Partnership Board Agenda

Date and Time: **Wednesday 19th October 2016 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
Angela Blake –Director Economy & Growth
Sharon Wroot – Director of Finance
Tony Maione – Chief Legal Officer and Monitoring Officer
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

Support:
Dave Tipple – Relationship Manager

Papers	Agenda item	Action required from board	
O	1. Apologies	Rob Walsh	AB
O	2. Declarations of interest		All
✓	3. Minutes from last meeting		
O	4. Operational Board/Integrated Management Team – Key messages and escalations	• Data/Control Breaches • Heritage Assets	AB DB (ask Marcus)
O	5. Finance/Budget Savings	• To discuss progress on delivering the budget savings programme for 2016/17 • Budget Setting – 2017/2020	AB/MA SW
O	6. Update on Key Projects	• Local Plan • Highway Strategy & LTP • Economic Strategy & Action Plan • Empty Homes Strategy	AB MA AB JW
X	7. Traffic Regulation Orders	To receive a report and process map for all traffic regulations (single and consolidated), including sustainability and capacity review.	MA
X	8. Town Centre Improvements	To receive a report on the progress including communications and meetings held with local traders during the improvement works	MA

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

X	9. A18 Inquest – Highways Inspections	To receive an update on the inspections carried out on the A18 following the commencement of the agreed inspection regime	MA
✓	10. Performance Report	To receive the Annual Performance Report and the performance report for August 2016.	MA
O	11. Resource Management	To discuss resource issues, including succession planning	AB/MA
O	12. Key Communications	• Highways Improvements • Ward Sponsor Update • A18/A180 Link Road • Victoria Mills • Pleasure Island	AB/MA
O	13. Risks/Opportunities		ALL
	14. 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	15. Energy Projects	• To receive an update and discuss options/next steps	TN
	16. Date and time of next Meeting: TBC		

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

PARTNERSHIP BOARD
21st APRIL 2016, 10AM
CROSLAND SUITE, GRIMSBY TOWN HALL

Working in Partnership

ATTENDEES

Angela Blake (Chair)	Director Economy & Growth, NELC	AB
Cllr Oxby	Leader of the Council	RO
Cllr Watson	PfH Environment, Tourism & Visitor Economy	DW
Cllr Brookes	Standing in for Cllr Jackson	KB
Sharon Wroot	Director – Finance, NELC	SW
Tony Maione	Assistant Director – Law, NELC	TM
Tony Neul	Strategic Commissioning Lead – Energy & Environmental Policy, NELC	TN
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

APOLOGIES

Rob Walsh, Philip Quinn, Cllr Jackson

	Agenda item, discussions and actions	Lead	Timescale
*	**Purdah** TM – Reminded attendees Purdah rules applied as the meeting was in the public realm.		
2 2.1	**Declarations of interest** No declarations of interest were made.		
3 3.1	**Minutes from last meeting** The minutes of the Partnership Board meeting on 28th January 2016 were approved as a correct record.		
4 4.1 4.2	**Operational Board & Integrated Management Team** **Key messages and escalations** AB – Traffic Regulation Orders (TROs) – still concerns around this but in progress. TM – Gave brief overview of TROs. **Action:** **Full report and process map for all traffic regs single and consolidated to be brought to next meeting, to include sustainability and capacity.** GS - Suggested adding lessons learnt and future proofing. AB – There were no other escalations to report from the previous Operations Board.	**MA**	**Next Partnership Board**
5 5.1	**Finance/Budget Savings** MA – Meetings arranged to identify savings required of £1.5m. Confident savings would be achieved. GS – Has had some experience in other areas that could be used to work together to deliver efficiencies. SW – Regular meetings with ENGIE around savings have taken place.		

	Agenda item, discussions and actions	Lead	Timescale
6 6.1 6.2 6.3 6.4 6.5 6.6	**Update on Key Projects** **SHIIP** AB – Project progressing, discussions ongoing – some obstacles to overcome. **Devolution** RO – should be at centre to assist with funding bids and funding already committed. AB – Reassurances sought that resources and team are in place to deliver the outcomes. **Local Plan** AB – Consultation now concluded – results to be looked at and incorporated into final document. TM – All partners need to work together to close any gaps to give best possible chance of passing the inspection. **Town Centre Improvements** MA – Scheme is progressing well. Trader concerns have been listened to and addressed with regular liaison meetings. **Action:** **Report on these meetings and issues raised with evidence of action taken to be brought to the next meeting.** **Cartergate** MA – Scheme is progressing well with no concerns raised. The project is on time and budget. **Highway Strategy** MA – Development in progress ready to be presented in July for approval, this is a key piece of work in development of the Local Plan. AB – Infrastructure Delivery Plan sits behind the Highway Strategy. Ensure there is capacity to undertake the schemes detailed in the Highway Strategy.	**MA**	**Next Partnership Board**
7 7.1 7.2	**Partnership Opportunities** TM – Need to explore a broad base of opportunities to look at how partners can align goals and look for financial savings. There has been good work within the Partnership with results delivered and this needs to continue. GS – Innovation in the market around energy storage. ENGIE are working in the fields of digital and robotics and will be able to give good technical advice.		
8 8.1	**Highway Schemes – Communication and engagement with members** AB – Junction improvement funding has been granted and a protocol on how to communicate with members has been agreed – a process needs to be established. DW – agreed this was necessary although may not have happened previously. ENGIE are committed to agree to the process and positive about going forward.		
9 9.1	**Empty Homes Strategy** AB – Draft strategy is being reviewed independently along with the Housing strategy so they fit together. Currently working to identify actions. Targeted activity around empty homes to bring long term empty properties back into usage. Business cases are being put together, will need partnership working together to achieve the outcomes.		

