

Partnership Board Agenda

Date and Time: Monday 12th February 2018 at 9am
Venue: Municipal Offices, Room M.O.1.27

Board members invited:

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

Support:

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

Papers	Agenda item	Action required from board	
O	1. Apologies		RW
O	2. Declarations of interest		All
✓	3. Minutes from last meeting		RW
O	4. Finance/Budget	<ul style="list-style-type: none"> • NELC MTFP • Budget – 2017/2020 • Deeds of Amendment 	SW AB/MA
✓	5. Performance Report	<ul style="list-style-type: none"> • To receive the Performance Report to December 2017 • To receive a proposal for revised KPIs for Housing 	MA/PQ
O	6. Resource Management	<ul style="list-style-type: none"> • To discuss resource issues, including succession planning • TRO Review 	AB/MA MA
O	7. Key Communications	<ul style="list-style-type: none"> • Local Plan • SHIIP 	AB/MA
O	8. Risks/Opportunities		ALL

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

	9. Exclusion of press and public	<ul style="list-style-type: none"> 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	10. Economic Strategy Action Plan update :	<ul style="list-style-type: none"> Town Deal SHIP Grimsby West Housing approach (discussion) 	AB
	11. Date and time of next Meeting: Monday 16 th April 2018 at 10am Crosland Suite, Grimsby Town Hall		

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

PARTNERSHIP BOARD

19TH OCTOBER 2017, 3PM

MO.2.25, GRIMSBY MUNICIPAL OFFICES

Attendees

Rob Walsh (Chair)	Chief Executive	RW
Cllr Watson	PfH Environment, Tourism & Visitor Economy	DW
Cllr Wheatley	PfH Regeneration, Skills & Housing	PW
Cllr Jackson	Leader of the Conservative Group	PJ
Angela Blake	Director Economy & Growth, NELC	AB
Sharon Wroot	Director of Finance, NELC	SW
Simon Jones	Specialist Solicitor, NELC	SJ
Eve Richardson-Smith	Legal Team Manager, NELC	ERS
Gordon Sheret	Managing Director, Cities & Communities, ENGIE	GS
Marcus Asquith	Partnership Director, ENGIE	MA
Philip Quinn	Contract Performance Manager, ENGIE	PQ

1. Apologies

Dave Tipple		DT
Tony Neul		TN
Mike Hedges		MH

	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	Minutes from previous meeting were approved as correct		
4	Housing		
4.1	MA gave an update on the new legislation for tackling rogue landlords <ul style="list-style-type: none"> • Several prosecutions have taken place, but no fines levied as yet • ENGIE are working with neighbouring authorities to establish a consistent fine regime 		
5	Finance/Budget Savings		
5.1	AB reported that the Partnership budget reporting was currently in a balanced position although there remained several challenges Operations Board and the Integrated Management Team are continuing to discuss further efficiencies, although most of these are small and business cases for income generation are being sought		
5.2	MA agreed that the Partnership financial position is stable and regarding the contract, the Deeds of Amendment are being finalised		
5.3	AB reported that a paper on SHIP was being developed and the Portfolio Holder had been briefed. The business model is being reviewed as part of the Gateway Review A presentation will be going to Leadership Team, followed by cabinet for a decision PW commented that the existing housing projects and relief road would provide an income stream for NELC for many years to come along with jobs in the construction and operation of SHIP		

	Agenda item, discussions and actions	Lead	Timescale
6	Performance Report		
6.1	PQ presented the Annual Performance Report and gave an overview of the calculation of the Penalty Fee and dependencies claimed which was accepted by the Board.		
7	Resource Management		
7.1	<p>MA announced there has been an increase in TROs requested by members of the public. Work on the latest Consolidation Order was progressing, by being split into historic and current to resolve outstanding issues</p> <p>DW suggested an all member briefing on TROs to clarify timescales PW was worried not much progress had been made since his Ward meeting in June, where he became aware some lines were not enforceable MA responded that a lot of work has taken place to ensure that the signage and road marking lines up and 80% of school zones are now enforceable. The system is now more robust to handle historic issues. SJ informed that enforcement had been suspended in some areas as a result</p> <p>PW felt that Consolidation Orders could be delaying issues as some areas are split for/against enforcement. Would it be more prudent to look at a road by road basis?</p> <p>Action – MA & GS to discuss TROs and resourcing and the potential of spending to save</p>		
7.3	MA reported that the investment in the Council's Pay & Display machines have returned the collected revenue back in line with expectations	MA/ GS	Next Partnership
8	Key Communications		
8.1	<p>AB brought several items to the attention of the Board</p> <ul style="list-style-type: none"> • A residents parking scheme letter was being sent out, suspending enforcement in some areas • A decision is being made on the Europarc Bus Service • Cabinet is making a decision on Conservation Area statuses 		
8.2	MA announced that a media event was taking place for Toll Bar Roundabout. This would also be rolled out to the school and local area. The team were looking into the possibility of accelerated delivery		
9	Risks and Opportunities		
9.1	AB highlighted that both the Town Deal and Strategic Agenda provided several opportunities		
10	Exclusion of press & public		
10.1	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).		
11	Energy Projects		
11.1	SW said that a meeting was scheduled for 30 th October to baseline and reprioritise joint opportunities and also revise and refresh the governance involved		
11.2	Action – to provide a detailed update on the outcomes of the Board	SW	Next Partnership

