern Leisure Advisory Board (CLAB) considers the strategic overview of leisure in the district reporting to the Services Overview Committee. This report outlines the overall performance of the Chiltern’s Leisure Contract with GLL - BETTER from January 1st to 31st December 2014. The key themes covered, include visitor numbers, financial performance, investment in facilities, energy usage and outreach community development work.

GLL – BETTER’s out-turn report and annual accounts are attached as Appendices 1 and 2. Both papers provide more detailed information on Chiltern’s leisure contract. In 2014 the key outcomes are listed below.

- The contract achieved a total surplus of £320,348
- GLL-Better invested £369,349 in its 'Repairs and Renewal' programme which included various building and air handling unit repairs, new pool filtration and disinfection systems
- GLL-Better invested £140,101 in its 'Planned Preventative' programme including improved lighting and shower systems
- Since 2005 the contract has invested £1,246,105 from its surplus share improving a range of facilities across all three leisure centres sites including changing rooms, fitness studios and poolside areas.
- There is still £154,888 underspend still available from the surplus share to further develop and improve facilities
- The centres attracted 927,317 customer visits, up year on year, and a record number since the contract commenced in 2005
- Both internal and external inspections revealed a good quality of service, however there is plenty of scope for improvement
- Overall there were less reported health and safety issues. However there was one serious incident when school children experienced breathing difficulties when the pool circulation was turned on whilst the children were on pool side. All the necessary procedural changes have been made to avoid a similar incident occurring.
- Outreach community development work including diversionary projects, disability climbing programme and activities for elderly residents. (Tai Chi, Nordic walking)

4. Consultation

The report was developed in close partnership with senior managers from GLL through Chiltern's Leisure Advisory Board. (CLAB)

5. Corporate Implications

5.1. Financial

The Chiltern Leisure Contract delivered a surplus of £320,348. GLL-Better has continued to invest in facilities with;

- £140,101 being spent on centre improvement and refurbishment works, including the installation of a new lighting system at Chalfont Leisure Centre.
- £369,439 invested in Repairs and Renewal.

Based on existing surplus levels GLL-Better has forecast that it will be investing a further £750,000 between 2015 up until 2020.

5.2 Environmental

Collectively the leisure centres account for over 75% of the Council's energy usage and on-going investment to improve energy efficiency and reduce energy usage is a key performance target as detailed in Appendix 1.

5.3 Equalities

GLL-Better delivers a range of activities in support of the Council's equality standards. This includes the delivery of ladies only swimming, reduced charges for older and younger people, targeted activities to maximise uptake by members of all communities, a range of diversionary activities to reduce anti-social behaviour and the fear of crime, and the delivery of the exercise rehabilitation schemes for those suffering long term medical conditions. The centres have also improved building access, extended the range of activities for disabled users including adapted fitness studio equipment, climbing wall equipment and sensory play area.

6. Links to Council Objectives

Work towards safer and healthier local communities

Promote healthier communities

- Plan our leisure provision for the future

Strive to conserve the environment and promote sustainability

- Promote energy efficiency and encourage the reduction of carbon emissions

7. Next Step

Feedback and comments from the Services Overview committee will be presented to the next Chiltern Leisure Advisory Board meeting on the 28th April 2015.



APPENDIX 1

GLL-BETTER – CHILTERN PERFORMANCE REPORT 2015

Report

- 1 This report captures the key financial and operational performance of the Chiltern leisure contract against its financial year, 1 January 2014 – 31 December 2014. More detailed information regarding the contract's financial performance is detailed in **Appendix. 2.**

Finance – Revenue

2. Overall the contract has performed well with the total surplus of £320,348. This was achieved despite the challenging financial climate which for the reasons detailed below impacted negatively on overall income.
 - 16% fall in the average spend per customer when compared to the previous year.
 - Customers reducing casual use of the centres and using pre-paid membership schemes to attend more frequently at no additional cost.
 - An increase in the number of customers paying via direct debit and a corresponding decrease in the number of customers paying via a one off annual membership fee
3. The summary of the main financial issues arising from each leisure centre is detailed in the table below.

Chiltern Pools	<p>Total income was £95,444 lower than the previous year, whilst expenditure increased by £9,972. Resulting in a drop in Surplus by £105,416.</p> <p>Key reasons for the lower levels of income were due to a decrease in spend per customer. With lower levels of catering/vending purchases, reduced uptake of courses and reduced 'pay as you go' expenditure by customers. However, changes to management and processes for the Gym saw income levels improve in the 2nd half of 2014 showing sign of recovery into 2015.</p> <p>The increased expenditure can be attributed to inflationary increases on utilities and consumables.</p>
-----------------------	---

Chesham Leisure Centre	<p>Total income was £20,017 higher than the previous year, in addition expenditure reduced by £38,531.</p> <p>Overall, the centre surplus increased by £58,548.</p> <p>Key reasons for the higher levels of income were due to increases to prepaid swim school, prepaid gym membership and club bookings across both the pool and sports hall.</p> <p>The changing room refurbishment completed towards the end of 2013 has been deemed to be a supporting factor in the increased revenue during 2014.</p> <p>The £38,531 underspend was due to staffing restructure at the beginning of 2014 to improve the balance of staffing to match the levels of income generated by those departments.</p>
Chalfont Leisure Centre	<p>Total income was £40,363 lower than the previous year, in addition the expenditure increased by £94,130</p> <p>Overall, the centre surplus decreased by £144,492.</p> <p>The reduced income levels were solely as a result of increased swim school competition with two rival swim schools opened in nearby proximity during early 2014. Prepaid membership for Swim school increased towards the end of 2014 showing customers are returning.</p> <p>The significantly higher expenditure was the result of increased staffing levels in comparison to the previous year and was planned for within the budgeted expenditure.</p>
Contract Administration	<p>The annual contract administration fee was £103,960 GLL overheads reduced by £136,193</p>
Summary	<p>Collectively during 2014 the centres recorded a total surplus of £320,348.</p>

Finance – Capital

4. In 2014, GLL-Better invested £369,349 in its Repairs and Renewal Programme replacing and repairing buildings, plant and equipment including pool filtration and disinfection systems, air conditioning and air handling repairs and general building maintenance.
5. Additionally GLL-Better invested £140,101 from the Planned Preventative programme, for 2014. GLL-Better has set aside £143,000 from the Planned Preventative programme for future major works due at the centres, which includes refurbishment of shower areas and building lighting and air conditioning replacement.

