Partnership Board Agenda

Date and Time: **Thursday 21st April 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 Environment, Tourism & the Visitor Economy
Rob Walsh – Chief Executive
Angela Blake –Director Economy & Growth
Sharon Wroot – Chief Finance Officer
Tony Maione – Assistant Director Law
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	Cllr Jackson (sub Cllr Brookes)	RW
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 • Traffic Regulation Orders	AB
O	5. Finance/Budget Savings	To discuss progress on delivering the budget savings programme for 2016/17	AB/MA
O	6. Update on Key Projects	• SHIPP • Local Plan • Town Centre Improvements • Highway Strategy	AB AB MA MA
O	7. Partnership Opportunities	• Energy Update	TM
O	8. Highways Schemes – communication and engagement with elected members	• To discuss proposals to engage with elected members on highway schemes	RW
	9. Empty Homes Strategy	• To receive a verbal update on the Empty Homes Strategy	AB
O	10. Devolution	Overview and update - verbal	RW

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

✓	11. Performance Report – December 2015	To receive a report on the Partnership performance to the end of 2016	MH
O	12. Resource Management	To discuss resource issues, including succession planning	AB/MH
O	13. Key Communications	• Highways Improvements • Ward Sponsor Update • A18/A180 Link Road	AB/MA
O	14. Risks/Opportunities		ALL
	15. 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
O	16. A18 Inquest	• To discuss action required from the Partnership following the A18 inquest	TM
O	17. Energy Projects	• To receive a verbal update and discuss options/next steps	TN
	18. Date and time of next Meeting: Thursday 21st July 2016, Crosland Suite, Grimsby Town Hall		

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

PARTNERSHIP BOARD
28 JANUARY 2016 AT 10:00AM

ATTENDEES

Rob Walsh (Chair)	Chief Executive, NELC	RW
Cllr Watson	PfH for Environment, Tourism and the Visitor Economy	DW
Cllr Jackson	Leader of the Conservative Group	PJ
Angela Blake	Director of Economy & Growth, NELC	AB
Tony Maione	Assistant Director - Law, NELC	TM
Sharon Wroot	Chief Finance Officer, NELC	SW
Gordon Sheret	Managing Director - Cities & Communities, ENGIE	GS
Mike Hedges	Partnership Director, ENGIE	MH
Marcus Asquith	Deputy Partnership Director, ENGIE	MA
Philip Quinn	Performance Analyst, ENGIE	PQ

APOLOGIES

Cllr Oxby, Damien Jaines White, Debbie Fagan, Dave Tipple

AGENDA AND MINUTES

	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	The minutes of the Partnership Board meeting on 29th October 2015 were approved as a correct record.		
4	**Operational Board – Key messages and escalations**		
4.1	AB – There were no escalations to report from the previous Operations Board.		
5	**Finance/Budget Savings** **a) 2015/16**		
5.1	MA – Partnership meeting took place, current savings are slightly in excess of the target figure. Additional work needs to be done to clarify the calculations and confirm the energy savings figures. The 2015 figures have been reviewed and further small meetings are planned before year end. Some savings have already been mapped out for the coming year, as the majority of 2015/16 savings are recurrent. AB – Confident the savings targets will also be made in 2016/17. **b) 2016/17 Budget Setting**		
5.2	SW – Final consultation is happening this week. Subject to final settlement the budget is balanced for 2016/17 and will be presented to Full Council on 26th February. No additional savings are expected from the Partnership in 2016/17.		

	Agenda item, discussions and actions	Lead	Timescale
6	**Integrated Management Structure**		
6.1	AB – The structure has been agreed and the majority of staff are in place. The Assets Team has transferred to ENGIE and the Economic Development Team has transferred back to NELC, both as a TUPE. Final Integrated Management recruitment will be completed by April 1st.		
6.2	AB – Regular weekly Integrated Management Team meetings have been taking place. This sits above individual Project Boards, so risks can be escalated easier. MH – This increased communication and Partnership working has already resolved a variety of problems and the frequency of the meetings enables decisions and adjustments to take place in an expedited manner.		
7	**Update on Key Projects**		
7.1	Economic Strategy AB – Final strategy is now complete following consultation with the private sector and Scrutiny. The report is due at Cabinet on 17th February with a view to commence delivery on 1st April. This strategy is managed by the Development & Growth Board and reports upwards to Scrutiny and Cabinet.		
7.2	SHIIP AB – January Cabinet approved the investment of £15m. The Integrated Management Team is currently developing a governance and delivery model, along with work programme timescales. Leadership Team will sign off the structure in February. NELC will be appointing a Project Manager to oversee the delivery. LGF funding has been confirmed for the Humber Link Road and ecological mitigation sites.		
7.3	Macaulay Lane MA – Meetings scheduled next week to discuss remedial bridge works. Final position should be available in late February/March. TM – This development will result in a commuted sum for the Council and also the potential for 225 additional new homes to be built, which will be eligible for a New Homes Bonus. The bridge will also be confirmed as fit for purpose for the next 60 years.		
8	**Partnership Opportunities**		
8.1	Feedback from Energy Visioning event TM – The day was positively received and the next steps went to Scrutiny. Scrutiny endorsed the recommendations and they shall be considered at Cabinet on 17th February.		
8.2	Energy next steps MH – Currently exploring the potential for a low/no carbon site. Meetings are taking place in the wider ENGIE organisation around energy storage. Opportunities for gas are also being explored.		

