Partnership Board Agenda

Date and Time: **Thursday 6th April 2017 at 10am**
Venue: **Grimsby Town Hall, Crosland Suite**

Board members invited:
Cllr Ray Oxby - Leader of the Council
Cllr Philip Jackson - Leader of the Conservative Group
Cllr David Watson – Portfolio Holder for Energy and Environment
Cllr Peter Wheatley – Portfolio Holder for Regeneration, Skills and Housing
Rob Walsh – Chief Executive (Chair)
Angela Blake –Director Economy & Growth
Sharon Wroot – Director of Finance
Gordon Sheret – Managing Director, Cities & Communities – Engie
Mike Hedges – Partnership Director – Engie
Marcus Asquith – Deputy Partnership Director – Engie
Tony Neul - Strategic Commissioning Lead – Energy and Environmental Policy
Simon Jones – Specialist Solicitor

Support:
Dave Tipple – Relationship Manager
Philip Quinn – Performance Analyst - Engie

Papers	Agenda item	Action required from board	
O	1. Apologies		AB
O	2. Declarations of interest		All
✓	3. Minutes from last meeting		RW
O	4. Housing	• To receive a verbal update on Housing activity	AB
O	5. Finance/Budget Savings	• Budget – 2017/2020	AB/MA
O	6. Local Plan update	• To receive a verbal update on the status of the Local Plan	AB
✓	7. Performance Report	To receive the Annual Performance Report and the performance report for February 2017.	MA
O	8. Resource Management	To discuss resource issues, including succession planning: Housing	AB/MA
O	9. Key Communications	• Funding Update • Parking • Conservation Area	AB/MA AB MA AB
O	10. Risks/Opportunities		ALL

O – No Paper
X – Paper to follow
✓ – Paper attached

	11. Exclusion of press and public	• To consider requesting the press and public to leave on the grounds that discussion of the following business is likely to disclose exempt information within the relevant paragraphs of Schedule 12A of the Local Government Act 1972 (as amended).	RW
X	12. Energy Update	• To receive an update on the energy programme	TN
O	13. Economic Strategy Action Plan update :	• the Greater Grimsby Project • town centre regeneration • SHIIP • Grimsby West	AB
O	14. Partnership Review		RW
	15. Date and time of next Meeting: Thursday 13th July 2017 at 10am, Crosland Suite, Grimsby Town Hall		

O – No Paper
X – Paper to follow
✓ – Paper attached

PARTNERSHIP BOARD

19th JANUARY 2017, 10AM

CROSLAND SUITE, GRIMSBY TOWN HALL

Working in Partnership

Attendees

Rob Walsh (Chair)	Chief Executive	RW
Cllr Oxby	Leader of the Council	RO
Cllr Watson	PfH Environment, Tourism & Visitor Economy	DW
Cllr Wheatley	PfH Regneration, Skills & Housing	PW
Cllr Jackson	Leader of the Conservative Group	PJ
Angela Blake	Director Economy & Growth, NELC	AB
Sharon Wroot	Director of Finance, NELC	SW
Tony Neul	Strategic Commissioning Lead – Energy & Environmental Policy, NELC	TN
Simon Jones	Specialist Solicitor, NELC	SJ
Dave Tipple	Relationship Manager, NELC	DT
Gordon Sheret	Managing Director - Cities and Communities, ENGIE	GS
Mike Hedges	Partnership Director, ENGIE	MH
Marcus Asquith	Deputy Partnership Director, ENGIE	MA
Philip Quinn	Performance Analyst, ENGIE	PQ

1. Apologies

None

	Agenda item, discussions and actions	Lead	Timescale
2	**Declarations of interest**		
2.1	No declarations of interest were made.		
3	**Minutes from last meeting**		
3.1	DT – (7.2, 7.7) TRO update has been distributed to members; this will be incorporated into a scorecard when sufficient data points are available.		
3.2	DT – (10.4) Paper on planning success has been distributed to members. All agreed that the transformation of the department was a positive outcome from the contract.		
3.3	DT – (10.2) Information on the Commercial Portfolio to be supplied to Cllr Wheatley.	**DT**	**ASAP**
3.4	RO – Requested an update on penalties and banning order for landlords. MA – New legislation to be brought in during 2017, Jacqui Wells will provide a written report on the effectiveness of the new legislation. RW – A paper on Community Protection Notices is going to Cabinet in February.	**MA**	**Next Partnership**
4	**New Engie organisational structure**		
4.1	MA – Reorganisation of the business taking place after successful gaining of Wakefield contract. Key changes are: MH to Regional Director, MA to Account Director. This will put the business in good shape for moving forward and potential growth. Revised operating structure will be shared when finalised. No change to local delivery or points of contact. RW – Similar process is happening within NELC in terms of alignment.		
5	**Operational Board & Integrated Management Team** **Key messages and escalations**		
5.1	AB – No data or control breaches had been reported through Ops Board.		

	Agenda item, discussions and actions	Lead	Timescale
5.2	AB – Main items for discussion at IMT revolve around budget savings, but no matters requiring escalation.		
6	**Finance/Budget Savings**		
6.1	MA – Discussions are ongoing with SW's team. AB – Current position gap of £600k, reported as a shortfall in budget report. ENGIE have presented proposals that will achieve savings. Currently looking at which savings are deliverable in the target year. SW – Funding has been set aside for the Growth Agenda. RO – Reassured that negotiations are ongoing. Fundamentals are going right at the Partnership level, but with austerity, we must keep sight of higher level ambitions around energy and renaissance. PW – Need to consider commercialism and bridge the gap between business thinking and local government thinking – for example around the Ladysmith Road infrastructure. RO – Agreed with the above point and said opportunities need to be sought out and for the Council to be less risk averse.		
6.2	SW – Income base needs to be grown, projects will attract investment and grow skills. The Revenue Support Grant is fixed for 3 years. The Council is operating with less money, but there is money available for growth funding to support enabling and infrastructure. This is a win-win for NELC residents.		
7	**Update on Key Projects**		
7.1	**Local Plan** AB – Full Council approved the submission of the Local Plan, which was received in December and an Inspector has been appointed. AB – The feasibility of Grimsby Relief Road, reviewing work that has already been delivered and identifying gaps. Will be produced to submit in parallel. AB – Local Plan on track to meet September 2017 adoption target. The Planning Inspectorate would need clear evidence for any flexibility added to the Local Plan.		
7.2	**Economic Strategy** AB – Currently in the delivery phase. Will circulate action dashboard from latest Development & Growth Board. This captures all projects in the Economic Strategy PW – Need to ensure a firm commitment to the visitor economy of NEL with other external partners. RW – Receiving signals that movement is occurring, but more could be done.	**AB**	**ASAP**
7.3	**Housing Zones** AB – This is one of the challenges of the Economic Strategy. After an unsuccessful bid in 2014, a successful bid was submitted in 2016. The aim is to increase delivery by 30% to 1,300 new homes in the next 10 years. Need to develop the business model for delivery as currently no direct capital available. Looking to release capital from existing assets. 12 sites are currently allocated. SW – Currently clearing out Thrunscoe. Shared Services are relocating IT equipment. PW – Would be advantageous for CLS to deliver from a single site. RW – Keep Housing Zones as a fixed item on the agenda. AB – Applied for £250k from HCA for capacity funding. GS – Need to make sure ENGIE are comfortable with the existing skills set for housing before the restructure takes place.		