**Chiltern District Council
Services Overview Committee**

6. Since the contract was extended in 2010, GLL has spent £600k in advance from the Reinvestment Fund (surplus share) funded against future profits. GLL-Better has now recouped the advanced funding and the cumulative position is £154,888 available to capitalise. The cumulative spend since the contract commenced in 2005 is £1,246,105.

Year	Surplus available	Re-Investment	Areas of Investment
2005/6	81,764	99,588	Amersham and Chalfont gym refurbished and new Gym equipment, Spin Bikes in Chesham, Fencing at Chiltern Pools
2007	185,059	208,981	Chiltern Pools Changing Room refurbished
2008	110,168	214,019	Chesham gym refurbished
2009/2010	201,290	11,895	Chalfont and Chiltern Pools windows
2010	72,997	666,689	Chiltern Pools & Chalfont gyms refurbished, Chiltern Pools dry changing rooms, Disabled change creation, Chiltern Pools hot and cold water system replaced
2011	236,245	44,933	Chalfont Leisure Centre Spinning Studio
2012	202,688	0.00	None during period
2013	157,799	0.00	None during period
2014	152,983	0.00	None during period
Total	1,090,211	1,246,105	£154,888 available to capitalise

7. The Council invests £100,000/annum Capital to address the Council's contract liabilities for the building structure. Works this year have included repairs to the Steel Columns and pool under-croft at Chiltern Pools Full details of all the various capital works during 2012/13 were detailed in a separate presented to Cabinet on 27th August 2013.
8. The Council has just commissioned a specialist company to complete a new structural, mechanical and electrical survey across all the centres and this will be used to inform and prioritise future works up until 2020.

Usage

9. Attendance at the leisure centres increased by 10% resulting in the highest number of annual centre visits of 927,317.
10. Participation from the swimming pools attracted 380,694 users and gym usage attracted 466,784 visits.
11. Swim school participation (visits) increased from 1,909 to 2,015.

Table 2 - Total Usage at the Leisure Centres

**Chiltern District Council
Services Overview Committee**

	2006	2007	2008	2009	2010	2011	2012	2013	2014
Attendance	713,262	733,624	759,423	779,672	810,949	829,954	842,300	841,092	927,317

Service Quality

- 12 A major concern of both the Council and Chiltern Leisure Advisory Board has been ensuring that savings in expenditure do not impact on the quality of service. The Council's priority being that the standard of cleaning continually improves and that monthly monitoring score achieve 75%. To further evaluate and improve service quality an annual customer survey is to be undertaken as part of the new leisure contract monitoring arrangements in April 2015.
- 13 Customer feedback and complaints combined with the data secured from the Council's monthly monitoring system shows an overall improvement in the customer experience. This is demonstrated by the record growth in usage during 2014.
- 14 However, several issues that occurred at Chiltern Pools that adversely affected customer satisfaction levels. Comments from facility users have been focussed as follows;
- Water temperature being too hot or too cold in the leisure at Chiltern Pools
 - Car parking charges at Chiltern Pools
 - Introduction of a new booking system
 - Inconsistent cleaning standards

Monitoring Service Quality

- 15 The contract requires GLL-Better to obtain independent assessments of the service quality at all centres. Following independent inspections by Leisure Client Ltd the results indicate that each centre is providing a high quality service as detailed below.
- 16 The assessment focuses on standards from the customers' perspective and is in the form of an unannounced visit. The auditor produces a report and makes suggestions for improvement – these suggestions are categorised by their degree of urgency and are then completed by the centre as recommended. Initially, the centre is assessed each month for three consecutive months with the benchmark set at 80%. Each centre is re-audited every month until this benchmark is reached.

Current scores at the centres;

- Chiltern Pools – 80% Good centre rating
 - Chesham – 84% Good centre rating
 - Chalfont – 88% Very good centre rating
- 17 Chiltern District Council utilise Quest accreditation to provide an independent assessment of service quality at each centre. Following significant changes to this process the scheme now assesses each centre on a pass or fail basis, evaluating performance in a number of key areas including:

- Business Planning
- Continuous Improvement
- Customer Experience
- Environmental

18 Each centre has successfully achieved the new Quest accreditation charter mark as reported to CLAB earlier this year. Also as part of the Council's monitoring arrangements monthly inspections are undertaken at each leisure centre by the Principal Leisure and Community Officer. The benchmark of 75% was achieved with the average score for the year being 76%. The benchmark has been raised in 2015 to 80% helping to support on-going and continuous improvement.

Cleaning

19 With increasing user numbers, cleaning becomes more important whilst at the same time more challenging. The council's monitoring systems have on several occasions identified when standards have fallen below the required level. Through Chiltern's Leisure Advisory Board and client monitoring arrangements appropriate actions to address cleanliness issues have been addressed. This area of service delivery will continued to be checked through on-going monitoring arrangements to ensure high standards of cleanliness are maintained.