	Agenda item, discussions and actions	Lead	Timescale
	TM – The recent electricity procurement is already proving economically advantageous. A similar scheme for gas has begun and other local authorities have been contacted in a bid to drive savings. Not only does this have the potential to produce savings for NELC, but there may also be a potential income stream.		
9 9.1 9.2	**Empty Homes Strategy** AB – Will circulate a written update. The report is being reviewed and worked on in Partnership. GS – Work is progressing on a potential Community Interest Company.	**AB – Distribute Update**	**ASAP**
10 10.1	**Devolution** RW – A paper went to Full Council in December on the Greater Lincolnshire Devolution Proposal and the recommendations were accepted.		
11 11.1 11.2	**Performance Report** PQ – Presented the Monthly Performance Report, highlighting the Planning Service was now in the top 3 nationally for response times to minor and other applications. Also explained the Annual Report contains additional indicators and would also include benchmarking for nationally reportable indicators. AB – The Housing Strategy was needed to feed into the Local Plan. The high level framework had been completed and needed to be signed off through Scrutiny and Council. PQ – Presented the Factory Unit report, which gave a view on the current position of the portfolio. PJ – Asked if the larger, hard to let units could be somehow split into smaller spaces, more attractive to investors.		
12 12.1 12.2 12.3 12.4	**Resource Management** AB – A Councillor now sits on Operations Board and this has been working very well – there have been fewer escalations as a result. AB – The Integrated Management Team is now in place to oversee project management – keep advised on highlight reports, risks, slips and under/overspends. Capacity issues remain in Housing and some gaps in Highways. MH – Recruitment has begun for the Highways roles. PJ – Parish Councils are feeding back that there seems to be a lack of movement on some Highways work. MA – There has been an accumulation of enquiries into the Traffic Team, which has lead to overlapping pockets of need and a slight backlog. However the team are now in a position to prioritise workloads and lead on work. AB – Integrated Management Team to discuss options for a coordinated enforcement team/plan. PJ – The Planning Committee are trying to make the Council more robust around enforcement, especially where several teams may be involved (for example planning and licencing). A Working Group is being set up to review		

	Agenda item, discussions and actions	Lead	Timescale
	Planning Enforcement Strategy. Feedback received so far is that enforcement is under-enforced as opposed to over-enforced. MA – Current regulatory approach means consistency and robustness needs to be applied, resulting in a more multi-skilled team.		
13	**Key Communications**		
13.1	AB – NELC have been shortlisted for an LGC Award for Families First.		
13.2	MA – Ward Sponsors – Staff changes have resulted in some gaps, so some visits have slipped, however work is in progress to fill in the blanks. "Ward Walks" are being rolled out. DW – Recent Ward Walk resulted in some long standing issues being resolved.	**MA – Update on Ward Sponsors**	**Next Partnership Board**
13.3	MA – Link Road – Depending on weather, an early April opening date is expected. Currently looking at a formal event for the road opening. DW – Weight restrictions need to be in place when the road opens. MA – Signs will be erected to ensure enforcement can be carried out.		
	MA – There will be a heightened media interest with potential national coverage when the A18 multiple fatality inquest begins. A preliminary request has been received for a road closure, so a site visit can be made. TM – Will share the written statement with the Partnership. PJ – Requested elected members be kept updated on progress as more items are released.	**TM – Distribute Statement** **TM – Briefing to all members**	**Next Partnership Board** **Before Coroner's Court**
13.4	AB – Townscape Initiative in Cleethorpes has received £1.9m from the Heritage Lottery Fund. This will improve the look of the area around Sea View Street and the Market Place.		
14	**Risks and Opportunities**		
14.1	PJ – Toll Bar Roundabout will be a key project due to the links with future Highways and Planning projects. MA – Varied feedback has been received to date – more meetings have been scheduled to discuss the decision making progress. The plan is to deliver a "best fit" solution.		
14.2	RW – The current review of the Leadership Team will have no negative effect on the current set up for Partnership working.		
15	**Date and time of next meeting** **Thursday 21st April 2016, Crosland Suite, Grimsby Town Hall, 10AM.**		

Working in Partnership

REPORT TO
PARTNERSHIP BOARD
21 APRIL 2016

MONTHLY PERFORMANCE REVIEW
FEBRUARY 2016

1 INTRODUCTION

1.1 This report contains a summary of performance against key performance indicators during the month of February 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

FEBRUARY 2016 - IN MONTH REPORTING

	Highways and Transport	Asset Management	Development and Growth	Architects	Totals
★ On target	4	5	11	-	**20**
● Below target	0	2	3	-	**5**
▲ **Total**	**4**	**7**	**14**	**-**	**25**

FEBRUARY 2016 - ANNUAL FORECAST

	Highways and Transport	Asset Management	Development and Growth	Architects	Totals
★ On target	4	4	10	-	**19**
● Below target	0	1	0	-	**0**
At risk	0	2	4	-	**6**
▲ **Total**	**4**	**7**	**14**	**-**	**25**

3 COMMENTARY ON PERFORMANCE IN MONTH

Asset Management

3.1 Facilities Management is continuing to deliver consistently, with over 90% of all category B-F repairs being completed within the required SLA timescales. This is continuing the excellent performance in previous years, where a final annual figure of around 92% was the norm. The final annual performance for 2015-16 is also expected to be in this range.

3.2 The Partnership management of the commercial portfolios continues to actively promote these assets to maximise income levels for the Council. There is a high level of occupancy in the business centres, which continues the recent success of previous years. Given the current levels of occupation so far this year, it is not unreasonable to expect that the final annual figure will be one of the highest in the history of the Partnership.

Occupation on the market remains under target and has returned to 2010-13 levels after a couple of years of high occupancy. It is not expected that this indicator will meet the annual target of 90% and a result in the low to mid 80%s is expected for the 2015-16 year. A rent increase has been applied from Dec 1st, which was the first increase since 2004. Consultation was undertaken with the stall holders before the increase and feedback is being sought on the impact of the increase.

The occupation of the factory units is currently above target for the month, but with several months of under-target performance earlier in the year and the expected performance in the coming months, it is not expected that this indicator will meet the annual target of 90% and a result in the very high 80%s is expected.

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. However, after consultation with NELC IT and customer services, recent alterations in the operating times for the Service Desk have had a positive impact on the reported performance. Even though the reported figure dropped for several months, feedback received from customers showed that they were happy with the service received from the Service Desk. Monthly performance was slightly under target in February as a result in an increase in de-queued calls, which may have a knock-on effect for the annual result.

Highways

3.4 So far in 2015-16, street lights have taken on average 2.37 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 an expected 500 in 2015-16. This represents a reduction of over 75% 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.