	Agenda item, discussions and actions	Lead	Timescale
11.3	GS requested to join the Energy Governance Board and this was agreed SW explained that the new Energy Board would replace the existing Energy & Carbon Board. This would enable it to maximise the existing governance structure between NELC and ENGIE RW felt it was important to clarify all Board Member's roles and responsibilities		
12	Town Deal Update *Commercial Confidentiality*		
12.1	AB there has been several items of good news around the Town Deal. An update was given to informal cabinet. Positive meetings have taken place with several stakeholders and expressions of interest are being prepared for the Humber LEP. The focus is on providing value for money to ensure the sustainability of the project.		
13	Partnership Review		
13.1	RW provided feedback on the review. The review confirmed the feeling of Board Members that it is functioning as a Regeneration Partnership and although the strategic direction is correct and one of the strengths of the Partnership; there were still some operational challenges to be faced. GS said there needed to be a connection between strategic PIs with a line of sight to operational delivery SW wanted to make sure that the output of the report was taken into account when the contract reconfiguration took place		
13.2	PJ stated that there remained some concern around communications with Members and the public and as such there remains cynicism within the community		
13.3	Action – Workshop needed between Members, NELC & ENGIE	AB	Next Partnership
14	Date and time of next meeting Monday 15th January 2018, Crosland Suite, Grimsby Town Hall, 2.30pm		

MONTHLY PERFORMANCE REVIEW JANUARY 2018

1 INTRODUCTION

- 1.1 This report contains a summary of performance against key performance indicators during the month of December 2017. This is the most recent performance information available from the Partnership. All KPIs that can be measured on a monthly basis are reported with accompanying commentary for background information.
- 1.2 Operationally, the Partnership is achieving the majority of its targets in planning, asset management and highways. With high standards in place, further improvement of our service each month for the community is our priority.

2 SUMMARY OF KEY PERFORMANCE INDICATORS

DECEMBER 2017 - IN MONTH REPORTING					
	Highways and Transport	Asset Management	Development and Growth	Architects	Totals
★ On target	3*	5	7	-	15
● Below target	0	2	4	-	6
▲ Total	3*	7	11	-	21

*One result is outstanding, but expected to meet the performance expectations

3 COMMENTARY ON PERFORMANCE IN MONTH

Asset Management

- 3.1 The introduction of the FM DLO (Direct Labour Organisation) team went smoothly, with performance for the first three months being above 85%. The number of jobs handled also increased in this period. The DLO were responsible for two-thirds of all responses in the first three months. Their performance will continue to be monitored to determine the benefits it brings to the service users and the Partnership.
- 3.2 The Partnership continues to actively promote the commercial portfolio to maximise income levels for the Council, and to ensure there are development opportunities for local businesses. The recent dip in the occupation of Business Centres this year has been arrested, with the majority of new tenancies being at the Innovation Centre. There are still discussions and decisions are ongoing around the changes in service charges and any changes to the costs of operating the units has the potential to have an impact on occupation levels in 2017/18 and beyond and the position will continue to be monitored through feedback and exit interviews, which are being carried out by the Business Centres team.