Health & Safety

20 From a contract monitoring perspective, GLL-Better has undertaken some of the major improvements to address matters that could have adversely affected the Health and Safety performance of the company. These include;

- Introduction of a new comprehensive water management system to reduce the risk of legionella and other forms of contamination
- The Floating Floor was brought up to current operating standards with alterations to controls and guarding
- Introduction of a new asbestos management plan
- Installed improved fire and CCTV monitoring systems across all sites

Community Development

21 In addition to the operating the Council's leisure centre facilities, GLL-Better also provide a community development function comprising of three outreach officers. These officers are based with the Council's community team and deliver an extensive range of projects that have benefited local communities. Over the last twelve months these have included:

- Diversionary sports programmes including football, cooking, parkour and cinema club delivered in Chesham helping support a reduction in anti- social behaviour
- Activities for elderly residents including exercise referral, gentle exercise, tai chi and Nordic walking encouraging more older people to participate in regular physical activity

**Chiltern District Council
Services Overview Committee**

- Disability climbing programme developed at Chiltern Pools utilising specialist climbing equipment
- Successfully attracted over £10,000 funding to support community sports projects across Chiltern

Conclusion

- 22 The leisure contract financial performance for the period January 2014 to December 2014 delivered a surplus of £320,348 (subject to final auditing).
- 23 The contract has successfully delivered an extensive range of outreach community activities that support the Councils key corporate aims and objectives.
24. The contract achieved its highest visitor number level of 927,317 and continues its upward trend of year on year increases in leisure centre visits since the contract commenced in 2005.

APPENDIX 2 2015 GREENWICH LEISURE LIMITED MANAGEMENT ACCOUNTS 2014



**Chiltern District Council
Services Overview Committee**

GLL (Greenwich Leisure Ltd) - Management Accounts										
<u>Year 2014 - Quarter 4 Oct - Dec 2014</u>										
CHILTERN PARTNERSHIP - SUMMARY										
	Jan-Mar 2014	Jan-Mar 2013	Apr-Jun 2014	Apr-Jun 2013	Jul-Sep 2014	Jul-Sep 2013	Oct-Dec 2014	Oct-Dec 2013	YTD 2014	YTD 2013
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
NB02 - Chiltern Pools										
Total Centre Income	475,812	507,211	423,159	442,571	435,235	442,289	331,693	369,272	1,665,899	1,761,343
Total Centre Expenditure	371,919	375,263	391,679	355,484	352,740	358,728	322,607	339,498	1,438,945	1,428,973
Centre Surplus / (Deficit)	103,893	131,949	31,481	87,086	82,495	83,561	9,086	29,774	226,954	332,370
NB03 - Chesham Leisure Centre										
Total Centre Income	344,934	316,251	278,635	272,889	257,416	259,501	249,591	261,917	1,130,575	1,110,558
Total Centre Expenditure	232,465	231,257	220,814	198,398	198,172	226,336	210,866	244,858	862,317	900,848
Centre Surplus / (Deficit)	112,469	84,995	57,820	74,491	59,244	33,165	38,724	17,059	268,258	209,710
NB04 - Chalfont Leisure Centre										
Total Centre Income	389,044	388,749	326,801	343,896	311,848	319,136	292,023	308,298	1,319,716	1,360,079
Total Centre Expenditure	232,019	203,880	232,827	211,380	220,018	202,140	198,500	171,834	883,364	789,234
Centre Surplus / (Deficit)	157,025	184,869	93,974	132,515	91,830	116,996	93,523	136,463	436,352	570,844
All Centres Income	1,209,789	1,212,211	1,028,595	1,059,355	1,004,499	1,020,926	873,307	939,487	4,116,190	4,231,979
All Centres Expenditure	836,403	810,399	845,320	765,262	770,930	787,203	731,974	756,191	3,184,626	3,119,055
All Centres Surplus / (Deficit)	373,387	401,812	183,274	294,092	233,569	233,723	141,333	183,296	931,563	1,112,924
NB01 - Chiltern Partnership										
Total Central Partnership Income	0	0	0	0	0	0	0	0	0	0
Total Central Partnership Expenditure	79,479	65,249	59,609	58,453	45,237	35,906	42,207	50,070	226,532	209,678
Total Central Partnership Costs Surplus / (Deficit)	(79,479)	(65,249)	(59,609)	(58,453)	(45,237)	(35,906)	(42,207)	(50,070)	(226,532)	(209,678)
TOTAL TRADING INCOME (FOR PARTNERSHIP)	1,209,789	1,212,211	1,028,595	1,059,355	1,004,499	1,020,926	873,307	939,487	4,116,190	4,231,979
TOTAL TRADING EXPENDITURE (FOR PARTNERSHIP)	915,882	875,648	904,930	823,715	816,166	823,109	774,181	806,261	3,411,158	3,328,734
TRADING SURPLUS / (DEFICIT) for PARTNERSHIP	293,907	336,563	123,665	235,639	188,332	197,817	99,127	133,226	705,032	903,246
HO OVERHEADS	138,628	169,446	127,794	149,832	120,771	152,003	101,451	170,410	488,644	641,690
SURPLUS / (DEFICIT) INC HO OVERHEADS	155,279	167,117	-4,129	85,808	67,561	45,814	(2,325)	(37,184)	216,387	261,555
MANAGEMENT FEE	25,663	24,964	26,099	25,663	26,099	25,663	26,099	25,663	103,960	101,952
TOTAL SURPLUS / (DEFICIT)	180,942	192,081	21,971	111,470	93,660	71,477	23,774	(11,521)	320,348	363,508

**CHILTERN DISTRICT COUNCIL
Services Overview – 10 March 2015**

Background Papers, if any, are specified at the end of the Report

Quarterly performance indicator report (Q3 2014-2015)

Contact Officer: Aisha Bi (01494 586505), Rachel Prance (01494 732903)

1. Cabinet is asked to note the performance report.**Relationship to Council Objectives**

Performance Management helps to ensure that performance targets set through the service planning process are met and any dips in performance are identified and resolved in a timely manner. This report links to all of the Council's objectives listed below

Objective 1 - Efficient and effective customer focused services

Objective 2 - Safe, healthy and cohesive communities

Objective 3 - Conserve the environment and promote sustainability

Implications

(i) This matter is not a Key Decision within the Forward Plan.