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. Up to November 2015, the rolling average for the number of people killed and seriously over the previous 12 months was down 53% compared with the average between 2004 and 2008. This is 67 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. This performance is comparable with and in most cases, exceeds the performance of our neighbouring authorities. A piece of work is being produced which benchmarks the performance in North East Lincolnshire compared to neighbouring authorities as the Government has now released the national figures for 2014.

Planning

3.6 As of February 2016, the planning service has maintained 100% performance in determining all major planning applications on time for over 12 consecutive months. 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.

3.7 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

3.8 The number of planning appeals has continued to decline from 20 in 2013-14, to 10 in 2014-15 and 6 so far in 2015-16. The rate of appeal success has remained around the 30-40% mark, but the improvements to work done in advance by the planning team to satisfy the requirements for a positive outcome mean that this percentage reflects a smaller real term value.

Housing

3.9 Due to budgetary constraints and a reduction in funding for grants and loan interventions, the housing service is moving towards a focus on the use of advice and enforcement to bring empty properties back into use. This method is more resource intensive with the service having less direct control over the timescales of intervention and when a property will be improved by the owner. Additional funds have been made available to the housing team, however due to the length of time needed to bring empty properties back into use; it is unlikely this will impact on the performance of this indicator in this financial year. Currently 57 long term empty homes have been returned to occupation this year, which is a similar number to the number returned to occupation over the same period last year (58). During August 2015, Cofely presented the Council with a draft strategy for empty homes. This provided some ideas how a proactive empty homes programme could be delivered, without a reliance on capital funding.

3.10 A total of five small derelict commercial sites have been returned to a useable condition, against an annual target of five. By comparison, last year in January 2015, only four small derelict commercial sites had been returned to a useable condition.

3.11 This year to date, 160 Category 1 hazards have been resolved in rented accommodation. The Partnership was originally contracted to resolve 100 Category 1 hazards per year, demonstrating the level of improvements made to our processes over the last four years. However, there has also been a reduction in the capital available in 2015-16 and therefore there is a reduced resource available to remove hazards. The projection is to resolve 170 Category 1 hazards this year.

Annual KPIs

3.12 The Partnership has now successfully secured over £500m of investment since 2010 meaning that year end targets against this priority have already 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 January 2017, demonstrating the Partnership's continuing commitment to meet and exceed its transformational targets.

ATTACHED PAPERS

Annex A – Performance Indicator Scorecards – February 2016.

KEY TO SYMBOLS USED IN REPORT

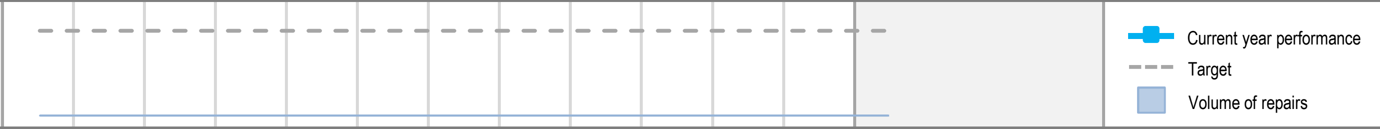
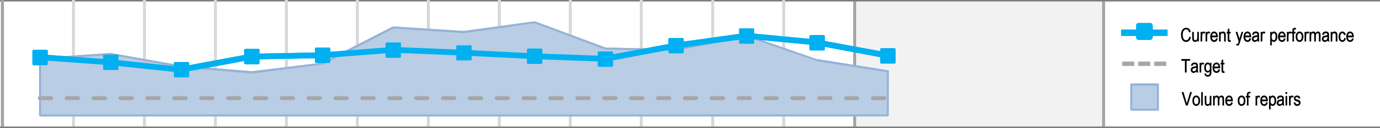
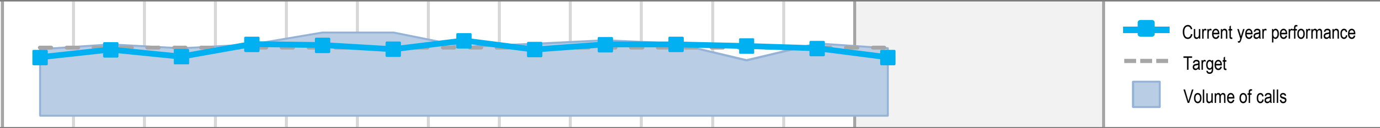
★	**Reported performance is on or above target**, or where subject to an annual target, forecast to be on target against the year-end target.
●	**Reported performance is below target,** or where subject to an annual target, forecast to be below target against the year-end target.
ⓘ	Reported performance 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.

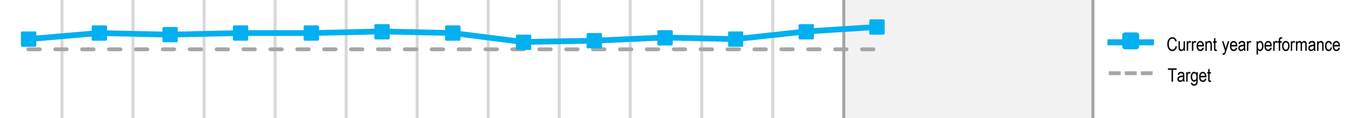
➔	Performance is unchanged from last month, or where indicated, the same month last year.