	Agenda item, discussions and actions	Lead	Timescale
8 8.1	**Traffic Regulation Orders** MA – TRO monthly update had been distributed along with the member's update. DW – A useful document to receive. MA – Suggested leaving item on agenda for next quarter, then remove. MH – Gives members several months to comment on receiving the report PJ – Would like to build targets into the Performance Report	**PQ**	**Next Partnership**
9 9.1	**Town Centre Improvements** MA – Scheme was completed before Christmas, the majority of comments about the work and the outcome have been positive. ENGIE are happy with the project delivery and further bids are expected. PW – Majority of scheme is excellent, but no give way sign on Pasture Street. Needs to be clarification for what traffic is allowed there – has witnessed several near misses. RW – External feedback received is the work is very good.	**MA**	**Next Partnership**
10 10.1 10.2 10.3 10.4	**Performance Report** PQ presented the Performance Report and took questions Planning RO – Planning performance is very good, 10 years ago the area was something of a millstone. Road Safety PJ – Concerned different reports from different areas of the council are showing different figures. PQ – Assured members this indicator is a Central Government indicator and clearly defined. Would investigate any other figures supplied. DT – Performance Report measures change from a baseline – shows the improvement that the contract has made. Housing RO – Housing targets need to be reviewed to be fit for purpose for the current delivery model. DT – Looking at new processes and understanding the new delivery. Proposals for new indicators/targets are being discussed. RW – These should be discussed at PfH before coming to Partnership Board.	**PQ**	**Partnership Board**
11 11.1	**Resource Management** AB – No overall resourcing issues.		
12 12.1 12.2	Key Communications Weekly Highways Update MA – Regular highways reporting has been well received. Cartergate Parking AB – Resident parking around Cartergate has been acknowledged as a sensitive issue that is to be reviewed as part of the Parking Strategy. A report from JMP is being received on 27th January. PW – Asked if the resident parking scheme was being enforced? AB – Yes, 800 tickets have been issued as part of the resident parking scheme. RO – Resident parking schemes need benchmarking with other authorities.		

	Agenda item, discussions and actions	Lead	Timescale
13 13.1	**Risks and Opportunities** CRO – Wanted to know what ENGIE thought were the key opportunities for the Partnership. GS – ENGIE feels that there are investment led opportunities around Energy and Skills Development that can be realised.		
14 14.1	**Exclusion of press & public** Members of the press and public asked to leave on the grounds that discussion of the following business is likely to disclose exempt information within the relevant paragraphs of Schedule 12A of the Local Government Act 1972 (as amended).		
15 15.1 15.2 15.3 15.4	**Energy Projects** TN – Soft market testing for the new Energy Services Company has been completed and recommendations received. Awaiting and decision from DCLG for RDF funding. Central Government are very keen on Heat Networks (District Heating) and a consultant is to be appointed. The report is due in May for a June funding bid. Money will be available for commercially viable projects. TN – Good progress has been made on the National Event funding. TN – Taken delivery of 9 electric vehicles and charging points have now been installed. TN – Skills event being held next week. RO – Pleased that ENGIE are supplying the required amount of support. TN should also be commended for the work being done. There is palpable excitement around the funding. PJ – Are there opportunities to use capital investment to bring empty homes back into use via energy efficiencies? TN – The viability of all schemes will be assessed.		
16 16.1 16.2	**Heritage Assets & Great Grimsby Project** RW – Although the recent devolution bid was unsuccessful, the work done towards it was recognised by Government. AB – The Place element of the Economic Strategy is being taken forward – Business cases are being developed for several sites, including Garth Lane, Victoria Mills and the Port Estate. A report on Victoria Mills has gone to cabinet. It is the duty of NELC to enforce on the Ice Factory		
17 17.1	**LGF Funding** AB – Next round of successful announcements are imminent. Bids have been submitted for funding in the Town Centre and Stallinborough.		
18 18.1	**Any Other Business** DT – The improvements made by planning show customer focus and changes in direction can positively affect the service.		
19	**Date and time of next meeting** **Thursday 6th April 2017, Crosland Suite, Grimsby Town Hall, 10AM.**		

Working in Partnership

REPORT TO
PARTNERSHIP BOARD
6 APRIL 2017

MONTHLY PERFORMANCE REVIEW JANUARY 2017

1 INTRODUCTION

1.1 This report contains a summary of performance against key performance indicators during the month of February 2017. This is the most recent performance information available from the Partnership. All KPIs that can be measured on a monthly basis are reported with accompanying commentary for background information.

1.2 Operationally, the Partnership is achieving the majority of its targets in planning, asset management and highways. With high standards in place, further improvement of our service each month for the community is our priority.

2 SUMMARY OF KEY PERFORMANCE INDICATORS

FEBRUARY 2017 - IN MONTH REPORTING					
	Highways and Transport	**Asset Management**	**Development and Growth**	**Architects**	**Totals**
★ On target	4	4	10	-	**18**
● Below target	0	3	4	-	**7**
▲ **Total**	**4**	**7**	**14**	**-**	**25**

FEBRUARY 2017 - ANNUAL FORECAST					
	Highways and Transport	**Asset Management**	**Development and Growth**	**Architects**	**Totals**
★ On target	4	4	10	-	**18**
● Below target	0	1	1	-	**2**
At risk	0	2	3	-	**5**
▲ **Total**	**4**	**7**	**14**	**-**	**25**

3 COMMENTARY ON PERFORMANCE IN MONTH

Asset Management

3.1 Facilities Management is continuing to deliver consistently, continuing the excellent performance in previous years, with an expected final annual figure of around 90%. A new system has been launched for the logging of Servicedesk calls and requests for work. While the usage of the new system becomes established, there has been a slight drop in the recorded performance; however there has been no change to the way the service is delivered. The apparent change is only due to the new method by which information is recorded. As familiarity with the system increases, the data collected should increase in accuracy. Also, feedback forms returned by service users show that the service is continuing to deliver the usual high level of service, with 415 questions receiving a positive response in 96% of cases this year.