(ii) This matter is within the Policy and Budgetary Framework.

Financial Implications

None identified

Risk Management Implications

This report is to support the Council in identifying and addressing performance issues.

Equalities Implications

None identified

Sustainability Implications

There are no direct sustainability implications, monitoring of performance indicators such as planning permission, and recycling rates all help to support the principles of sustainability.

Classification: OFFICIAL

Report

1. Purpose of this Report

- 1.1 The purpose of this report is to outline the performance of Council services against performance indicators and service objectives during October to December 2014.

2. Background

- 2.1 Management Team, Cabinet, and Resources Overview Committee receive regular updates detailing our progress towards service plan objectives, performance targets and key service risks.
- 2.2 A number of detailed performance tables accompany this report.
- **Appendix A** – Priority indicators 2014-15 provides an overview of priority monthly indicators.
 - **Appendix B** – Quarterly performance indicators 2014-15 provides an update on all the Council's indicators.

3. Proposal/ Discussion

3.1 Overview of Performance by portfolios

Portfolio	No of PIs	PI on target ✓	PI slightly below target □	PI off target ✗	Unknown ?
Leaders	2	0	0	1	1
Support Services / Deputy Leader	5	3	0	1	1
Environment	14	6	3	5	0
Community, Health and Housing	19	8	5	4	2
Sustainable Development	19	16	1	2	0
Customer Services	4	4	0	0	0
Total	63	37	9	12	5

3.2 Key points to note this quarter

This section below highlights key discussion points of the Councils performance in quarter two.

Community, Health and Housing

This quarter four PIs in the Community, Health and Housing portfolio were off target. Three of these PIs related to housing. The average length of stay in B&B temporary accommodation was off target. The overall figure and average was inflated by a long term placement of 163 nights in one case.

There also continues to be a significant downturn in the direct availability of private rented accommodation for CDC clients. This has resulted in only three clients directly accessing the private rented sector this quarter.

Environment

The Environment PIs are jointly reported for Chiltern and Wycombe. The performance figures are currently provisional as they are being verified to ensure they are in line with Waste Data Flow. Five of the Environment

Classification: OFFICIAL

Classification: OFFICIAL

indicators are off target. There has been an increase in the percentage of fly-tippings removed within 2 working days following an improved administration process. However it continues to be off target for the third quarter this year. The administration process will be reviewed further.

The two indicators relating joint waste service call rates are both off target. This quarter the service has had a number of staffing issues including long term sick and maternity leave. Additional staff have been recruited in and trained and currently a further recruitment drive is on-going.

Background papers: (if any)

Appendix A - Monthly Priority Indicator Report (April 2014 - March 2015)




This PI is on target
 This PI is slightly below target
 This PI is off target

Code	Short Name	2013/14 Value	Annual Target 2013/14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Annual Target 2014/15 (YTD target)	Traffic Light	Latest Note
Leaders Portfolio																		
CHL_CEx BV12	Working days lost due to sickness absence	8.38	7.8	8.10	7.50	7.28	7.29	7.51	7.85	8.35	9.13	10.67	10.81			8	<input checked="" type="checkbox"/>	January's sickness decreased to 190 days from the previous month of 367 days, this plus a falling FTE has resulted in the target being exceeded by 2.81 sick days per employee. In January there are 4 people on long-term sick, of which 1 left at the end of January and 1 returned to work early the following month.
Customer Services Portfolio																		
CHL_RES BV9	Percentage of Council Tax collected	99.27%	99.00%	5.32%	15.12%	24.75%	34.44%	44.00%	53.88%	63.20%	72.86%	82.40%	92.10%			99% (82.50%)	<input checked="" type="checkbox"/>	
CHL_RES BV10	Percentage of Non-domestic Rates Collected	98.22%	98.00%	7.99%	16.82%	26.95%	35.48%	43.45%	53.15%	63.32%	72.47%	80.62%	89.92%			98% (81.67%)	<input checked="" type="checkbox"/>	
CHL_RES BV78a	Speed of processing - new HB/CTB claims	14.48	18	15.19	15.29	16.15	14.76	17.18	17.74	12.66	15.48	16.63	16.77			18	<input checked="" type="checkbox"/>	
CHL_RES BV78b	Speed of processing - changes of circumstances for HB/CTB claims	4.26	5	4.77	4.98	3.47	3.6	4.08	4.76	4.27	4.82	4.61	4.36			5	<input checked="" type="checkbox"/>	
Community, Health and Housing Portfolio																		
CHL_SER BFD	Percentage reduction in burglaries from dwellings year on year	15	5	t.b.a	t.b.a.	42.3	42.4	43.4	40.8	36.9	30.2	29.2	t.b.c			Data Only PI - No target set	N/A	Still awaiting data from Thames Valley Police
Jt HS1a	Number of applicants with/ expecting children who have been in B & B accommodation for longer than 6 weeks (Snapshot figure at month end)	New PI		0	0	0	0	0	0	0	0	0	0			0	<input checked="" type="checkbox"/>	
Jt HS5a	Preventing Homelessness - number of households where homelessness prevented (Cumulative)	New PI		4	9	20	27	28	41	45	46	56	56			110 (92)	<input checked="" type="checkbox"/>	Homelessness prevention continues to be challenging in Chiltern with limited opportunities to access the private rented sector. The approach to prevention in Chiltern and South Bucks (and the associated tools needed to support more prevention) is currently being reviewed as part of the shared housing service implementation.
Jt HS8a	Number of households living in temporary accommodation (Snapshot at the end of the month, CDC)	New PI		25	25	24	24	22	25	21	24	22	25			22	<input checked="" type="checkbox"/>	There has been significant pressure on temporary accommodation since the Christmas period with an upturn in homelessness enquiries.
Sustainable Development Portfolio																		
CHL_SER NI 157a	Processing of planning applications: Major applications (Cumulative)	95.20%	70.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			70.00%	<input checked="" type="checkbox"/>	No 'Major' applications determined in the month. So far in 2014/15, 13 'Major' applications have been determined of which 3 had the benefit of an agreed extension of time (EOT). Decisions made within an EOT are treated as if the decision is made within the statutory time period.