	Agenda item, discussions and actions	Lead	Timescale
	DT – need to have an understanding of the timescales involved		
10 10.1	**Devolution** RO – working well with the government department. Agreed to sign up to outline devolution – can still say no at this point. A requirement of this is that there needs to be a 6 month period of consultation with public and stakeholders about devolution and this includes the election of a mayor. Not allowed to consult until after the election. Results should be known in October when a final decision will be made. Emphasised that there is still the opportunity of influencing Stage 2		
11 11.1 11.2	**Performance Report** MH presented the Performance Report Highlights included Assets – High occupancy in Business Centres & Factory Units. Issues around under occupancy on the markets – need to look at how to generate interest in the market. Highways – Street lighting shows a significant improvement after investment made. Key target of reducing death and injury on the roads – this has improved well over time resulting in 67 less deaths on the roads in 2015. Planning – All working well Housing – Performance is in line with last year. There has been a lot of effort around Category 1 hazards, around HMOs and safe housing. RO – thanked ENGIE for the targets achieved and the work that had gone into this.		
12 12.1	**Resource Management** AB – Losing a couple of staff – is there a succession plan in place to ensure the continued level of working with partner? MA – ENGIE have a plan in place but struggle to recruit suitable candidates for this area. Have used agency staff but this is not a preferred option in the long term. They are working with HR to look at what packages they can put together to address the problem.		
13 13.1 13.2	**Key Communications** **Ward Sponsors** MA – very keen for this to continue due to a number of successes from the scheme. **A18/A180 link road** MA – Number of checks to be completed before the road opens. Only a couple of slight issues to address. Want the road to be opened before June.		
14 14.1	**Risks and Opportunities** RO – Asked where ENGIE see themselves in 5 years time after the recent changes. GS – As a company, ENGIE are encouraging the units to adopt services and energy solutions, to divest from fossil fuels and encourage investment in local renewables. They have 4 lines of activity around the world and this is where most of their investment is targeted. They see opportunities to invest people and expertise to unlock value for both partners and create more value for North East Lincolnshire. They are very positive about the future and work towards aligning strategies so the 2 organisations can move forward together.		
15	**Exclusion of press & public**		

	Agenda item, discussions and actions	Lead	Timescale
15.1	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).		
16	**A18 Inquest**		
16.1	TM – The inquest required a feasibility study – This is in progress through a consultant. The consultant will report within 6 months. The area for this will be Laceby roundabout to the edge of the boundary with East Lindsey. The study will look at whether the road is up to modern day standards for this type of road. Within 3 months of the publication of the report, NELC will have to make formal recommendations. The Partnership will work together on all of this and jointly consider any results and actions needed and also jointly bear any costs involved. In the short term an inspection regime has been agreed and eventually this will be codified into a permanent arrangement.		
	Action: **Results of the inspections will be brought to the next meeting**	**MA**	**Next Partnership Board**
	RO – Thanked the ENGIE team and TM for their conduct at the inquest which was at all times with dignity and professionalism especially in their dealings with the family members.		
17	**Energy Projects**		
17.1	TN – Gave overview of where the projects are now. TN has taken up this new role and had positive discussions with ENGIE around exploring new ways of working together and understanding achievements needed. Vision to become the offshore energy capital, and develop low carbon economy on shore. There is the need to review progress on a number of activities and a report will go to Cabinet in July. It is also important to identify projects early on to be able to look for funding opportunities.		
17.2	TN – Work currently being carried out is around flood defences, surface water, climate change and carbon targets		
	Action: **Further updates on projects to be brought to the next meeting**	**TN**	**Next Partnership Board**
18	**Any Other Business**		
18.1	TM – There have been a number of complaints and concerns raised around the use of blocks on sand around the bus station and associated area, especially where there are large volumes of buses; was this a suitable design for this area? Questioned whether there is a legal remedy available that could be pursued jointly due to the fundamental design issues, no matter how many times this is repaired it will still keep reoccurring. MA – These concerns were raised when the design was prepared but assurances were given by the suppliers and assurances from other areas where similar location work had been carried out. Since then they have become aware of the same issues with other authorities. A solution is available in way of tarmac and this work could be carried out now whilst other works are also ongoing in the same areas.		
19	**Date and time of next meeting** **Thursday 21st July 2016, Crosland Suite, Grimsby Town Hall, 10AM.**		

Working in Partnership

REPORT TO
PARTNERSHIP BOARD
19 OCTOBER 2016

MONTHLY PERFORMANCE REVIEW AUGUST 2016

1 INTRODUCTION

1.1 This report contains a summary of performance against key performance indicators during the month of August 2016. 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

AUGUST 2016 - IN MONTH REPORTING					
	Highways and Transport	**Asset Management**	**Development and Growth**	**Architects**	**Totals**
★ On target	4	4	9	-	**17**
● Below target	0	3	5	-	**8**
▲ **Total**	**4**	**7**	**14**	**-**	**25**

AUGUST 2016 - ANNUAL FORECAST					
	Highways and Transport	**Asset Management**	**Development and Growth**	**Architects**	**Totals**
★ On target	4	4	12	-	**20**
● Below target	0	2	0	-	**2**
At risk	0	1	2	-	**3**
▲ **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, where a final annual figure of around 92% was the norm. A new system has been launched for the logging of Servicedesk calls and requests for work. While the 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. The August result is in line with data collected prior to the installation of the new system.