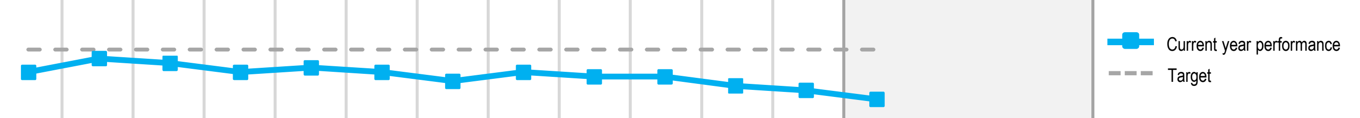
MONTHLY REPORT: FEBRUARY 2015/16

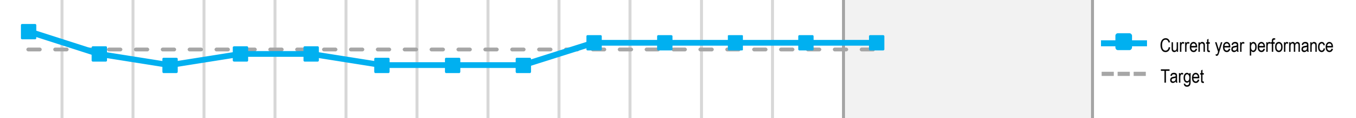
FACILITIES MANAGEMENT

		2013/14 RESULT	2014/15 RESULT	12 MONTH TREND												FEBRUARY 2015/16 RESULT	TARGET TRACK	MONTH DoT	2015/16 TARGET	2015/16 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																			
	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 year.																		
Fm.2	Percentage of priority B-F calls responded to within standard response times	92.9%	92.3%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	92.6%	★	↓	80%	93.6%
				92.1%	90.6%	88.5%	92.3%	92.7%	94.3%	93.4%	92.4%	91.6%	95.6%	98.4%	96.4%					
				★	★	★	★	★	★	★	★	★	★	★	★					
	HIGHER RESULT IS BETTER PERFORMANCE																			
	Priority B-F calls completed	3615	3094	222	242	192	169	204	346	328	366	263	258	313	217	174				2830
		Consistent monthly performance is being achieved by the Facilities Management team. Annual performance is on track to deliver against the target.																		
Fm.3	Percentage of calls to the service desk answered within 30 seconds	97.5%	93.9%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	92.1%	●	↓	95%	94.9%
				92.1%	94.4%	92.3%	96.0%	95.7%	94.5%	97.0%	94.4%	95.9%	95.9%	95.5%	94.7%					
				●	●	●	★	★	●	★	●	★	★	★	●					
	HIGHER RESULT IS BETTER PERFORMANCE																			
	Number of calls answered within 30 seconds	11574	11069	781	838	793	838	977	978	810	844	886	849	651	848	794				9268
		The Servicedesk worked with NELC IT and Customer Services and brought their operating hours in line with those of the Council and since then an improvement has been seen in the response times for answering calls. Previously the Golden Numbers software had impacted the way call answering was reported, but all issues have been resolved.																		

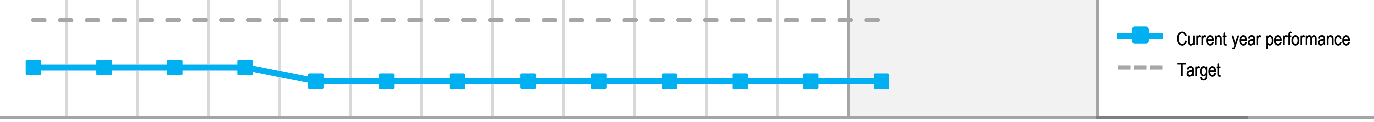
COMMERCIAL PROPERTY

	2013/14 RESULT	2014/15 RESULT	12 MONTH TREND												FEBRUARY 2015/16 RESULT	TARGET TRACK	MONTH DoT	2015/16 TARGET	2015/16 YTD
Cp.1 Percentage of business centre units occupied	92.4%	92.8%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	95.5%	★	↑	90%	93.6%
			92.5%	94.0%	93.6%	94.0%	94.0%	94.4%	94.0%	91.8%	92.1%	92.9%	92.5%	94.4%					
			★	★	★	★	★	★	★	★	★	★	★	★					
HIGHER RESULT IS BETTER PERFORMANCE																			
Number of occupied units	247	248	247	251	250	251	251	252	251	245	246	248	247	252	255				250
	An additional three business centre units were occupied in February compared to January. Annual occupancy is on track to deliver against the target and could potentially be the best annual result seen under the Partnership.																		

	2013/14 RESULT	2014/15 RESULT	12 MONTH TREND												FEBRUARY 2015/16 RESULT	TARGET TRACK	MONTH DoT	2015/16 TARGET	2015/16 YTD
Cp.2 Percentage of market units occupied	92.6%	90.7%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	77.8%	●	↓	90%	83.0%
			84.4%	87.8%	86.7%	84.4%	85.6%	84.4%	82.2%	84.4%	83.3%	83.3%	81.1%	80.0%					
			●	●	●	●	●	●	●	●	●	●	●	●					
HIGHER RESULT IS BETTER PERFORMANCE																			
Number of occupied units	83	82	76	79	78	76	77	76	74	76	75	75	73	72	70				75
	There were two less market units occupied in February compared to January. Monthly occupancy remains off target and annual occupancy will not meet the target this year. A rent increase was applied on Dec 1st 2015.																		

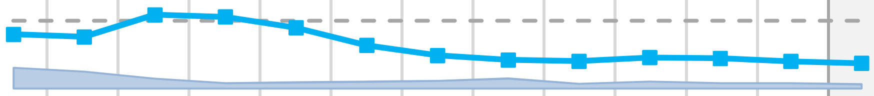
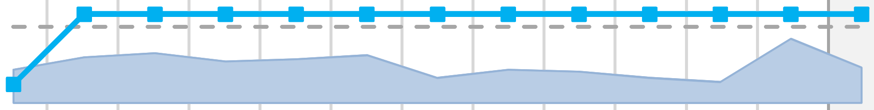
	2013/14 RESULT	2014/15 RESULT	12 MONTH TREND												FEBRUARY 2015/16 RESULT	TARGET TRACK	MONTH DoT	2015/16 TARGET	2015/16 YTD
Cp.3 Percentage of factory units occupied	86.1%	89.8%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	91.7%	●	→	90%	89.1%
			94.4%	88.9%	86.1%	88.9%	88.9%	86.1%	86.1%	86.1%	91.7%	91.7%	91.7%	91.7%					
			★	●	●	●	●	●	●	●	★	★	★	★					
HIGHER RESULT IS BETTER PERFORMANCE																			
Number of occupied units	31	32	34	32	31	32	32	31	31	31	33	33	33	33	33				32
	There was no net increase in February for occupancy of the factory units. Annual occupation is currently under the target and given the pipleine of new and expiring tenancies between now and the end of the financial year, it is not expected to reach the annual target.																		