Code	Short Name	2013/14 Value	Annual Target 2013/14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Annual Target 2014/15 (YTD target)	Traffic Light	Latest Note
CHL_SER NI 157b	Processing of planning applications: Minor applications	72.50%	70.00%	82.10%	86.40%	83.10%	80.90%	80.00%	79.40%	80.00%	80.98%	81.30%	81.56%			70.00%	☑	14 'Minor' applications determined in the month of which 2 had an 'extension of time' (EOT) agreed with the applicant. Of the total number determined, 10 were within the statutory 8 week period and 2 within the EOT period. Decisions made within an agreed EOT are treated as if the decision is made within the statutory time period. At 81.56%, cumulative performance to date in 2014/15 is above target [199 out of 244 decisions].
CHL_SER NI 157c	Processing of planning applications: Other applications (Cumulative)	90.40%	90.00%	93.50%	94.60%	94.30%	95.20%	94.70%	95.00%	94.87%	94.78%	94.70%	94.59%			91.00%	☑	93 'Other' applications determined in the month; 85 within the statutory 8 week period and 2 within an EOT period agreed with the applicant. Cumulative performance to date in 2014/15 is above target at 94.59% [980 out of 1,036 decisions].
JtSD2a (C)	Special Measures: speed of processing Major applications at CDC, for assessment in Oct/Nov 2015 (cumulative)	New PI		77.30%	78.30%	79.20%	80.80%	82.10%	82.80%	83.87%	84.85%	84.85%	84.85%			41.00%	☑	Review period is 1st July 2013 - 30th June 2015. 28 of 33 applications were processed within time limits. This represents cumulative performance of 84.85%, well above the Government target of 41% or more.
JtSD5a (C)	Special Measures: Quality of Major applications at CDC, for assessment in Oct/Nov 2015 (Cumulative)	New PI		10.70%	13.80%	13.30%	6.25%	5.88%	5.71%	5.40%	5.13%	5.13%	5.13%			19.00%	☑	Period for major applications determined is: 1st January 2013 - 31st December 2014. Period for appeals overturned against the applications determined in this period is to 30th September 2015. 2 overturned on appeal out of 6 appeals, with the results of a further case pending.
Environment Portfolio																		
CHL_SER NI 192	Percentage of household waste sent for reuse, recycling and composting	53.30%	58.00%			58.19%				54.71%			53.19%			56.00%	◻	This indicator reflects the amount of waste recycled and composted: Q3 figures are currently provisional as the data is being verified and cross checked, so the figures could be subject to change following verification. The provisional figures show a fall in recycling as a percentage from Q2 but this is due to a fall in the amount of garden waste collected in the winter months. YTD the recycling rate for Q1 - Q3 is 56% which is on target for the year and we expect to hit our annual target if we see a continued increase in recycling in Q4. *Please note these are joint figures for both CDC and WDC
CHL_SER NI 195a	Street cleanliness indicator - Levels of litter	2.00%	4.00%			3.00%			9.00%				5.00%			4.00%	☒	Joint figure for WDC and CDC: This indicator reflects the number of streets in the districts which are below a "good" standard of cleansing for litter: Q2 saw an increase in the number of streets graded below a "good". As outlined in last Qtr's result additional training has been carried out ensuring a more constant approach by all staff. This Qtr has seen a reduction in the number of streets graded below a "good", however, due to a major hedge and verges cutting programme carried out Transport for Bucks (cutting back verges further than previous years and not communicating these changes) the resulting exposure of litter on some roads has pushed us just above target.



Code	Short Name	2013/14 Value	Annual Target 2013/14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Annual Target 2014/15 (YTD target)	Traffic Light	Latest Note
CHI_SER NI 195b	Street cleanliness indicator - Levels of Detritus	4.00%	16.00%			3.00%			13.00%			4.00%				16.00%	✓	Joint figure for WDC and CDC: This indicator reflects the number of streets in the districts which are below a "good" standard of cleansing for Detritus. Q2 saw a rise in the level however we were still below target (16%). We have seen a further drop in this Qtr as a result of additional training has been carried out ensuring a more constant approach by all staff.
CHI_SER NI 195c	Street cleanliness indicator - Levels of Graffiti	0.00%	0.00%			0.00%			0.00%			0.00%				0.00%	✓	*Please note these are joint figures for both CDC and WDC
CHI_SER NI 195d	Street cleanliness indicator - Levels of Fly-posting	0.00%	0.00%			0.00%			0.00%			0.00%				0.00%	✓	*Please note these are joint figures for both CDC and WDC




Appendix B - Chiltern Performance Report Q3 2014-15




Key -  = Exceeded it,  = Within target,  = Missed it,  = Unknown


Leaders										
PI Code	PI Name	2013/14		October Value	November Value	December Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer
		Value	Target							
CHI_CEx 10	Number of unique visitors to the main website	428,068	Not set	37,429	34,855	30,700	Not set	Data Only	Data only PI - for information.	Rachel Prance