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 is a high level of occupancy in the business centres, which continues the recent success of previous years. Occupation of the market remains under target and has slipped after a couple of years of high occupancy. A rent increase was applied from Dec 1^{st}, 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. However, the past two months have both shown a slight increase in the market occupancy, so this could be the start of a recovery. The occupation of the factory units is narrowly below target for the month, as such despite being under target this indicator is not considered at risk for the annual forecast.

3.3 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. Recently there has been an unexpected increase in “de-queued” calls. Servicedesk staff have not reported an increase in missed calls and service users have not made any comment on the service delivery, therefore investigations are ongoing with NELC IT to identify the cause of these additional calls. It is most likely the drop in performance is due to how the data is collected and handled by the computer tracking system.

Highways

3.4 In 2016-17, street lights have taken on average 2.49 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. 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 August 2016 was 2.42 days.

3.5 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. For June 2016, the rolling average for the number of people killed and seriously over the previous 12 months was down 58% compared with the average between 2004 and 2008. This is 74 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.

3.6 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.

Planning

3.7 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.

3.8 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

3.9 The number of planning appeals has begun to increase slightly after several years of continual decrease. The rate of appeal success has continued to fall though, as the improvements to work done in advance by the planning team to satisfy the requirements for a positive outcome mean less applications fail and are taken to appeal. To date this year, there have only been two successful appeals.

Housing

3.10 Due to changes in the operation of the housing team, such as using advice and enforcement to bring empty properties back into use and an increase of focus to tackle rogue landlords, 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. As such, while these indicators are being replaced, they are not considered at risk for the annual forecast.

Annual KPIs

3.11 The Partnership has now successfully secured over £560m 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 £700m by the end of August 2017, demonstrating the Partnership's continuing commitment to meet and exceed its transformational targets.

ATTACHED PAPERS

Annex A – Performance Indicator Scorecards – August 2016.

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.

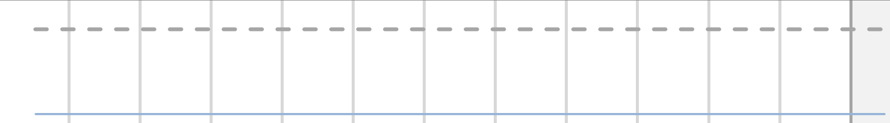
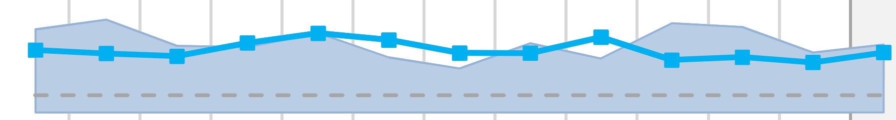
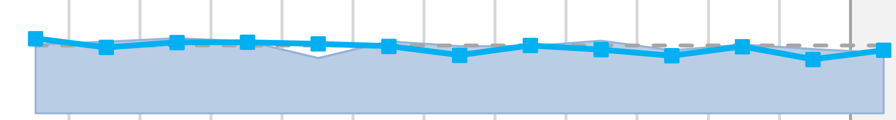
↑	Performance has improved from last month, or where indicated, the same month last year.
↓	Performance has deteriorated from last month, or where indicated, the same month last year.
→	Performance is unchanged from last month, or where indicated, the same month last year.

MONTHLY REPORT: AUGUST 2016/17

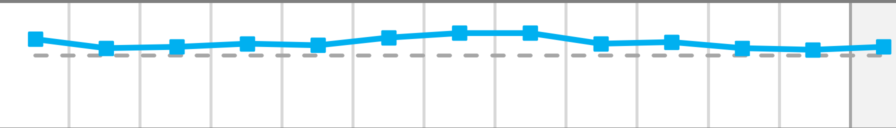
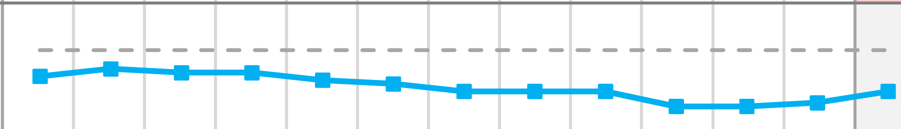
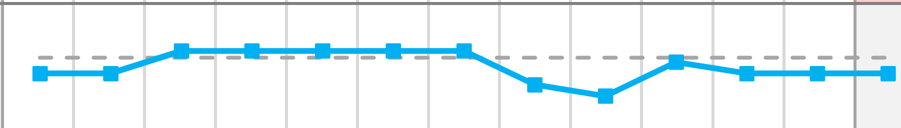
FACILITIES MANAGEMENT