3.2 The Partnership management of the commercial portfolios continues to actively promote these assets to maximise income levels for the Council and to ensure there is the opportunity for development for local businesses. There had previously been a slight dip in the occupation of Business Centres through autumn, although January's result showed the first back-to-back monthly increase in occupancy since February 2016. Historically this indicator reaches the target of 90% and although for a couple of months the occupancy has been slightly below this level, it is expected that the final annual result will surpass the required target.

3.3 Occupation of the market remains under target and overall has slipped after a couple of years of high occupancy. A rent increase was applied from Dec 1st 2015, which was the first increase since 2004. Consultation was undertaken with the stall holders before the increase was applied. Since November 2015, where traders have specified a reason for leaving, 2 have downsized, 2 have said the business was no longer viable, 2 left for health reasons or change in circumstances and the others were natural churn. A further proposed rent increase for December 2016 has been deferred for six months. The reduction in occupied stalls is the first drop since April 2016. It is not expected that the annual performance will meet the 90% target (equivalent to 81 units of out a possible 90 occupied)

3.4 The occupation of the factory units is currently below target for the month although, as expected based on the opportunity and enquiries pipeline the monthly performance has seen an increase in the past month, however the overall annual performance will not meet the target, with a final result of around 85% expected (equivalent to 31 units out of a possible 36 occupied). So far in 2017 there has been an increase in enquiries and several of these have turned into leases. Whilst churn is still ongoing, one of the historically more difficult to let units at Cromwell Road has now been leased. It is envisaged that now a longer break period has been implemented for new tenants (and on lease renewals for existing) it will reduce the chances of long void periods as we have more time to advertise and find a new tenant prior to the current ones vacating. As the supply of similar stock in the area reduces it is hoped that the demand will remain high and occupancy levels can be maintained and improved, however due to the nature of the businesses that operate this relies on favourable economic circumstances and events out of our control, may have considerable impact.

3.5 As previously reported, the introduction of the new telephony system within the Council resulted in changes to the way the percentage of calls answered by our Service Desk within 30 seconds was measured and calculated. The problem with "de-queued" calls seems to have reduced recently with the target now being met in December and January and slightly missed in February. Further analysis has shown that over 95% of calls are being answered in 15 seconds, which gives further credence that that it is the service is running extremely smoothly.

Highways

3.6 In 2016-17, street lights have taken on average 2.30 days to repair, which is inside the target of 3.00 days. Since the introduction of the LED street lighting scheme the number of repairs needed each month has been decreasing. The figure was 3,818 repairs in 2013-14, 2,023 in 2014-15 and 458 in 2015-16 with this level expected to be maintained throughout 2016-17. This represents a reduction of over 85% in the number of street lights needing repairs and a significant improvement in the service provided to the citizens and businesses of North East Lincolnshire. In month performance for February 2017 was 1.52 days and the period of December 2016 – February 2017 was the best sustained 3 month period of performance achieved under the Partnership.

3.7 The latest statistics provided by Humberside Police for the number of people killed and seriously injured in road traffic accidents indicate we are in line with our target to reduce this number by 33% by the end of the contract. For December 2016, the rolling average for the number of people killed and seriously over the previous 12 months was down 62% compared with the average between 2004 and 2008. This is 79 fewer people killed and seriously injured on North East Lincolnshire's roads than would have been in the average 12 months between 2004 and 2008.

3.8 The rolling average for the number of children killed and seriously over the previous 12 months was down 41% compared with the average between 2004 and 2008. This is 9 fewer children killed and seriously injured on North East Lincolnshire's roads than would have been in the average 12 months between 2004 and 2008.When the Public Health team report on child KSIs, they report on a three-year average, weighted by the number of children in the authority. In 2013 there was a higher than usual number of child KSIs. Although this was still a reduction on the 2004-08 figures, as the current Public Health data is currently using 2012-14 information, this result constitutes a significant part of the data. As we have final results for 2015, we know this figure will reduce for the 2013-15 period and from the data we have so far for 2016, it is expected to fall further again in 2014-16. ENGIE and Public Health are in the process of working together to enable both partners to report a more detailed overview of the road safety picture within the authority.

Planning

3.9 Throughout 2015-16 and into 2016-17, the planning service has maintained 100% performance in determining all major planning applications on time. This is an excellent achievement and reflects the customer focused service transformation which has been delivered within planning. The certainty and confidence this provides to investors and developers is also crucial to supporting the growth and regeneration of the area. The department have also recently been shortlisted for the final of the Royal Town Planning Institute (RTPI) "Local Planning Authority Team of the Year"

3.10 Likewise, the other two planning application KPIs relating to minor and other applications have also been maintained on target since November 2013. Whilst major applications are critical to ensure investor and developer confidence in North East Lincolnshire, these other categories are also important for smaller businesses and individuals in the area. Maintaining performance in the areas demonstrates we are effectively balancing customer requirements to demonstrate our continued commitment to enabling investment and development

3.11 One planning appeal has been determined since November. The appeal was unsuccessful, strengthening the confidence that the planning team are making the correct decisions for the residents of North East Lincolnshire. Of a total of 12 appeals, 4 have been successful this year against the planning department, although there have been three dependencies claimed; these were for appeals where the original recommendation was to approve with conditions and the application was refused at the Planning Committee stage. Once these dependencies are excluded the annual result is one successful appeal out of nine.

Housing

3.12 The Housing Team have refocused their empty homes work to include advice and enforcement to bring empty properties back into use. This has less impact than previous capital funded schemes. During 2016/17, officers have increased their focus to tackle rogue landlords. This work is ongoing in partnership with the Police, Immigration and the Fire Service. The current performance indicators established five years ago do not adequately capture the variety of work undertaken or successes achieved by the housing team. Discussions are underway between ENGIE and NELC to introduce new indicators that will highlight the positive outcomes the housing team deliver to the community."

Annual KPIs

3.13 The Partnership has now successfully secured over £550m of investment since 2010 meaning that year end targets against this priority have been achieved. The Partnership has now developed a projection of the investment expected in the coming 12 months to help inform our forecasts. Over the next 12 months, we are projecting investment may exceed £600m by the end of 2017, demonstrating the Partnership's continuing commitment to meet and exceed its transformational targets.

ATTACHED PAPERS

Annex A – Performance Indicator Scorecards – February 2017.