Support Services										
PI Code	PI Name	2013/14		Q3 2014/15 Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer		
		Value	Target							
CHI_RES 9	Percentage of calls to ICT helpdesk resolved within agreed timescales (By period quarterly)	84.5%	95%	76%	95%		Ongoing project work continues to take up a lot of ICT resources. Two members of staff left during this period, which had an impact on turnaround times.	Sim Dixon		
CHI_RES 10	Availability of ICT systems to staff from 8am to 6pm (By period quarterly)	99.8%	99%	99.50%	99%		This continues to come in better than target.	Sim Dixon		
CHI_RES 13a	Percentage of standard searches carried out within five working days (By period Quarterly)	97%	100%	100%	100%		262 qualifying searches received - 262 carried out within 5 working days.	Joanna Swift		
CHI_RES 13b	Percentage of standard searches carried out within three working days (By period Quarterly)	86%	90%	100%	90%		262 qualifying searches received - 262 carried out within 3 working days.	Joanna Swift		
CHI_RES F1	Percentage of small businesses paid within 10 days (By period quarterly)	68.6	90	tbc	90		Data not yet available	Rodney Fincham		



Environment								
PI Code	PI Name	2013/14		Q3 2014/15 Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer
		Value	Target					
CHI_SER BV82a i	% of Household Waste Recycled	33.21%	33.00%	27.93%	31.00%		<p>This indicator reflects the amount of waste recycled (not composted): Q3 figures are subject to change following verification. The provisional figures show that recycling as a percentage has increased in Q3, partly due to a fall in Green Garden waste over the winter period, partly offset by an increase in tonnes of recycling collected. The YTD figure indicates an overall percentage for recycling of 25.43%, against a yearly target of 31%.</p> <p>*Please note these are joint figures for both CDC and WDC</p>	Chris Marchant
CHI_SER BV82a ii	Tonnes of Household Waste Recycled	10,553.85	10,500	6,687	29,900 (7,475)		<p>This indicator reflects the amount of waste recycled (not composted) in tonnes Q3 figures are subject to verification. The provisional figures show an increase in recycling tonnages in Q3. The YTD figure is slightly below target (22,400 tonnes), and it is likely that this will remain the case at the end of Q4. The current scheme has now been run for a year so analysis can start to be carried out with continued monitoring taking place in Q4.</p> <p>*Please note these are joint figures for both CDC and WDC</p>	Chris Marchant







PI Code	PI Name	2013/14		Q3 2014/15 Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer
		Value	Target					
CHI_SER BV82b i	% of Household Waste Composted	20.04%	25.00%	25.26%	25.00%		<p>This indicator reflects the amount of waste composted (not recycled): Q3 figures are currently subject to verification. The provisional figures show that composting as a percentage has decreased since Q2 mainly due to a fall in green garden waste over the winter period. The YTD figure indicates an overall percentage of 30.57% which is above our target of 25%.</p> <p>*Please note these are joint figures for both CDC and WDC</p>	Chris Marchant
CHI_SER BV82b ii	Tonnes of household waste composted	6,368.94	6,000	6,047	25,000 (6,250)		<p>This indicator reflects the amount of waste composted (not recycled) in tonnes: Q3 figures are currently subject to verification. The provisional figures show composting tonnages are above target even taking into account the low winter tonnages expected during Q4. The current scheme has now been run for a year, so analysis can start to be carried out with continued monitoring taking place in Q4.</p> <p>*Please note these are joint figures for both CDC and WDC</p>	Chris Marchant
CHI_SER BV84a	Household waste collected per head, in kilos	341.8	350.0	89.86	375.00 (93.8)		<p>Good performance for this target is to be below target. Provisional figure which is subject to verification</p>	Chris Marchant



PI Code	PI Name	2013/14		Q3 2014/15 Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer
		Value	Target					
CHI_SER JWS 10	Percentage of fly-tippings removed within 2 working days	42.05%	90%	63.59%	90%		Joint figure for WDC and CDC: This indicator reflects the number of fly tips that are removed within 2 days after being reported. As outlined in last Qtr's result additional checks will be carried out on the administration process to ensure fly tips are signed off in a timely fashion. This Qtr has seen a rise in the number completed in two days following the improved process however we are still under target and are reviewing the administration process further.	Chris Marchant
CHI_SER JWS 11	Joint Waste Service Customer Service call abandonments Rate	25.3%	10%	12.60%	10%		This indicator reflects the percentage of calls which ring off before being answered by a member of staff through the published waste number: The abandonment rate has decreased in Q3 both relative to last year and Q2. 2,512 this Q3 compared to 15,000 last year. The new waste collection service has now settled is so we are experience less calls compared to this time last year. The service has still experienced staffing issues including long term sick and maternity leave. Additional staff have now been recruited and trained but will take time to develop their knowledge *Please note these are joint figures for both CDC and WDC	Chris Marchant
CHI_SER JWS 12	Joint Waste Service Customer Service Calls answered within in 20 seconds	33.1%	60%	43.70%	65%		This indicator reflects the percentage of calls which are answered by a member of staff through the published waste	Chris Marchant





PI Code	PI Name	2013/14		Q3 2014/15 Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer
		Value	Target					
							<p>number in 20 seconds: Waste Services has received 19,878 calls in period, a fall of almost 27,000 calls from the same time last year (47,579). 44% of calls were answered within 20 seconds is a rise from the same time last year (32.5%) but still below the target of 65%. The service has been disadvantaged by a number of staffing issues including long term sick and maternity leave. Additional staff have been recruited in and trained and a further recruitment drive is on-going.</p> <p>*Please note these are joint figures for both CDC and WDC</p>	
CHI_SER JWS 8	Number of waste and recycling collections missed (cumulative, quarterly)	10,912	20,000	14,890	20,800 (15,600)		<p>This is a joint figure for CDC and WDC. During Q3 (October to December) 4,960 waste and recycling collections were missed; this is an improvement compared to Q2 (July to September) where 5,214 collections were missed. We are on track to meet our target of less than 20,000 missed collections by the end of the year.</p>	Chris Marchant