STRATEGIC ASSET MANAGEMENT

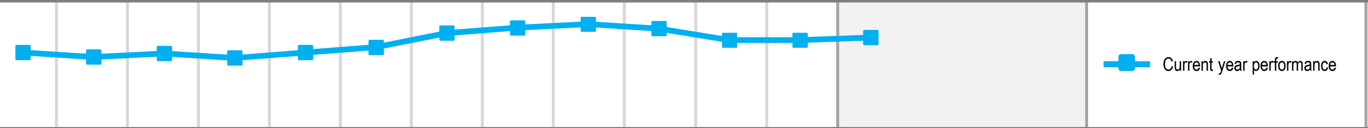
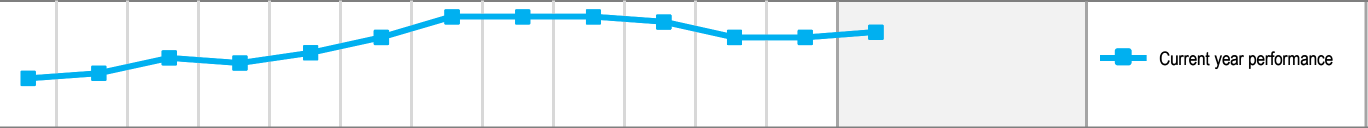
	2013/14 RESULT	2014/15 RESULT	12 MONTH TREND												FEBRUARY 2015/16 RESULT	TARGET TRACK	MONTH DoT	2015/16 TARGET	2015/16 YTD
Sa.1 Average office floor space per person	9.40sqm	8.10sqm	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	7.70sqm	★	→	9.50sqm	7.70sqm
			8.10	8.10	8.10	8.10	7.70	7.70	7.70	7.70	7.70	7.70	7.70	7.70					
			★	★	★	★	★	★	★	★	★	★	★	★					
LOWER RESULT IS BETTER PERFORMANCE																			
	The increase in performance for June is down to the reprofiling of the Council's Core Offices. The rationalisation of the Origin Offices will further improve the performance against this indicator.																		

MONTHLY REPORT: FEBRUARY 2015/16

HIGHWAYS

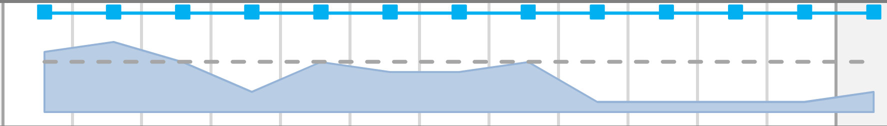
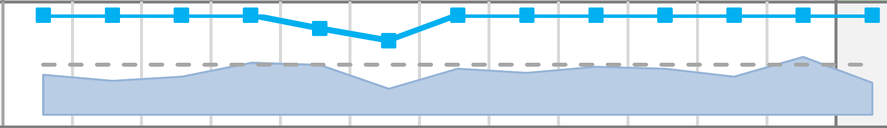
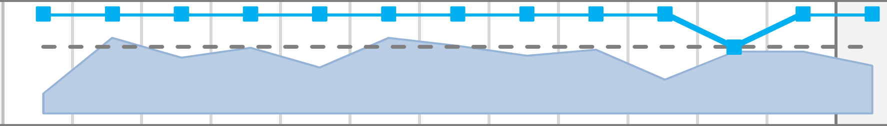
		2013/14 RESULT	2014/15 RESULT	12 MONTH TREND												FEBRUARY 2015/16 RESULT	TARGET TRACK	MONTH DoT	2015/16 TARGET	2015/16 YTD
Ht.1	Average number of days to repair street lights (year to date)	3.13	2.76	FEB 2.80 ★	MAR 2.76 ★	APR 3.09 ●	MAY 3.06 ●	JUN 2.90 ★	JUL 2.64 ★	AUG 2.49 ★	SEP 2.42 ★	OCT 2.40 ★	NOV 2.46 ★	DEC 2.44 ★	JAN 2.40 ★	2.37	★	↑	3.00	2.37
	LOWER RESULT IS BETTER PERFORMANCE																▬ Current year performance - - - Target ▨ Volume of repairs			
	Number of faults repaired	3,818	2,023	122	100	58	31	36	40	45	59	28	41	32	32	25				427
	Monthly result			1.97 ★	2.05 ★	3.09 ●	3.00 ★	2.50 ★	1.83 ★	1.93 ★	2.19 ★	2.21 ★	2.85 ★	2.31 ★	1.88 ★	1.92				
		The LED scheme has meant a significant reduction in the number of faults reported each month. However, any delay is more significant in a smaller data set. Both monthly and annual performance is meeting the target.																		
Ht.2	Percentage of repairs to dangerous highway made within 24 hours of notification	98.62%	99.24%	FEB 94% ●	MAR 100% ★	APR 100% ★	MAY 100% ★	JUN 100% ★	JUL 100% ★	AUG 100% ★	SEP 100% ★	OCT 100% ★	NOV 100% ★	DEC 100% ★	JAN 100% ★	100.00%	★	→	99.0%	100.0%
	HIGHER RESULT IS BETTER PERFORMANCE																▬ Current year performance - - - Target ▨ Volume of repairs			
	Number of defects repaired	285	261	17	23	25	21	22	24	13	17	16	13	11	32	18				212
		Consistent monthly performance is being achieved by the team. All dangerous defects reported have been repaired within 24 hours. Annual performance is on track to deliver against the target.																		