ENGIE | NORTH EAST LINCOLNSHIRE COUNCIL www.nelincs.gov.uk

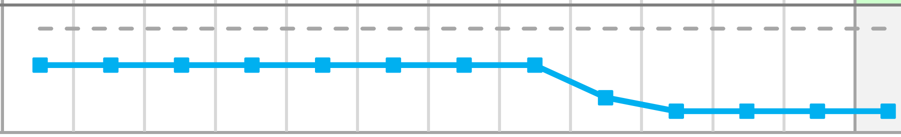
Working in Partnership

		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												AUGUST 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	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL		★		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%	AUG 93.4% ★	SEP 92.4% ★	OCT 91.6% ★	NOV 95.6% ★	DEC 98.4% ★	JAN 96.4% ★	FEB 92.6% ★	MAR 92.5% ★	APR 97.3% ★	MAY 90.5% ★	JUN 91.3% ★	JUL 89.8% ★	92.7%		↑	80%	92.0%
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance; Target; Volume of repairs			
	Priority B-F calls completed	3094	3103	328	366	263	258	313	217	174	273	213	352	337	237	268				1407
		A new asset management data system was introduced in May. As a result, there has been some fluctuation in this indicator as the system beds in. However, this is only for recording information, the actual service delivery remains at a comparable rate to before.																		
Fm.3	Percentage of calls to the service desk answered within 30 seconds	93.9%	94.9%	AUG 97.0% ★	SEP 94.4% ●	OCT 95.9% ★	NOV 95.9% ★	DEC 95.5% ★	JAN 94.7% ●	FEB 92.1% ●	MAR 95.0% ●	APR 93.8% ●	MAY 92.0% ●	JUN 94.6% ●	JUL 90.9% ●	93.6%	●	↑	95%	93.0%
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance; Target; Volume of calls			
	Number of calls answered within 30 seconds	11069	10061	810	844	886	849	651	848	794	793	858	743	813	757	714				3885
		A request has been raised with IT, as the system is marking a lot of calls as "de-queued". We believe this is due to the operating system, which is resulting in a higher percentage of calls being marked as unanswered. Service delivery has not been affected as there have been no comments on the standard of answering calls. This seems to be a technical issue rather than a performance matter.																		

COMMERCIAL PROPERTY

		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												AUGUST 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
				AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL					
Cp.1	Percentage of business centre units occupied	92.8%	93.7%	94.0% ★	91.8% ★	92.1% ★	92.9% ★	92.5% ★	94.4% ★	95.5% ★	95.5% ★	92.9% ★	93.3% ★	91.8% ★	91.4% ★	**92.1%**	★	↑	90%	92.3%
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target			
	Number of occupied units	248	250	251	245	246	248	247	252	255	255	248	249	245	244	246				246
		There was a net increase of two business units occupied since July.																		
				AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL					
Cp.2	Percentage of market units occupied	90.7%	82.6%	82.2% ●	84.4% ●	83.3% ●	83.3% ●	81.1% ●	80.0% ●	77.8% ●	77.8% ●	77.8% ●	73.3% ●	73.3% ●	74.4% ●	**77.8%**	●	↑	90%	75.3%
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target			
	Number of occupied units	82	74	74	76	75	75	73	72	70	70	70	66	66	67	70				68
		There was a net increase of three market units occupied since July.																		
				AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL					
Cp.3	Percentage of factory units occupied	89.8%	88.7%	86.1% ●	86.1% ●	91.7% ★	91.7% ★	91.7% ★	91.7% ★	91.7% ★	83.3% ●	80.6% ●	88.9% ●	86.1% ●	86.1% ●	**86.1%**	●	→	90%	85.6%
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target			
	Number of occupied units	32	32	31	31	33	33	33	33	33	30	29	32	31	31	31				31
		There has been no net change in the occupation of the Factory Units since July.																		

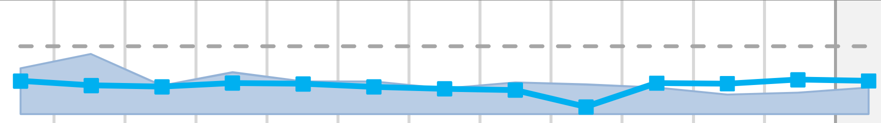
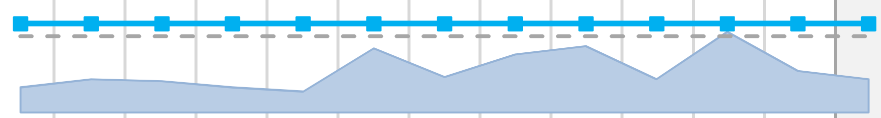
STRATEGIC ASSET MANAGEMENT

		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												AUGUST 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
				AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL					
Sa.1	Average office floor space per person	8.10sqm	7.70sqm	7.70 ★	7.70 ★	7.70 ★	7.70 ★	7.70 ★	7.70 ★	7.70 ★	7.70 ★	6.10 ★	5.43 ★	5.43 ★	5.43 ★	**5.43sqm**	★	→	9.50sqm	5.43sqm
	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: AUGUST 2016/17