KEY TO SYMBOLS USED IN REPORT

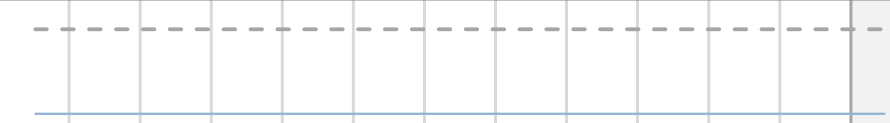
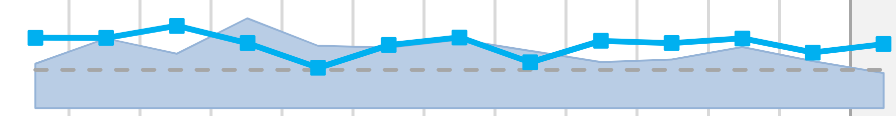
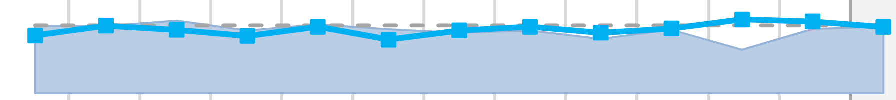
★	**Reported performance is on or above target**, or where subject to an annual target, forecast to be on target against the year-end target.
●	**Reported performance is below target,** or where subject to an annual target, forecast to be below target against the year-end target.
ⓘ	Reported performance is at risk of not achieving the year-end forecast, but is not subject to a measurement against a target this year.

↑	Performance has improved from last month, or where indicated, the same month last year.
↓	Performance has deteriorated from last month, or where indicated, the same month last year.
→	Performance is unchanged from last month, or where indicated, the same month last year.

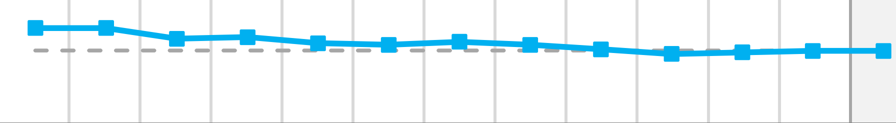
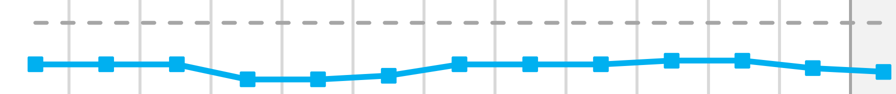
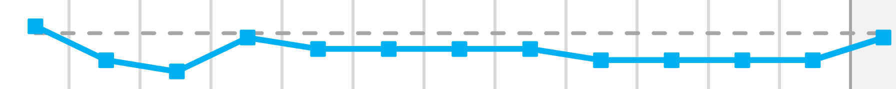
MONTHLY REPORT: FEBRUARY 2016/17

FACILITIES MANAGEMENT

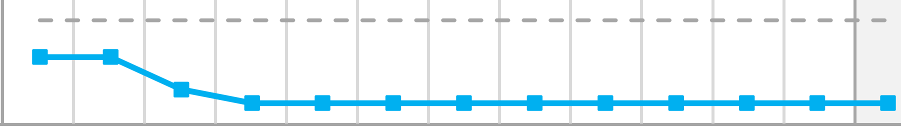
ENGIE | North East Lincolnshire Council www.nelincs.gov.uk
Working in Partnership

		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												FEBRUARY 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
Fm.1	Percentage of priority A calls responded to within standard response times	N/A	N/A	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN		★		100%	N/A
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance; Target; Volume of repairs			
	Priority A calls completed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				N/A
		No priority A (Risk to life) calls have been logged this month.																		
Fm.2	Percentage of priority B-F calls responded to within standard response times	92.3%	93.5%	FEB 92.6% ★	MAR 92.5% ★	APR 97.3% ★	MAY 90.5% ★	JUN 80.8% ★	JUL 89.8% ★	AUG 92.7% ★	SEP 83.0% ★	OCT 91.4% ★	NOV 90.5% ★	DEC 92.3% ★	JAN 86.8% ★	90.1%	★	↑	80%	89.3%
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance; Target; Volume of repairs			
	Priority B-F calls completed	3094	3103	174	273	213	352	244	237	268	224	180	190	240	184	137				2469
		A new asset management data system was introduced in May. As a result of new processes and staff training there has been some fluctuation in this indicator in the months since as the new system beds in. This fluctuation is due to the way data is recorded and reported on not in the process where works are allocated or carried out. Feedback from service users does not show a drop in the standard or speed of service received.																		
Fm.3	Percentage of calls to the service desk answered within 30 seconds	93.9%	94.9%	FEB 92.1% ●	MAR 95.0% ●	APR 93.8% ●	MAY 92.0% ●	JUN 94.6% ●	JUL 90.9% ●	AUG 93.6% ●	SEP 94.6% ●	OCT 92.9% ●	NOV 94.1% ●	DEC 96.8% ★	JAN 96.2% ★	94.6%	●	↓	95%	93.9%
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance; Target; Volume of calls			
	Number of calls answered within 30 seconds	11069	10061	794	793	858	743	813	757	714	743	642	751	515	760	786				8082
		Since the Golden Numbers system was introduced, some calls which were previously not counted now count as failures against this indicator. This has resulted in a numerical decrease of around 2% against historic levels. This has not impacted the service delivery, it is just a numerical abberation. InFebruary 94.1% of calls were answered within 15 seconds.																		

COMMERCIAL PROPERTY

		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												FEBRUARY 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
Cp.1	Percentage of business centre units occupied	92.8%	93.7%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	89.9%	★	→	90%	91.0%
				95.5% ★	95.5% ★	92.9% ★	93.3% ★	91.8% ★	91.4% ★	92.1% ★	91.4% ★	90.3% ★	89.1% ●	89.5% ●	89.9% ●					
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target			
	Number of occupied units	248	250	255	255	248	249	245	244	246	244	241	238	239	240	240				243
		There has been no net change in business centre units occupied since January.																		
Cp.2	Percentage of market units occupied	90.7%	82.6%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	75.6%	●	↓	90%	76.6%
				77.8% ●	77.8% ●	77.8% ●	73.3% ●	73.3% ●	74.4% ●	77.8% ●	77.8% ●	77.8% ●	78.9% ●	78.9% ●	76.7% ●					
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target			
	Number of occupied units	82	74	70	70	70	66	66	67	70	70	70	71	71	69	68				69
		There has been a net decrease of 1 market unit occupied since January.																		
Cp.3	Percentage of factory units occupied	89.8%	88.7%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	88.9%	●	↑	90%	85.1%
				91.7% ★	83.3% ●	80.6% ●	88.9% ●	86.1% ●	86.1% ●	86.1% ●	86.1% ●	83.3% ●	83.3% ●	83.3% ●	83.3% ●					
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target			
	Number of occupied units	32	32	33	30	29	32	31	31	31	31	30	30	30	30	32				31
		There has been a net increase of 2 factory units occupied since January.																		