Community, Health and Housing								
PI Code	PI Name	2013/14		Q3 2014/15 Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer
		Value	Target					
CHI_SER 45	Total number of users at all leisure centres	874,748	830,000	202,378	850,000 (210,000)		This represents an increase of 2294 when compared to the same period last year. The increase has been a result of the swim school programme and growth in exercise referral programme.	Martin Holt
CHI_SER 62	The number of properties with rent deposit guarantee scheme (snapshot quarterly)	142	120	127	100		A slight decrease from the previous quarter (Q2 figure was 136); however still above target.	Martin Holt
CHI_SER VIO	Percentage reduction in violent offences against a person year on year	22	5	-3.6	Not Set - Data only PI		During Q3 there has been a small increase in violence against a person of 3.6%. This equates to an additional 12 offences when compared to the previous year. Target not set data only PI.	Martin Holt
Jt HS2a (C)	Number of affordable homes delivered by (i) new build and (ii) vacancies generated by local authority scheme (Cumulative, CDC)	New PI for 2014/15		32	33 (25)		Total comprises (i) 17 new build properties by Paradigm (general needs schemes in Chesham and Bellingdon) and 8 new build flats by Hightown Praetorian (part of supported housing schemes at Stokebury in Amersham), (ii) 0 vacancies generated by local authority scheme and (iii) 7 property acquisitions (by Paradigm)	Martin Holt
Jt HS3a (i) (C)	Average Length of stay in B & B temporary accommodation for all households (Snapshot at end of quarter, CDC)	New PI for 2014/15		6.7	5		A total of 5 B & B placements came to an end during the quarter with a total stay of 237. The overall figure and average was inflated by a long term placement of 163 nights	Martin Holt

PI Code	PI Name	2013/14		Q3 2014/15 Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer
		Value	Target					
							in one case where the applicant's history of anti-social behaviour meant that B & B was the only option available as temporary accommodation.	
Jt HS3a (ii) (C)	Average Length of stay in B & B temporary accommodation for households with/expecting children (Snapshot at end of quarter, CDC)	New PI for 2014/15		0.5	5		2 B & B placements of households with/expecting children which came to an end in this quarter. The total combined stay of the 2 households was 7 days.	Martin Holt
Jt HS6a (C)	Households receiving heating/insulation improvements through the Green Deal (Quarterly Cumulative), CDC	New PI for 2014/15		0	50 (37)		<p>The uptake of measures through the councils referral programme is limited at the current time.</p> <p>The uptake of measures via the Council's Green Deal referral programme is limited at this time. The Department for Energy and Climate Change (DECC) believe the scheme was too complex, interest rates were too high and there was some reluctance by home owners to take on a long term "Green Deal" loan, in case it makes their property less attractive to sell. A very successful "cashback" scheme was launched to address this in July but was fully allocated by 10th July 2014. It is expected that further funding will be made available next year.</p>	Martin Holt






PI Code	PI Name	2013/14		Q3 2014/15 Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer
		Value	Target					
Jt HS7a (C)	Number of clients directly accessing the private rented sector through local authority partnership schemes (By period Quarterly, CDC)	New PI for 2014/15		3	45 (11.25)		There continues to be a significant downturn in the direct availability of private rented accommodation for CDC clients. As part of the shared housing service implementation, officers will be reviewing ideas and options for increasing engagement with landlords.	Martin Holt
Jt EH1a (C)	Percentage of food premises inspected when they were due (Cumulative Quarterly, CDC)	New PI for 2014/15		68.26%	98% (73.5%)		A high proportion of inspections are due in Q4. Measures are in place to ensure these are completed by end of March 2015	Martin Holt
Jt EH2a (C)	Percentage of food premises (Risk Rating A to C) that are broadly compliant (snapshot quarterly, CDC)	New PI for 2014/15		90.4%	89%		0.27% decrease from the previous quarter; however we are still well above target.	Martin Holt
Jt EP1 (C)	Percentage of required environmental protection visits to permitted premises completed when they were due	New PI for 2014/15		100%	100%		On track to meet the annual target for this PI.	Martin Holt
Jt LI4 (C)	Percentage of all licensing applications which are completed online (quarterly, across CDC & SBDC)	New PI for 2014/15		92%	96%		We continue to strongly encourage applicants to use the online applications and explain the benefits of these, but some applications have to be permitted in hard copy.	Martin Holt
Jt LI5 (C)	% Licenses received and issued/renewed within statutory or policy deadlines (Cumulative Quarterly, across CDC & SBDC)	New PI for 2014/15		97.10%	95%		The target for this PI has been met. We have seen a 1.4% increase when compared to the previous quarter.	Martin Holt

PI Code	PI Name	2013/14		October Value	November Value	December Value	2014/15 Annual Target (YTD)	Status	Latest Note	Responsible Officer
		Value	Target							
Jt LI1 (C)	% Hackney Carriage/private hire drivers licences received and renewed within 7 days (by month, across CDC & SBDC)	New PI for 2014/15		100.00%	97.70%	90.00%	98%		The Licensing section aims to process all applications within 7 days. Occasionally, high volumes of applications will mean that renewals made with ample time prior to the current licence expiring may be processed outside of this timescale, without causing any issues for the customer.	Martin Holt
Jt LI2 (C)	% Hackney Carriage/private hire vehicle licences received and renewed within 7 days (by month, across CDC & SBDC)	New PI for 2014/15		100.00%	91.70%	90.30%	98%		The Licensing section aims to process all applications within 7 days. Occasionally, high volumes of applications will mean that renewals made with ample time prior to the current licence expiring may be processed outside of this timescale, without causing any issues for the customer.	Martin Holt