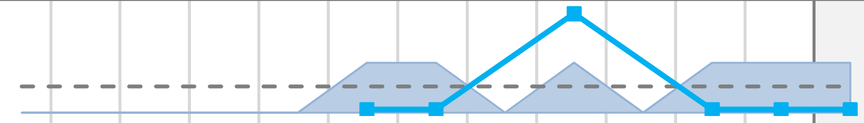
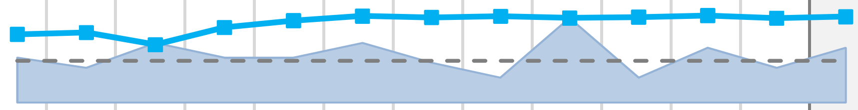
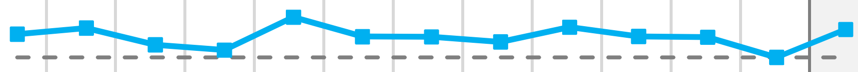
ROAD SAFETY

	2013 RESULT	2014 RESULT	12 MONTH TREND												NOVEMBER 2015 RESULT	TARGET TRACK	YEAR DoT	PARTNERSHIP TARGET	2015 YTD
Ht.3 Percentage reduction in people killed or seriously injured in RTAs compared with 2004/08 average	-26%	-35%	NOV -39% ★	DEC -35% ★	JAN -39% ★	FEB -35% ★	MAR -39% ★	APR -44% ★	MAY -57% ★	JUN -61% ★	JUL -65% ★	AUG -61% ★	SEP -50% ★	OCT -50% ★	-53%	★	↑	-11.0%	-57%
																			
Actual number of casualties	94	82	5	10	4	8	3	1	3	1	3	8	14	3	2				50
HIGHER NEGATIVE PERCENTAGE (I.E. PERCENTAGE REDUCTION) IS BETTER	The November 2015 result of -53% 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 60 people killed or seriously injured between December 2014 and November 2015. This is 67 less than the 127 average between 2004 and 2008. 67 represents a 53% reduction on 127. This performance is exceeding the specified target.																		
Ht.4 Percentage reduction in children killed or seriously injured in RTAs compared with 2004/08 average	-9%	-27%	NOV -23% ★	DEC -27% ★	JAN -41% ★	FEB -36% ★	MAR -45% ★	APR -59% ★	MAY -77% ★	JUN -77% ★	JUL -77% ★	AUG -73% ★	SEP -59% ★	OCT -59% ★	-64%	★	↑	-13.6%	-60%
																			
Actual number of casualties	20	16	1	0	0	1	0	0	0	1	0	2	3	1	0				8
HIGHER NEGATIVE PERCENTAGE (I.E. PERCENTAGE REDUCTION) IS BETTER	The November 2015 result of -64% 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 8 children killed or seriously injured between December 2014 and November 2015. This is 14 less than the 22 average between 2004 and 2008. 14 represents a 64% reduction on 22. This performance is exceeding the specified target.																		

MONTHLY REPORT: FEBRUARY 2015/16

PLANNING

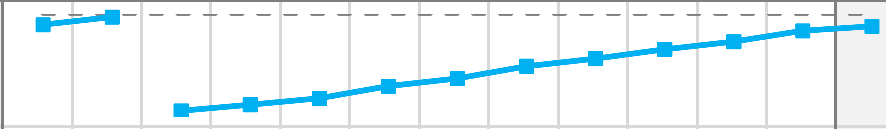
		2013/14 RESULT	2014/15 RESULT	12 MONTH TREND												FEBRUARY 2015/16 RESULT	TARGET TRACK	MONTH DoT	2015/16 TARGET	2015/16 YTD
PI.1	Major applications determined within 13 weeks, or timeline agreed with applicant	93.5%	97.3%	FEB 100.00% ★	MAR 100.00% ★	APR 100.00% ★	MAY 100.00% ★	JUN 100.00% ★	JUL 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	39	43	6	7	5	2	5	4	4	5	1	1	1	1	2				31
	Monthly result before dependencies are excluded			83.33% ●	71.43% ●	80.00% ●	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00% ★	100.00%				96.8%
		The service achieved 100% success with no dependencies within the month. Annual performance is also 100% after one dependency is excluded.																		
PI.2	Minor applications determined within 8 weeks, or timeline agreed with applicant	93.6%	96.3%	FEB 100.00% ★	MAR 100.00% ★	APR 100.00% ★	MAY 100.00% ★	JUN 96.00% ★	JUL 92.31% ★	AUG 100.00% ★	SEP 100.00% ★	OCT 100.00% ★	NOV 100.00% ★	DEC 100.00% ★	JAN 100.00% ★	100.00%	★	➔	85.0%	99.2%
	HIGHER RESULT IS BETTER PERFORMANCE																■ Current year performance - - - Target ▨ Volume of applications determined			
	Number of minor applications	279	304	20	17	19	26	25	13	23	21	24	23	19	29	16				238
	Monthly result before dependencies are excluded			100.00% ★	100.00% ★	100.00% ★	100.00% ★	96.00% ★	92.31% ★	100.00% ★	100.00% ★	95.83% ★	100.00% ★	100.00% ★	100.00% ★	100.00%				98.7%
		The service achieved 100% success with no dependencies within the month. Annual performance is also exceeding the target.																		
PI.3	Other applications determined within 8 weeks, or timeline agreed with applicant	96.3%	97.6%	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 90.00% ★	JAN 100.00% ★	100.00%	★	➔	90.0%	99.1%
	HIGHER RESULT IS BETTER PERFORMANCE																■ Current year performance - - - Target ▨ Volume of applications determined			
	Number of other applications	387	338	10	38	28	33	23	38	34	29	32	17	31	31	24				320
	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% ★	87.10% ●	100.00% ★	100.00%				98.8%
		The service achieved 100% success with no dependencies within the month. Annual performance is also exceeding the target.																		