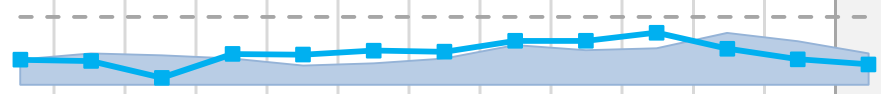
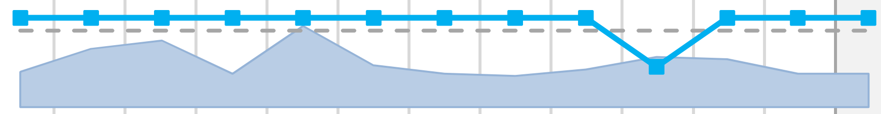
STRATEGIC ASSET MANAGEMENT

		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												FEBRUARY 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
Sa.1	Average office floor space per person	8.10sqm	7.70sqm	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	5.43sqm	★	→	9.50sqm	5.43sqm
				7.70 ★	7.70 ★	6.10 ★	5.43 ★	5.43 ★	5.43 ★	5.43 ★	5.43 ★	5.43 ★	5.43 ★	5.43 ★	5.43 ★					
	LOWER RESULT IS BETTER PERFORMANCE																Current year performance Target			
		The improvement on this indicator is due to the final data being collected for the Origin rationalisation scheme.																		

MONTHLY REPORT: FEBRUARY 2016/17

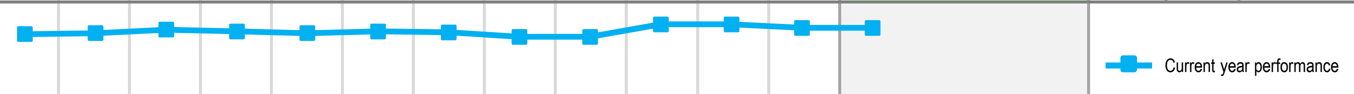
HIGHWAYS

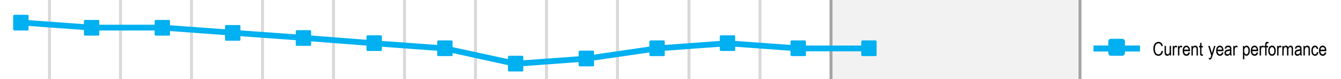
ENGIE | NORTH EAST LINCOLNSHIRE COUNCIL www.nelincs.gov.uk
Working in Partnership

		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												FEBRUARY 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
Ht.1	Average number of days to repair street lights (year to date)	2.76	2.35	FEB 2.37 ★	MAR 2.35 ★	APR 2.10 ★	MAY 2.45 ★	JUN 2.45 ★	JUL 2.51 ★	AUG 2.49 ★	SEP 2.65 ★	OCT 2.65 ★	NOV 2.77 ★	DEC 2.53 ★	JAN 2.38 ★	2.30	★	↑	3.00	2.30
	LOWER RESULT IS BETTER PERFORMANCE																Current year performance Target Volume of repairs			
	Number of faults repaired	2,023	458	25	31	29	26	19	21	26	39	34	36	51	43	31				355
	Monthly result			1.92 ★	2.10 ★	2.10 ★	2.85 ★	2.42 ★	2.71 ★	2.42 ★	3.15 ●	2.65 ★	3.42 ●	1.47 ★	1.35 ★	1.52				
		The LED scheme has meant a significant reduction in the number of faults reported each month. Annual performance met the target and the number of faults has reduced significantly to 458 in 2015/16 from 2,023 in 2014/15 and 3,818 in 2013/14. Throughout 2016/17 so far, only 355 repairs have been needed, on track for a further reduction on last year's repairs. The period of December 16 - February 17 has seen the best consistent monthly performance since the start of the contract (<1.5 days).																		
Ht.2	Percentage of repairs to dangerous highway made within 24 hours of notification	99.2%	100.0%	FEB 100% ★	MAR 100% ★	APR 100% ★	MAY 100% ★	JUN 100% ★	JUL 100% ★	AUG 100% ★	SEP 100% ★	OCT 100% ★	NOV 96% ●	DEC 100% ★	JAN 100% ★	100.00%	★	→	99.0%	99.6%
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target Volume of repairs			
	Number of defects repaired	261	241	18	29	33	17	40	21	17	16	19	25	24	17	17				246
		Consistent monthly performance is being achieved by the team.																		

ROAD SAFETY

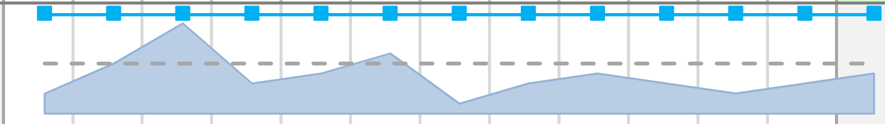
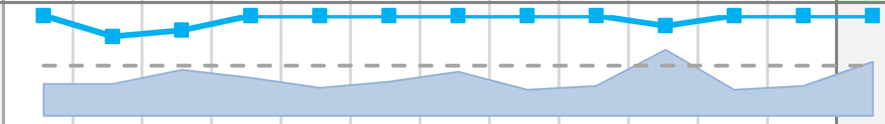
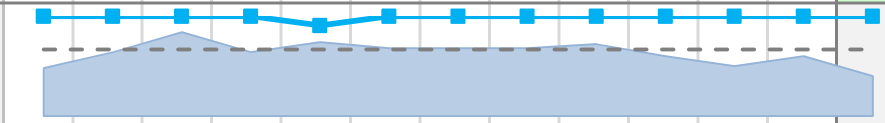
	2014 RESULT	2015 RESULT	12 MONTH TREND												DECEMBER 2016 RESULT	TARGET TRACK	YEAR DoT	PARTNERSHIP TARGET	2016 YTD
			DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV					
Ht.3 Percentage reduction in people killed or seriously injured in RTAs compared with 2004/08 average	-35%	-57%	-57% ★	-57% ★	-61% ★	-59% ★	-57% ★	-59% ★	-58% ★	-54% ★	-54% ★	-65% ★	-65% ★	-62% ★	-62%	★	↑	-16.0%	-62%
Actual number of casualties	82	55	5	3	4	5	3	1	2	8	8	0	3	6	5				48
HIGHER NEGATIVE PERCENTAGE (I.E. PERCENTAGE REDUCTION) IS BETTER	The December 2016 result of -62% is based on summing the total number of people killed or seriously injured in the last 12 months and comparing this with the average number of people killed or seriously injured per year between 2004 and 2008. In this case, there have been 48 people killed or seriously injured between January 2016 and December 2016. This is 79 less than the 127 average between 2004 and 2008. 79 represents a 62% reduction on 127. This performance is an improvement on the 2015 result of a 57% reduction.																		
			DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV					
Ht.4 Percentage reduction in children killed or seriously injured in RTAs compared with 2004/08 average	-27%	-64%	-64% ★	-59% ★	-59% ★	-55% ★	-50% ★	-45% ★	-41% ★	-27% ★	-32% ★	-41% ★	-45% ★	-41% ★	-41%	★	↓	-22.0%	-41%
Actual number of casualties	16	8	0	1	1	1	1	1	2	3	1	1	0	1	0				13
HIGHER NEGATIVE PERCENTAGE (I.E. PERCENTAGE REDUCTION) IS BETTER	The December 2016 result of -41% is based on summing the total number of children killed or seriously injured in the last 12 months and comparing this with the average number of children killed or seriously injured per year between 2004 and 2008. In this case, there have been 13 children killed or seriously injured between January 2016 and December 2016. This is 9 less than the 22 average between 2004 and 2008. 9 represents a 41% reduction on 22. This performance is exceeding the specified target.																		