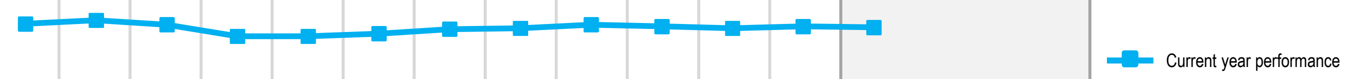
HIGHWAYS

Working in Partnership

	2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												AUGUST 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	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	2.49	★	↑	3.00	2.49
			2.49	2.42	2.40	2.46	2.44	2.40	2.37	2.35	2.10	2.45	2.45	2.51					
			★	★	★	★	★	★	★	★	★	★	★	★					
LOWER RESULT IS BETTER PERFORMANCE																Current year performance Target Volume of repairs			
Number of faults repaired	2,023	458	45	59	28	41	32	32	25	31	29	26	19	21	26				121
Monthly result			1.93	2.19	2.21	2.85	2.31	1.88	1.92	2.10	2.10	2.85	2.42	2.71	2.42				
			★	★	★	★	★	★	★	★	★	★	★	★					
	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 121 repairs have been needed, representing a further reduction.																		
Ht.2 Percentage of repairs to dangerous highway made within 24 hours of notification	99.2%	100.0%	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	100.00%	★	→	99.0%	100.0%
			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
			★	★	★	★	★	★	★	★	★	★	★	★					
HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target Volume of repairs			
Number of defects repaired	261	241	13	17	16	13	11	32	18	29	33	17	40	21	17				128
	Consistent monthly performance is being achieved by the team. The total number of dangerous defects has also reduced from the figures in previous years.																		

ROAD SAFETY

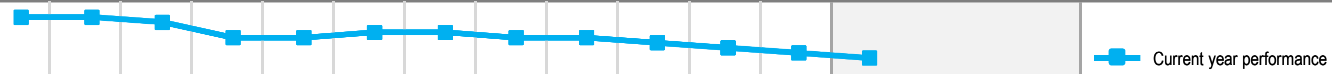
		2014 RESULT	2015 RESULT	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE 2016 RESULT	TARGET TRACK	YEAR DoT	PARTNERSHIP TARGET	2016 YTD
Ht.3	Percentage reduction in people killed or seriously injured in RTAs compared with 2004/08 average	-35%	-57%	-61% ★	-65% ★	-61% ★	-50% ★	-50% ★	-53% ★	-57% ★	-57% ★	-61% ★	-59% ★	-57% ★	-59% ★	-58%	★	↓	-16.0%	-72%
	Actual number of casualties	82	55	1	3	8	14	3	2	5	3	4	5	3	1	2				18



HIGHER NEGATIVE PERCENTAGE (I.E. PERCENTAGE REDUCTION) IS BETTER

The June 2016 result of -58% 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 53 people killed or seriously injured between July 2015 and June 2016. This is 74 less than the 127 average between 2004 and 2008. 74 represents a 58% reduction on 127. This performance is exceeding the specified target.

		2014 RESULT	2015 RESULT	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE 2016 RESULT	TARGET TRACK	YEAR DoT	PARTNERSHIP TARGET	2016 YTD
Ht.4	Percentage reduction in children killed or seriously injured in RTAs compared with 2004/08 average	-27%	-64%	-77% ★	-77% ★	-73% ★	-59% ★	-59% ★	-64% ★	-64% ★	-59% ★	-59% ★	-55% ★	-50% ★	-45% ★	-41%	★	↓	-22.0%	-36%
	Actual number of casualties	16	8	1	0	2	3	1	0	0	1	1	1	1	1	2				7



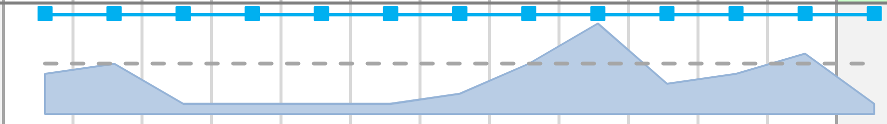
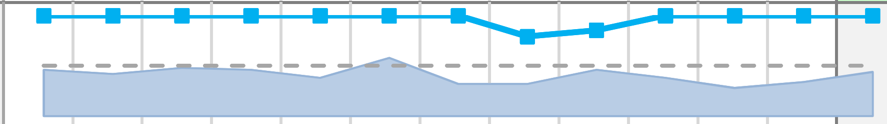
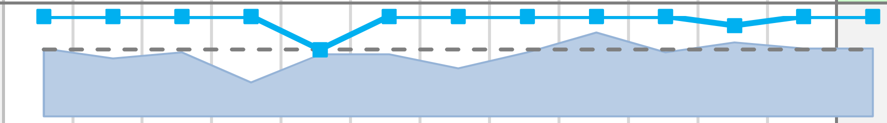
HIGHER NEGATIVE PERCENTAGE (I.E. PERCENTAGE REDUCTION) IS BETTER

The June 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 July 2015 and June 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: AUGUST 2016/17