		2013/14 RESULT	2014/15 RESULT	12 MONTH TREND												FEBRUARY 2015/16 RESULT	TARGET TRACK	MONTH DoT	2015/16 TARGET	2015/16 YTD
PI.4	Planning appeals allowed	50.0%	40.0%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	0.00%	●	→	24.0%	25.0%
									0.00%	0.00%		100.00%		0.00%	0.00%					
									★	★		●		★	★					
	LOWER RESULT IS BETTER PERFORMANCE																Current year performance Target Volume of appeals determined			
	Appeals determined	20	10	0	0	0	0	0	1	1	0	1	0	1	1	1				6
	Monthly result before dependencies are excluded								0.00%	100.00%		100.00%		0.00%	0.00%	100.00%				50%
									★	●		●		★	★					
		One planning appeal was allowed this month, as this was recommended for approval by Development Management Officers but refused at Planning Committee this may constitute as a dependency.																		
PI.5	Planning conditions discharged within 8 weeks (year to date)	75.2%	82.6%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	92.45%	★	↑	65.0%	92.5%
				81.48%	82.61%	75.00%	85.71%	90.00%	92.86%	92.00%	92.73%	91.67%	92.21%	93.18%	91.58%					
				★	★	★	★	★	★	★	★	★	★	★	★					
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target Volume of conditions discharged			
	Conditions discharged	105	115	9	7	12	9	9	12	8	5	17	5	11	7	11				106
		Consistent monthly performance is being achieved by the Planning team with respect to discharging planning conditions. Annual performance is on track to deliver against the target.																		
PI.6	Applications where the service added value through negotiations	49.2%	71.3%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	77.78%	★	↑	50.0%	69.3%
				73.08%	79.17%	62.50%	57.14%	90.00%	70.59%	70.37%	65.38%	80.00%	70.83%	70.00%	50.00%					
				★	★	★	★	★	★	★	★	★	★	★	★					
	HIGHER RESULT IS BETTER PERFORMANCE																Current year performance Target			
	Total decisions	386	349	26	24	24	28	30	17	27	26	25	24	20	28	18				267
		The planning service continues to add value wherever possible and is meeting both annual and monthly performance targets.																		
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					
				★	★	★	★	★	★	★	★	★	★	★	★					
		The Local Plan development is currently on target against the deadlines set out within the current project plan.																		

HOUSING

	2013/14 RESULT	2014/15 RESULT	12 MONTH TREND												FEBRUARY 2015/16 RESULT	TARGET TRACK	YEAR DoT	2015/16 TARGET	2015/16 YTD
			FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN					
Hs.1 Homes empty over six months returned to occupation (year to date)	62	63	58	63	2	6	10	18	23	31	36	42	47	54	57	●	↓	65	57
Monthly result			★ 6	● 5	● 2	● 4	● 4	★ 8	● 5	★ 8	● 5	★ 6	● 5	★ 7	3				

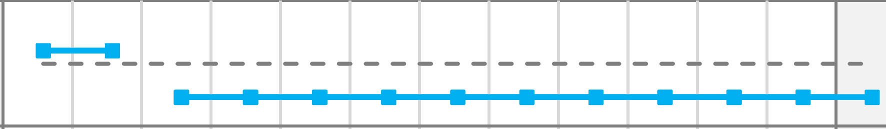
HIGHER RESULT IS BETTER PERFORMANCE



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. Additional funds have been made available to the housing team, however due to the length of time needed to bring empty properties back into use; it is unlikely this will impact on the performance of this indicator in this financial year. End of year projections are for around 60 empty properties to be brought back into use.

	2013/14 RESULT	2014/15 RESULT	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEBRUARY 2015/16 RESULT	TARGET TRACK	YEAR DoT	2015/16 TARGET	2015/16 YTD
Hs.2 Homes empty under six months returned to occupation (year to date)	13	14	14	14	0	0	0	0	0	0	0	0	0	0	0	●	↓	10	0
Monthly result			★ 1	● 0	● 0	● 0	● 0	● 0	● 0	● 0	● 0	● 0	● 0	● 0	0				

HIGHER RESULT IS BETTER PERFORMANCE



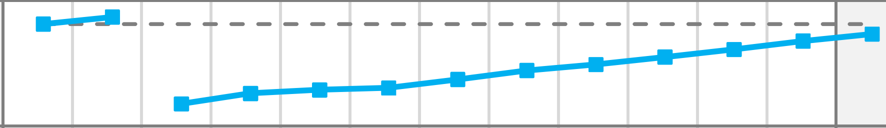
The transition of the team to focus more on the use of advice and enforcement to bring empty properties back into use has meant that less properties have been returned to occupation than in the past. This method is more resource intensive and also means the service has less direct control over the timescales of intervention and precisely when a property will be improved by its owner. The length of time needed to bring empty properties back into use through enforcement means it is unlikely that short term empty homes will back brought back into use this way.

	2013/14 RESULT	2014/15 RESULT	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEBRUARY 2015/16 RESULT	TARGET TRACK	YEAR DoT	2015/16 TARGET	2015/16 YTD
Hs.3 Small derelict commercial sites returned to useable condition (year to date)	4	5	5	5	0	0	1	1	1	2	3	4	4	5	5	★	→	5	5
Monthly result			1	0	0	0	1	0	0	1	1	1	0	1	0				

An additional small derelict commercial site was returned to a useable condition this month, meeting the target performance for the year.

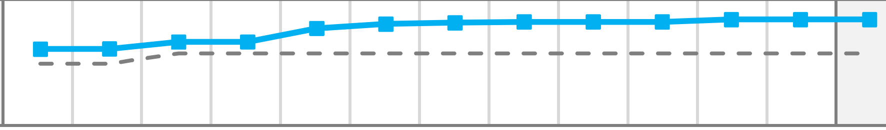
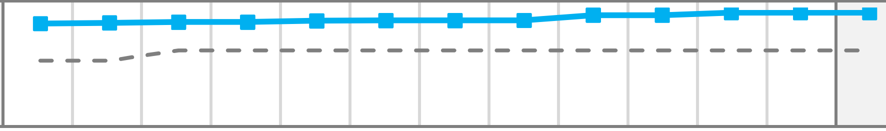
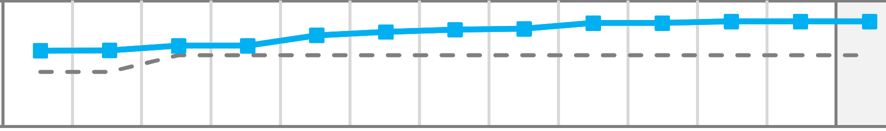
	2013/14 RESULT	2014/15 RESULT	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEBRUARY 2015/16 RESULT	TARGET TRACK	YEAR DoT	2015/16 TARGET	2015/16 YTD
Hs.4 Category 1 hazards resolved (year to date)	185	194	180	194	20	41	48	52	69	87	99	114	129	146	160	●	↓	180	160
Monthly result			● 7	● 14	★ 20	★ 21	● 7	● 4	★ 17	★ 18	● 12	★ 15	★ 15	★ 17	14				