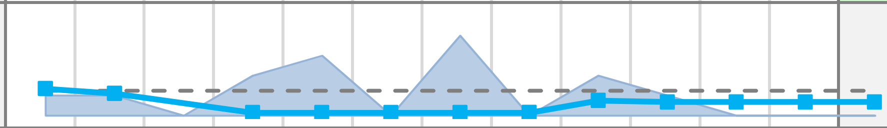
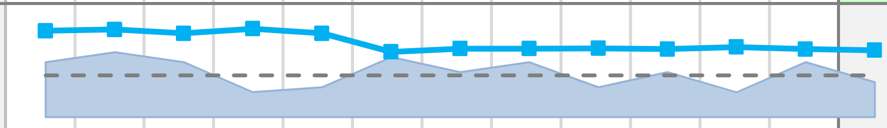
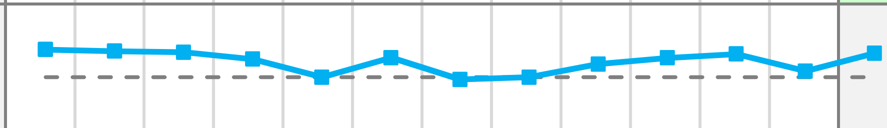




MONTHLY REPORT: FEBRUARY 2016/17

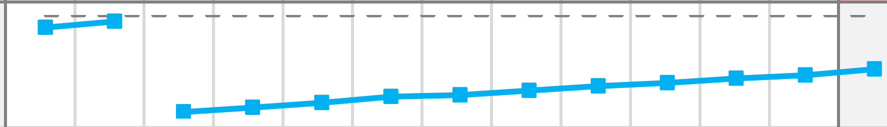
PLANNING

		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												FEBRUARY 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
PI.1	Major applications determined within 13 weeks, or timeline agreed with applicant	97.3%	100.0%	FEB 100.00% ★	MAR 100.00% ★	APR 100.00% ★	MAY 100.00% ★	JUN 100.00% ★	JUL 100.00% ★	AUG 100.00% ★	SEP 100.00% ★	OCT 100.00% ★	NOV 100.00% ★	DEC 100.00% ★	JAN 100.00% ★	100.00%	★	→	85.0%	100.0%
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target Volume of applications determined			
	Number of major applications	43	36	2	5	9	3	4	6	1	3	4	3	2	3	4				42
	Monthly result before dependencies are excluded			100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00%				100.0%
		The Planning Service has achieved 100% of major applications determined within timescale dating back to July 2014.																		
PI.2	Minor applications determined within 8 weeks, or timeline agreed with applicant	96.3%	98.8%	FEB 100.00% ★	MAR 93.75% ★	APR 95.65% ★	MAY 100.00% ★	JUN 100.00% ★	JUL 100.00% ★	AUG 100.00% ★	SEP 100.00% ★	OCT 100.00% ★	NOV 96.97% ★	DEC 100.00% ★	JAN 100.00% ★	100.00%	★	→	85.0%	99.1%
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target Volume of applications determined			
	Number of minor applications	304	254	16	16	23	19	14	17	22	13	15	33	13	15	27				211
	Monthly result before dependencies are excluded			100.00% ★	93.75% ★	95.65% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	96.97% ★	100.00% ★	100.00% ★	100.00%				99.1%
		The Planning Service is delivering consistent performance in the high 90%s for determining minor applications within timescale.																		
PI.3	Other applications determined within 8 weeks, or timeline agreed with applicant	97.6%	99.1%	FEB 100.00% ★	MAR 100.00% ★	APR 100.00% ★	MAY 100.00% ★	JUN 97.22% ★	JUL 100.00% ★	AUG 100.00% ★	SEP 100.00% ★	OCT 100.00% ★	NOV 100.00% ★	DEC 100.00% ★	JAN 100.00% ★	100.00%	★	→	90.0%	99.7%
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target Volume of applications determined			
	Number of other applications	338	352	24	32	42	32	37	34	34	34	36	30	25	30	20				354
	Monthly result before dependencies are excluded			100.00% ★	100.00% ★	100.00% ★	100.00% ★	94.59% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00%				99.4%
		The Planning Service is delivering consistent performance in the high 90%s for determining other applications within timescale.																		

		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												FEBRUARY 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
PI.4	Planning appeals allowed (after dependencies)	40.0%	20.0%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	11.1%	★	→	23.0%	11.1%
				25.00%	20.00%		0.00%	0.00%	0.00%	0.00%	0.00%	12.50%	11.11%	11.11%	11.11%					
				●	★		★	★	★	★	★	★	★	★	★					
	LOWER RESULT IS BETTER PERFORMANCE																Current year performance Target Volume of appeals determined			
	Appeals determined	10	7	1	1	0	2	3	0	4	0	2	1	0	0	0				12
	Planning appeals allowed (before dependencies)			50.00%	42.86%		0.00%	20.00%	20.00%	22.22%	22.22%	36.36%	33.33%	33.33%	33.33%					33.3%
				●	●		★	★	★	★	★	●	●	●	●					
		No appeals were determined within the month of February																		
PI.5	Planning conditions discharged within 8 weeks (year to date)	82.6%	93.3%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	80.43%	★	↓	65.0%	80.4%
				92.45%	93.28%	90.91%	93.75%	90.91%	79.41%	81.40%	81.48%	81.67%	81.16%	82.43%	81.18%					
				★	★	★	★	★	★	★	★	★	★	★	★					
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target Volume of conditions discharged			
	Conditions discharged	115	119	11	13	11	5	6	12	9	11	6	9	5	11	7				92
		Consistent monthly performance is being achieved by the service.																		
PI.6	Applications where the service added value through negotiations	71.3%	69.8%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	74.19%	★	↑	50.0%	64.6%
				77.78%	76.19%	75.00%	68.18%	50.00%	69.57%	47.83%	50.00%	63.16%	69.44%	73.33%	56.25%					
				★	★	★	★	★	★	●	★	★	★	★	★					
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target			
	Total decisions	349	288	18	21	32	22	18	23	23	22	19	36	15	16	31				257
		The service continues to add value where possible to applications.																		
PI.7	Is the Local Plan development meeting the current project plan?	YES	YES	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	YES	★	→	YES	YES
				YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES					
				★	★	★	★	★	★	★	★	★	★	★	★					
		The Local Plan has been successfully delivered to the Planning Inspectorate on schedule. A Planning inspector has been appointed to review the documents.																		