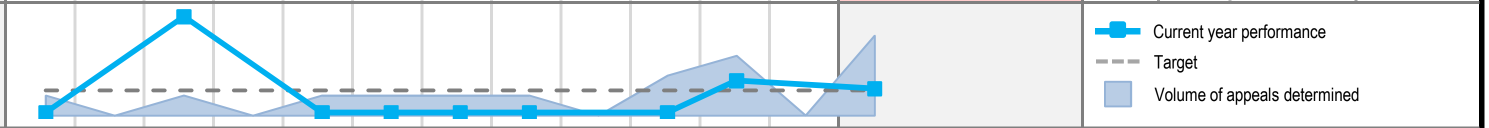
PLANNING

Working in Partnership

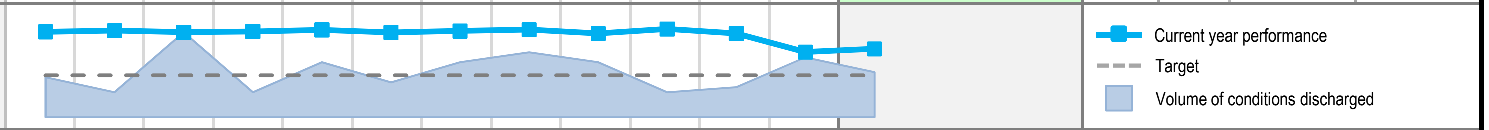
		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												AUGUST 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
PI.1	Major applications determined within 13 weeks, or timeline agreed with applicant	97.3%	100.0%	AUG 100.00% ★	SEP 100.00% ★	OCT 100.00% ★	NOV 100.00% ★	DEC 100.00% ★	JAN 100.00% ★	FEB 100.00% ★	MAR 100.00% ★	APR 100.00% ★	MAY 100.00% ★	JUN 100.00% ★	JUL 100.00% ★	100.00%	★	➔	85.0%	100.0%
	HIGHER RESULT IS BETTER PERFORMANCE																			
	Number of major applications	43	36	4	5	1	1	1	1	2	5	9	3	4	6	1				23
	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%	AUG 100.00% ★	SEP 100.00% ★	OCT 100.00% ★	NOV 100.00% ★	DEC 100.00% ★	JAN 100.00% ★	FEB 100.00% ★	MAR 93.75% ★	APR 95.65% ★	MAY 100.00% ★	JUN 100.00% ★	JUL 100.00% ★	100.00%	★	➔	85.0%	98.9%
	HIGHER RESULT IS BETTER PERFORMANCE																			
	Number of minor applications	304	254	23	21	24	23	19	29	16	16	23	19	14	17	22				95
	Monthly result before dependencies are excluded			100.00% ★	100.00% ★	95.83% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	93.75% ★	95.65% ★	100.00% ★	100.00% ★	100.00% ★	100.00%				98.9%
		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%	AUG 100.00% ★	SEP 100.00% ★	OCT 100.00% ★	NOV 100.00% ★	DEC 90.00% ★	JAN 100.00% ★	FEB 100.00% ★	MAR 100.00% ★	APR 100.00% ★	MAY 100.00% ★	JUN 97.22% ★	JUL 100.00% ★	100.00%	★	➔	90.0%	99.4%
	HIGHER RESULT IS BETTER PERFORMANCE																			
	Number of other applications	338	352	34	29	32	17	31	31	24	32	42	32	37	34	34				179
	Monthly result before dependencies are excluded			100.00% ★	100.00% ★	100.00% ★	100.00% ★	87.10% ●	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	94.59% ★	100.00% ★	100.00%				98.9%
		The Planning Service is delivering consistent performance in the high 90%s for determining other applications within timescale.																		

Current year performance
Target
Volume of applications determined

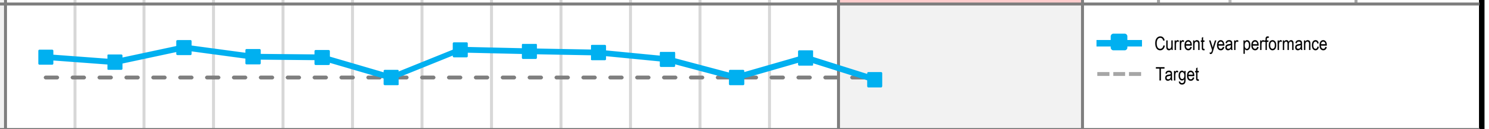
	2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												AUGUST 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
			AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL					
PI.4 Planning appeals allowed	40.0%	20.0%	0.00% ★		100.00% ●		0.00% ★	0.00% ★	0.00% ★	0.00% ★		0.00% ★	33.33% ●		25.00%	★		23.0%	22.2%
LOWER RESULT IS BETTER PERFORMANCE																			
Appeals determined	10	7	1	0	1	0	1	1	1	1	0	2	3	0	4				9
Monthly result before dependencies are excluded			100.00% ●		100.00% ●		0.00% ★	0.00% ★	100.00% ●	0.00% ★		0.00% ★	33.33% ●		25.00%				22%
	Four appeals were determined within the month of August, with one allowed. Over the course of the year, the number of planning appeals allowed is on target.																		