HIGHER RESULT IS BETTER PERFORMANCE

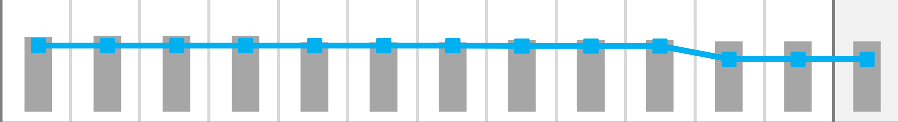
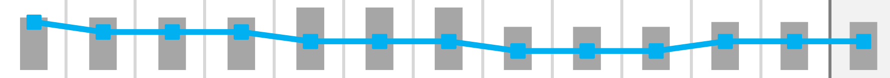
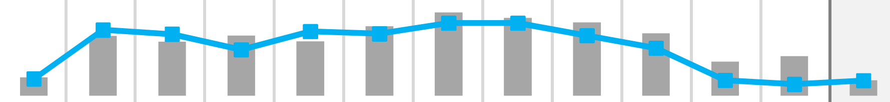


There has been a reduction in the capital available in 2015-16 and therefore there is a reduced resource available to remove hazards. Despite this, monthly performance has been met in 5 of the past 6 months. The current estimate is for 170 category 1 hazards to be resolved this year.

ECONOMIC DEVELOPMENT

	2013/14 RESULT	2014/15 RESULT	12 MONTH TREND												FEBRUARY 2015/16 RESULT	TARGET TRACK	2015/16 TARGET	2015/16 YTD
Ed.1 Cumulative public and private investment secured	£78.1m	£114.3m	FEB £113.8m	MAR £114.3m	APR £126.3m	MAY £126.3m	JUN £150.1m	JUL £157.6m	AUG £159.8m	SEP £161.4m	OCT £161.4m	NOV £161.4m	DEC £165.4m	JAN £165.4m	£165.4m	★	£106.0m	£51.2m
HIGHER RESULT IS BETTER PERFORMANCE																▬■▬ Current year performance - - - Target		
Ed.2 Cumulative inward investment	£127.6m	£351.0m	FEB £348.2m	MAR £351.0m	APR £354.0m	MAY £354.0m	JUN £358.9m	JUL £360.4m	AUG £360.4m	SEP £360.8m	OCT £381.8m	NOV £381.8m	DEC £391.6m	JAN £391.6m	£391.6m	★	£240.0m	£40.6m
HIGHER RESULT IS BETTER PERFORMANCE																▬■▬ Current year performance - - - Target		
Ed.3 Cumulative jobs created by wider regeneration projects	1867	2924	FEB 2908	MAR 2924	APR 3130	MAY 3131	JUN 3602	JUL 3752	AUG 3855	SEP 3892	OCT 4151	NOV 4151	DEC 4226	JAN 4226	4226	★	2700	1302
HIGHER RESULT IS BETTER PERFORMANCE																▬■▬ Current year performance - - - Target		

TOWN CENTRE INTELLIGENCE

	2013/14	2014/15	12 MONTH TREND												FEBRUARY 2015/16		YEAR ON YEAR		2015/16
	RESULT	RESULT													RESULT		DoT	% CHANGE	YTD
Empty properties in Grimsby town centre (395 properties total)	9.08%	8.08%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	6.33%		↑	-20%	7.48%
			7.95%	7.95%	7.95%	7.95%	7.93%	7.93%	7.93%	7.89%	7.89%	7.89%	6.33%	6.33%					
LOWER RESULT IS BETTER PERFORMANCE																■ Current year performance ▨ Average of past two years			
Number of empty properties			31	31	31	31	31	31	31	31	31	31	25	25	25				
Empty properties in Cleethorpes town centre (209 properties total)	2.34%	2.71%	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	1.44%		↑	-40%	1.39%
			2.39%	1.90%	1.90%	1.90%	1.44%	1.44%	1.44%	0.96%	0.96%	0.96%	1.44%	1.44%					
LOWER RESULT IS BETTER PERFORMANCE																■ Current year performance ▨ Average of past two years			
Number of empty properties			5	4	4	4	3	3	3	2	2	2	3	3	3				
Tci.1 Bus passenger journeys	8.42m	8.33m	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	626k		↓	-1.5%	7.50m
			629k	712k	704k	678k	709k	705k	723k	723k	702k	681k	626k	620k					
HIGHER RESULT IS BETTER PERFORMANCE																■ Current year performance ▨ Average of past two years			
April to year to date			7.61m	8.33m	0.70m	1.38m	2.09m	2.80m	3.52m	4.24m	4.95m	5.63m	6.25m	6.87m	7.50m				

MONTHLY REPORT: FEBRUARY 2015/16

PRICE PERFORMANCE MECHANISM

					PRE-DEPENDENCIES			POST-DEPENDENCIES		
HIGHWAYS AND TRANSPORT MONTHLY BASKET			MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS
PI.1	Major applications determined within 13 weeks	FEBRUARY 2015/16	MONTHLY	**85.00%**	**100.00%**	15.00%	**0.00**	**100.00%**	15.00%	**0.00**
PI.2	Minor applications determined within 8 weeks	FEBRUARY 2015/16	MONTHLY	**85.00%**	**100.00%**	15.00%	**0.00**	**100.00%**	15.00%	**0.00**
PI.3	Other applications determined within 8 weeks	FEBRUARY 2015/16	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 2015/16	MONTHLY	**3.00 days**	**1.92 days**	1.08 days	**0.00**	**1.92 days**	1.08 days	**0.00**
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	FEBRUARY 2015/16	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			POST-DEPENDENCIES		
					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	FEBRUARY 2015/16	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 2015/16	MONTHLY	**80.00%**	**92.55%**	12.55%	**0.00**	**92.55%**	12.55%	**0.00**
Fm.3	Percentage of calls to the service desk answered within 30 seconds	FEBRUARY 2015/16	MONTHLY	**95.0%**	**92.11%**	-2.89%	**0.66**	**92.11%**	-2.89%	**0.66**
						Total weighted performance failure points	0.66			0.66
						Approximate service credit	£ -			£ -

DEPENDENCIES AND RELIEF CLAIMED

No dependencies have been claimed in the month of February 2016