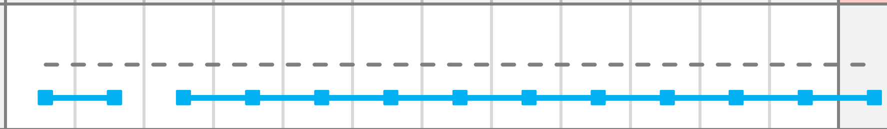
HOUSING

		2014/15 RESULT	2015/16 RESULT	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEBRUARY 2016/17 RESULT	TARGET TRACK	YEAR DoT	2016/17 TARGET	2016/17 YTD
Hs.1	Homes empty over six months returned to occupation (year to date)	63	61	57	61	2	5	8	12	13	16	19	21	24	26	30	●	↓	65	30
	HIGHER RESULT IS BETTER PERFORMANCE																			
	Monthly result			3	4	2	3	3	4	1	3	3	2	3	2	4				



The transition of the team to focus more on the use of advice and enforcement to bring empty properties back into use has meant that less properties have been returned to occupation than in the past. This method is more resource intensive and also means the service has less direct control over the timescales of intervention and precisely when a property will be improved by its owner. We are looking at additional indicators that show the pro-active work being carried out by the team.

		2014/15 RESULT	2015/16 RESULT	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEBRUARY 2016/17 RESULT	TARGET TRACK	YEAR DoT	2016/17 TARGET	2016/17 YTD
Hs.2	Homes empty under six months returned to occupation (year to date)	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	●	→	10	0
	HIGHER RESULT IS BETTER PERFORMANCE																			
	Monthly result			0	0	0	0	0	0	0	0	0	0	0	0	0				

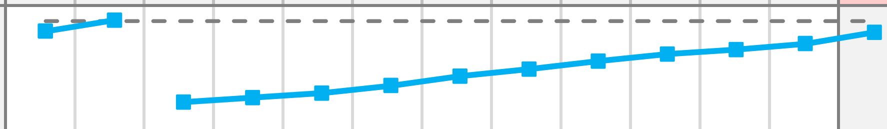


The transition of the team to focus more on the use of advice and enforcement to bring empty properties back into use has meant that less properties have been returned to occupation than in the past. This method is more resource intensive and also means the service has less direct control over the timescales of intervention and precisely when a property will be improved by its owner. We are looking at additional indicators that show the pro-active work being carried out by the team.

		2014/15 RESULT	2015/16 RESULT	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEBRUARY 2016/17 RESULT	TARGET TRACK	YEAR DoT	2016/17 TARGET	2016/17 YTD
Hs.3	Small derelict commercial sites returned to useable condition (year to date)	5	5	5	5	0	0	1	1	2	2	2	3	3	4	4	●	↓	5	4
	Monthly result			0	0	0	0	1	0	1	0	0	1	0	1	0				

All five sites have been identified, however the team does not undertake the works themselves and as such are limited in affecting the timescale of delivery. The delivery of this service is not linear and based on past performance and current relationships with owners, the team expect to reach the required target by the end of the year.

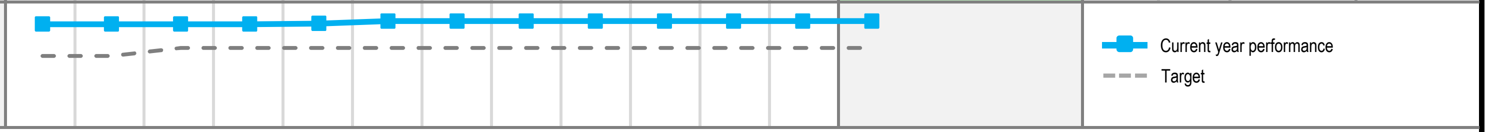
		2014/15 RESULT	2015/16 RESULT	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEBRUARY 2016/17 RESULT	TARGET TRACK	YEAR DoT	2016/17 TARGET	2016/17 YTD
Hs.4	Category 1 hazards resolved (year to date)	194	182	160	182	18	27	36	51	70	84	100	114	123	135	158	●	↓	180	158
	HIGHER RESULT IS BETTER PERFORMANCE																			
	Monthly result			● 14	★ 22	★ 18	● 9	● 9	★ 15	★ 19	● 14	★ 16	● 14	● 9	● 12	23				



Performance is under the pro-rata target of 165 hazards by February. Current performance is comparable to the same time period in previous years, where the target was achieved. Delivery of this service is non-linear though and fluctuations should be expected around monthly performance figures.

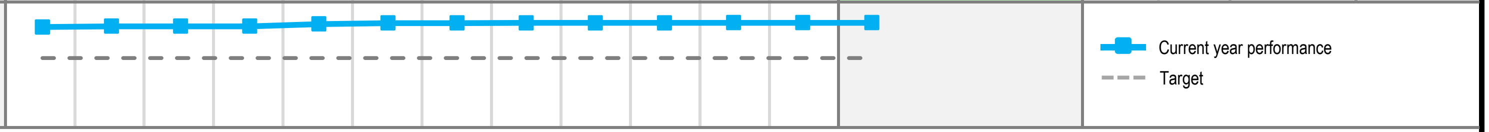
ECONOMIC DEVELOPMENT

	2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												FEBRUARY 2016/17 RESULT	TARGET TRACK	2016/17 TARGET	2016/17 YTD
			FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN				
Ed.1 Cumulative public and private investment secured	£114.3m	£161.4m	£161.4m ★	£161.4m ★	£161.4m ★	£161.4m ★	£162.7m ★	£166.7m ★	£166.7m ★	£166.7m ★	£166.7m ★	£166.7m ★	£166.7m ★	£166.7m ★	£166.7m	★	£120.0m	£5.3m
HIGHER RESULT IS BETTER PERFORMANCE																		



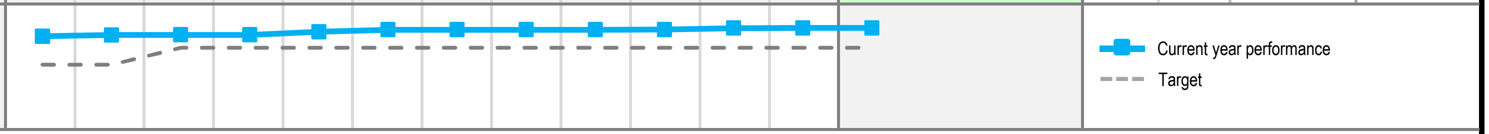
The majority of investment in 2016-17 has been in the food and energy & renewables sectors.