	2014/15 RESULT	2015/16 RESULT	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUGUST 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
PI.5 Planning conditions discharged within 8 weeks (year to date)	82.6%	93.3%	92.00% ★	92.73% ★	91.67% ★	92.21% ★	93.18% ★	91.58% ★	92.45% ★	93.28% ★	90.91% ★	93.75% ★	90.91% ★	79.41% ★	81.40%	★	↑	65.0%	81.4%
HIGHER RESULT IS BETTER PERFORMANCE																			
Conditions discharged	115	119	8	5	17	5	11	7	11	13	11	5	6	12	9				43
	Consistent monthly performance is being achieved by the service.																		

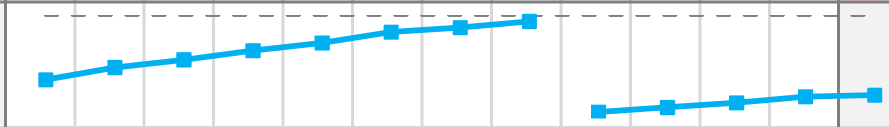
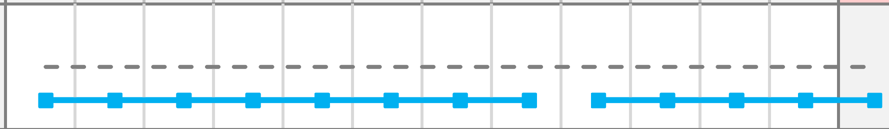
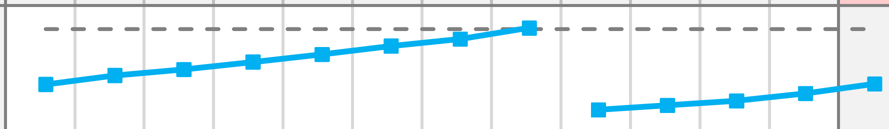


	2014/15 RESULT	2015/16 RESULT	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUGUST 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
PI.6 Applications where the service added value through negotiations	71.3%	69.8%	70.37% ★	65.38% ★	80.00% ★	70.83% ★	70.00% ★	50.00% ★	77.78% ★	76.19% ★	75.00% ★	68.18% ★	50.00% ★	69.57% ★	47.83%	★	↓	50.0%	63.6%
HIGHER RESULT IS BETTER PERFORMANCE																			
Total decisions	349	288	27	26	25	24	20	28	18	21	32	22	18	23	23				118
	The service is continuing to add value through negotiations to applications wherever appropriate.																		

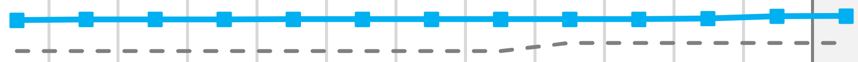
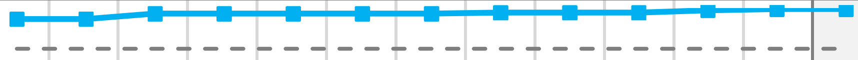
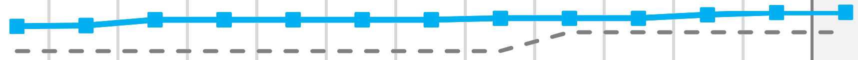


	2014/15 RESULT	2015/16 RESULT	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUGUST 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
PI.7 Is the Local Plan development meeting the current project plan?	YES	YES	YES ★	YES ★	YES ★	YES ★	YES ★	YES ★	YES ★	YES ★	YES ★	YES ★	YES ★	YES ★	YES	★	→		YES

HOUSING

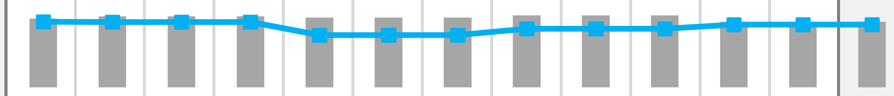
		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												AUGUST 2016/17 RESULT	TARGET TRACK	YEAR DoT	2016/17 TARGET	2016/17 YTD
Hs.1	Homes empty over six months returned to occupation (year to date)	63	61	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	13	●	↓	65	13
				23	31	36	42	47	54	57	61	2	5	8	12					
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target			
	Monthly result			● 5	★ 8	● 5	★ 6	● 5	★ 7	● 3	● 4	● 2	● 3	● 3	● 4	1				
		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 replacing this indicator with one that shows the pro-active work being carried out by the team.																		
Hs.2	Homes empty under six months returned to occupation (year to date)	14	0	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	0	●	→	10	0
				0	0	0	0	0	0	0	0	0	0	0	0					
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target			
	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 replacing this indicator with one that shows the pro-active work being carried out by the team.																		
Hs.3	Small derelict commercial sites returned to useable condition (year to date)	5	5	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	2	★	↑	5	2
				1	2	3	4	4	5	5	5	0	0	1	1					
	Monthly result			0	1	1	1	0	1	0	0	0	0	1	0	1				
		The second derelict site was returned to use in August, the same month the first site was returned to use last year. The delivery of this service is not linear and based on past performance, the team expect to reach the required target by the end of the year.																		
Hs.4	Category 1 hazards resolved (year to date)	194	182	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	70	●	↑	180	70
				69	87	99	114	129	146	160	182	18	27	36	51					
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target			
	Monthly result			★ 17	★ 18	● 12	★ 15	★ 15	★ 17	● 14	★ 22	★ 18	● 9	● 9	★ 15	19				
		Performance is slightly under the pro-rata target of 75 hazards by August, however the in-month pro-rata target of 15 was exceeded and current performance is exceeding that of the previous year. Delivery of this service is non-linear though and fluctuations should be expected around monthly performance figures.																		