Sustainable Development								
PI Code	PI Name	2013/14		Q3 2014/15 Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer
		Value	Target					
CHI_SER 188	The percentage of decisions delegated to officers as a percentage of all decisions (Cumulative since 2014)	92.8%	90%	94%	90%		The cumulative target of '90% or more' ACHIEVED in first nine month of 2014/15 with 94% of decisions made under the delegated procedure. The proportion in quarter three is 94.6%. Certificate of lawfulness applications and selected notifications are included.	Peter Beckford
CHI_SER 23	Grant planning permission for at least 145 new dwellings (net) per annum (Cumulative since 2014)	178	145	243	145 (109)		During the first 9 months of 2014/15, the cumulative net total is 243 dwellings. This is already more than the whole year target of 145. Of the cumulative total, 156 were granted planning permission (64%) and 87 (36%) 'not objected to' by the Council as permitted development.	Peter Beckford
CHI_SER 25	Percentage of new homes (net) granted planning permission which are affordable (Cumulative since 2014)	24%	33%	16.05%	33.00%		The cumulative target of '33% of dwellings (net) permitted to be affordable' was not achieved in the first three quarters of 2014/15. Of the 243 new homes granted planning permission, 39 are affordable. This represents 16.3% of the total, which is below target [13/80*100].	Peter Beckford
CHI_SER BV204	Planning appeals allowed (Cumulative since 2014)	29.9%	35.0%	34.50%	35.00%		During this quarter 22 appeals were monitored for this indicator. Of the 22	Peter Beckford

PI Code	PI Name	2013/14		Q3 2014/15 Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer
		Value	Target					
							<p>appeals, 4 were allowed (overturned) in full and 1 in part. None relate to 'Major' developments. Performance for the quarter is 18.2%, better than target.</p> <p>This indicator monitors cumulative performance. During the first three quarters of 2014/15, 55 appeals were determined (and monitored) of which 19 were allowed.</p>	
Jt BC3 (C)	Average time taken to process building control applications (By period quarterly)	New PI for 2014/15		7	8	<input checked="" type="checkbox"/>	We have seen an improvement from the previous quarter which was off target at 8.35 days. As the shared service continues to bed in we continue to see an improvement.	Peter Beckford
CHI RES 11	Percentage of enforcement notices issued within six weeks of the date of the Planning Committee at which action was authorised or within three weeks of the receipt of full instructions from the Planning Department, whichever is later (By period Quarterly)	100%	100%	100%	100%	<input checked="" type="checkbox"/>	Two enforcement notices authorised - target date not passed when PI figures reported.	Peter Beckford Joanna Swift

Page 55

PI Code	PI Name	2013/14		October Value	November Value	December Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer
		Value	Target							
CHI_SER SD5 (C)	Av no days to process and pass planning applications to case officer	New PI for 2014/15		8	6.8	8.5	5		<p>Total valid apps received in the quarter totalled 467 month, a decrease of approx. 15% on the last quarter figures.</p> <p>The target of 5 days remains challenging and unfortunately has not been met this quarter. Staffing remains inexperienced. Validation was further impacted by the receipt of one major application (Newland Park) which took a considerable amount of one individual's time to register therefore reducing the amount of resources available to the remainder of applications. The Government's revision to the National Planning Practice Guidance at the end of November also led to an increase in a number of enquiries resulting in often lengthy telephone conversations with applicants and agents concerning the Council's CS8 policy.</p> <p>During the quarter a total of 9.5 days were lost due leave, an additional 2 were lost due to sickness and a further 3 to bank holidays.</p>	Peter Beckford
Jt BC1a (C)	Applications checked within 10 working days. (CDC)	New PI for 2014/15		84.61%	85%	84%	82%		We are above target for this PI.	Peter Beckford
Jt BC2 (C)	Applications checked within 15 working days	New PI for 2014/15		92.48%	91%	91.3%	99%		This PI continues to be off target between October and December. We expect to see an improvement as the new shared service settles in.	Peter Beckford
Jt BC4 (C)	Customer satisfaction with the service.	New PI for 2014/15		95%	95%	94.21%	93%		We continue to be above target for this quarter.	Peter Beckford
JtSD1a (C)	Special Measures: speed of processing Major applications at CDC, for	New PI for 2014/15		June Annual figure - 77.70%			41.00%		Annual Indicator - updated in June each year	Peter Beckford

PI Code	PI Name	2013/14		October Value	November Value	December Value	2014/15 Annual Target (YTD)	Traffic Light (latest actual)	Latest Note	Responsible Officer
		Value	Target							
	assessment in Oct/Nov each year (annual)								Figure 77.70% Review period is 1st July 2012 - 30th June 2014. "Special measures" apply to 40% or less.	
JtSD3a (C)	Special Measures: speed of processing Major applications at CDC, for assessment in Oct/Nov 2016 (cumulative)	New PI for 2014/15		100.00%	100.00%	100.00%	41.00%	✓	This return covers the period October to December 2014. 5 Major applications were determined, all within either the statutory 13 week period or an extended time period agreed with applicant. This represents performance of 100%	Peter Beckford
JtSD4a (C)	Special Measures: Quality of Major applications at CDC, for assessment in Oct/Nov each year (annual)	New PI for 2014/15		September Annual figure -7.10%			19.00%	✓	Annual Indicator - updated in September each year Period for major applications determined is: 1st January 2012 - 31st December 2013. Period for appeals overturned against the applications determined in the period above is to 30th September 2014.	Peter Beckford
JtSD6a (C)	Special Measures: Quality of Major applications at CDC, for assessment in Oct/Nov 2016 (Cumulative)	New PI for 2014/15		11.11%	10.00%	10.00%	19.00%	✓	The 2 years and 9 months period that will be used by the Government for the 2016 assessment of Major application decisions overturned at appeal for 'special measures' designation ends on 30 September 2016. This indicator assesses performance on a monthly basis moving towards this end date. This return covers the period January to December 2014. During this period 20 Major applications were determined. Of these, 2 were appealed with both appeals being overturned (allowed). This represents cumulative performance of 10%, better than the target of 'less than 20%' [2/20*100].	Peter Beckford

Document is Restricted