	2014/15 RESULT	2015/16 RESULT	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEBRUARY 2016/17 RESULT	TARGET TRACK	2016/17 TARGET	2016/17 YTD
Ed.2 Cumulative inward investment	£348.8m	£383.6m	£379.6m	£383.6m	£383.6m	£383.6m	£393.3m	£398.1m	£398.1m	£398.6m	£398.6m	£398.6m	£399.6m	£399.6m	£399.6m	★	£280.0m	£16.1m
HIGHER RESULT IS BETTER PERFORMANCE																		



The majority of investment in 2016-17 has been in the housing & investment, VESR and energy & renewables sectors.

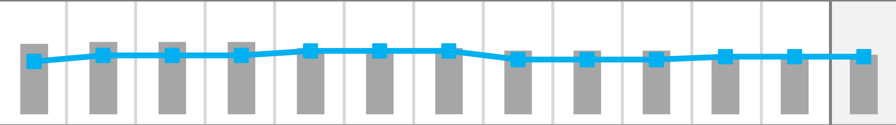
	2014/15 RESULT	2015/16 RESULT	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEBRUARY 2016/17 RESULT	TARGET TRACK	2016/17 TARGET	2016/17 YTD
Ed.3 Cumulative jobs created by wider regeneration projects	2892	4186	4120	4186	4189	4189	4344	4448	4448	4450	4450	4454	4529	4532	4532	★	3550	346
HIGHER RESULT IS BETTER PERFORMANCE																		



The majority of job creation in 2016-17 has been in the food and energy & renewables sectors.

TOWN CENTRE INTELLIGENCE

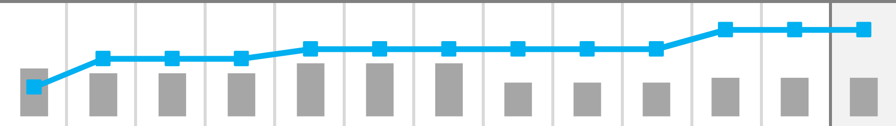
	2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												FEBRUARY 2016/17 RESULT		YEAR ON YEAR DoT	YEAR ON YEAR % CHANGE	2016/17 YTD
			FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN					
Empty properties in Grimsby town centre (391 properties total)	8.08%	7.45%	6.33%	7.09%	7.09%	7.09%	7.59%	7.59%	7.59%	6.58%	6.58%	6.58%	6.91%	6.91%	6.91%		↓	8%	7.04%
LOWER RESULT IS BETTER PERFORMANCE																			
Number of empty properties			25	28	28	28	30	30	30	26	26	26	27	27	27				



Current year performance

Average of past two years

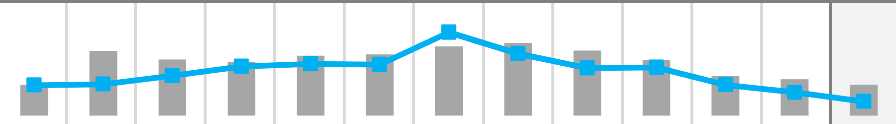
	2014/15 RESULT	2015/16 RESULT	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEBRUARY 2016/17 RESULT		YEAR ON YEAR DoT	YEAR ON YEAR % CHANGE	2016/17 YTD
Empty properties in Cleethorpes town centre (209 properties total)	2.71%	1.51%	1.44%	2.87%	2.87%	2.87%	3.35%	3.35%	3.35%	3.35%	3.35%	3.35%	4.31%	4.31%	4.31%		↓	200%	3.52%
LOWER RESULT IS BETTER PERFORMANCE																			
Number of empty properties			3	6	6	6	7	7	7	7	7	7	9	9	9				



Current year performance

Average of past two years

	2014/15 RESULT	2015/16 RESULT	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEBRUARY 2016/17 RESULT		YEAR ON YEAR DoT	YEAR ON YEAR % CHANGE	2016/17 YTD
Tci.1 Bus passenger journeys	8.33m	8.13m	626k	628k	650k	673k	680k	678k	759k	705k	669k	671k	627k	608k	585k		↓	-2.6%	7.30m
HIGHER RESULT IS BETTER PERFORMANCE																			
April to year to date			7.50m	8.13m	0.65m	1.32m	2.00m	2.68m	3.44m	4.14m	4.81m	5.48m	6.11m	6.72m	7.30m				



Current year performance

Average of past two years

MONTHLY REPORT: FEBRUARY 2016/17

PRICE PERFORMANCE MECHANISM

Working in Partnership

HIGHWAYS AND TRANSPORT MONTHLY BASKET			MEASURE PERIOD	KPI OBLIGATION TARGET	PRE-DEPENDENCIES ACTUAL PERF	PRE-DEPENDENCIES VARIANCE	PRE-DEPENDENCIES WEIGHTED FAILURE POINTS	POST-DEPENDENCIES ACTUAL PERF	POST-DEPENDENCIES VARIANCE	POST-DEPENDENCIES WEIGHTED FAILURE POINTS
PI.1	Major applications determined within 13 weeks	FEBRUARY 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00
PI.2	Minor applications determined within 8 weeks	FEBRUARY 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00
PI.3	Other applications determined within 8 weeks	FEBRUARY 2016/17	MONTHLY	90.00%	100.00%	10.00%	0.00	100.00%	10.00%	0.00
Ht.1	Average number of days to repair street lights	FEBRUARY 2016/17	MONTHLY	3.00 days	1.52 days	1.48 days	0.00	1.52 days	1.48 days	0.00
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	FEBRUARY 2016/17	MONTHLY	99%	100%	1%	0.00	100.00%	1%	0.00
						Total weighted performance failure points	0.00			0.00
						Approximate service credit	£ -			£ -

ASSET MANAGEMENT MONTHLY BASKET		MEASURE PERIOD	KPI OBLIGATION TARGET	PRE-DEPENDENCIES ACTUAL PERF	PRE-DEPENDENCIES VARIANCE	PRE-DEPENDENCIES WEIGHTED FAILURE POINTS	POST-DEPENDENCIES ACTUAL PERF	POST-DEPENDENCIES VARIANCE	POST-DEPENDENCIES WEIGHTED FAILURE POINTS
Fm.1 Percentage of priority A calls responded to within standard response times	FEBRUARY 2016/17	MONTHLY	**100.00%**	**N/A**		**0.00**	**N/A**		**0.00**
Fm.2 Percentage of priority B-F calls responded to within standard response times	FEBRUARY 2016/17	MONTHLY	**80.00%**	**90.13%**	10.13%	**0.00**	**90.13%**	10.13%	**0.00**
Fm.3 Percentage of calls to the service desk answered within 30 seconds	FEBRUARY 2016/17	MONTHLY	**95.0%**	**94.58%**	-0.42%	**0.33**	**94.58%**	-0.42%	**0.00**
					Total weighted performance failure points	0.33			0.33
					Approximate service credit	£ -			£ -

DEPENDENCIES AND RELIEF CLAIMED

No dependencies have been claimed for the month of February.