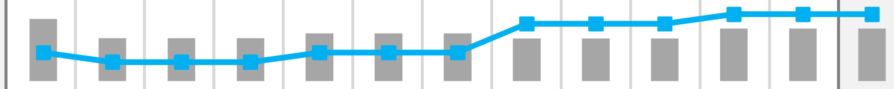
ECONOMIC DEVELOPMENT

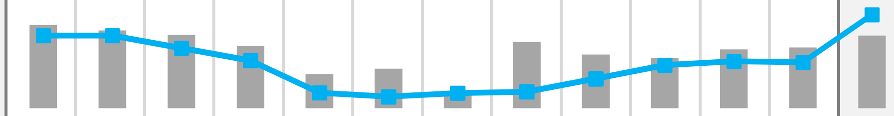
		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												AUGUST 2016/17 RESULT	TARGET TRACK	2016/17 TARGET	2016/17 YTD
Ed.1	Cumulative public and private investment secured	£114.3m	£161.4m	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	£167.0m	★	£120.0m	£5.6m
				£159.8m	£161.4m	£161.4m	£161.4m	£161.4m	£161.4m	£161.4m	£161.4m	£161.4m	£161.4m	£162.7m	£166.7m				
				★	★	★	★	★	★	★	★	★	★	★	★				
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target		
		The main source of investment in August was in the Energy & Renewables Sector																	
Ed.2	Cumulative inward investment	£348.8m	£383.6m	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	£397.6m	★	£280.0m	£14.0m
				£358.2m	£358.6m	£379.6m	£379.6m	£379.6m	£379.6m	£379.6m	£383.6m	£383.6m	£383.6m	£393.3m	£397.5m				
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target		
		The main source of investment in August was the Ports & Logistics Sector																	
Ed.3	Cumulative jobs created by wider regeneration projects	2892	4186	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	4453	★	3550	267
				3823	3860	4119	4119	4120	4120	4120	4186	4189	4189	4344	4448				
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target		
		Jobs were created in the Energy & Renewables Sector																	

TOWN CENTRE INTELLIGENCE

	2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												AUGUST 2016/17 RESULT	YEAR ON YEAR DoT	YEAR ON YEAR % CHANGE	2016/17 YTD
			AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL				
Empty properties in Grimsby town centre (395 properties total)	8.08%	7.45%	7.93%	7.89%	7.89%	7.89%	6.33%	6.33%	6.33%	7.09%	7.09%	7.09%	7.59%	7.59%	7.59%	↑	-4%	7.39%
LOWER RESULT IS BETTER PERFORMANCE																		
Number of empty properties			31	31	31	31	25	25	25	28	28	28	30	30	30			
Empty properties in Cleethorpes town centre (209 properties total)	2.71%	1.51%	1.44%	0.96%	0.96%	0.96%	1.44%	1.44%	1.44%	2.87%	2.87%	2.87%	3.35%	3.35%	3.35%	↓	133%	3.16%
LOWER RESULT IS BETTER PERFORMANCE																		
Number of empty properties			3	2	2	2	3	3	3	6	6	6	7	7	7			
Tci.1 Bus passenger journeys	8.33m	8.13m	723k	723k	702k	681k	626k	620k	626k	628k	650k	673k	680k	678k	759k	↓	-2.3%	3.44m
HIGHER RESULT IS BETTER PERFORMANCE																		
April to year to date			3.52m	4.24m	4.95m	5.63m	6.25m	6.87m	7.50m	8.13m	0.65m	1.32m	2.00m	2.68m	3.44m			







Current year performance
Average of past two years

MONTHLY REPORT: AUGUST 2016/17
PRICE PERFORMANCE MECHANISM

ENGIE | North East Lincolnshire Council | www.nelincs.gov.uk
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	AUGUST 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	AUGUST 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	AUGUST 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	AUGUST 2016/17	MONTHLY	**3.00 days**	**2.42 days**	0.58 days	**0.00**	**2.42 days**	0.58 days	**0.00**
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	AUGUST 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	£ -			£ -

					PRE-DEPENDENCIES			POST-DEPENDENCIES		
ASSET MANAGEMENT MONTHLY BASKET			MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS
Fm.1	Percentage of priority A calls responded to within standard response times	AUGUST 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	AUGUST 2016/17	MONTHLY	**80.00%**	**92.73%**	12.73%	**0.00**	**92.73%**	12.73%	**0.00**
Fm.3	Percentage of calls to the service desk answered within 30 seconds	AUGUST 2016/17	MONTHLY	**95.0%**	**93.58%**	-1.42%	**0.33**	**93.58%**	-1.42%	**0.33**
						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 August