- 3.3 Occupation on the market has seen a steady upward trend since the start of the year. We continue to work with current and potential traders to improve the 'offer', introducing an incentive scheme to new traders in the market and also adding Wi-Fi coverage to assist traders to operate more efficiently (e.g. take contactless/online payments). This has resulted in an increase in the number of units occupied, from 66 in April to 74 in December. In addition, some long-term hard to let stalls have been removed to create an events space, drawing in more visitors and improving the vibrancy of the market. Several existing stall holders have taken advantage of the refer-a-friend scheme, whereby if an introduced trader has a stall for at least three months, the referrer will get a discount on their rent. There has also been an increase in footfall in 2016-17 compared to 2015-16, which reinforces the anecdotal feedback the team have received from traders and customers that the vibrancy has returned to the market.
- 3.4 The occupation of the factory units has increased steadily since the start of the year. So far in 2017 there has been an increase in enquiries and several of these have turned into leases. Whilst churn is still ongoing, one of the historically more difficult to let units at Cromwell Road has now been leased. It is envisaged that now a longer break period has been implemented for new tenants (and on lease renewals for existing) it will reduce the chances of long void periods as we have more time to advertise and find a new tenant prior to the current ones vacating. As the supply of similar stock in the area reduces it is envisaged that the demand will remain high and occupancy levels can be maintained and improved. However, due to the nature of the businesses that operate within the units, this relies on favourable economic circumstances and changes to the local or national economy has the potential to have considerable impact.
- 3.5 As previously reported, the introduction of the new telephony system within the Council resulted in changes to the way the percentage of calls answered by our Service Desk within 30 seconds was measured and calculated. The problem with "de-queued" calls seems to have reduced recently with the target now being met in six of the past ten months and is on target to be met at year end. In the months where the target was not achieved, it was a difference in single figures between passing and failing the indicator.

Highways

- 3.6 In 2017-18, street lights have taken on average 1.22 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, 458 in 2015-16 and only 374 in 2016-17. This represents a reduction of over 90% 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 November 2017 was 1.26 days with only 34 repairs needed. This is an impressive figure, as weekends and public holidays are included in the calculation of this figure.
- 3.7 The latest statistics provided by Humberside Police for the number of people killed and seriously injured in road traffic accidents indicate we are in line with our target to reduce this number by 22% for 2017. For November 2017, the rolling average for the number of people killed and seriously over the previous 12 months was down 32% compared with the average between 2004 and 2008. This is 41 fewer people killed or seriously injured on North East Lincolnshire's roads than would have been in the average 12 months between 2004 and 2008.
- 3.8 The rolling average for the number of children killed and seriously over the previous 12 months was down 41% compared with the average between 2004 and 2008. This is 9 fewer children killed and seriously injured on North East Lincolnshire's roads than would have been in the average 12 months between 2004 and 2008. ENGIE and Public Health are in the process of working together to enable both partners to report a more detailed overview of the road safety picture within the authority. This KPI has been referred to the Safer Communities Scrutiny Panel, who received a breakdown of all collisions in the borough, broken down by ward for 2015. It is anticipated the data for 2016 should be available soon and this will also be presented to the Safer Communities Scrutiny Panel.

Planning

- 3.9 Throughout 2015-16 and into 2016-17, the planning service has maintained 100% performance in determining all major planning applications on time. This is an excellent achievement and reflects the customer focused service transformation which has been delivered within planning. The certainty and confidence this provides to investors and developers is also crucial to supporting the growth and regeneration of the area. The department have also won the Royal Town Planning Institute (RTPI) "Local Planning Authority Team of the Year"
- 3.10 Likewise, the other two planning application KPIs relating to minor and other applications have also been maintained on target since November 2013. Whilst major applications are critical to ensure investor and developer confidence in North East Lincolnshire, these other categories are also important for smaller businesses and individuals in the area. Maintaining performance in the areas demonstrates we are effectively balancing customer requirements to demonstrate our continued commitment to enabling investment and development
- 3.11 Ten planning appeals have been determined this year, one has been successful this year against the planning department, although there have been four dependencies claimed; these were for appeals where the original recommendation was to approve with conditions and the application was refused at the Planning Committee stage. Once these dependencies are excluded the annual result is one successful appeal out of six (17%).

Housing

- 3.12 The Housing Team have refocused their empty homes work to include advice and enforcement to bring empty properties back into use. This has less immediate impact than previous capital funded schemes. During 2016/17, officers have increased their focus to tackle rogue landlords. This work is ongoing in partnership with the Police, Immigration and the Fire Service. The current performance indicators established five years ago do not adequately capture the variety of work undertaken or successes achieved by the housing team. Discussions are underway between ENGIE and NELC to introduce new indicators that will highlight the positive outcomes the housing team deliver to the community. These were brought to the previous Economy Scrutiny Panel and the most recent Partnership Board in October, it is hopeful the new indicators will receive full sign off at the February Partnership Board.

Local Plan

- 3.13 The Local Plan was submitted to the Secretary of State on 24th Dec 2016 in accordance with the accelerated timescale, from this point onwards the local plan is at examination and subject to the timescale of the planning inspector appointed to consider the plan. Examination hearing sessions were held over 11 days between 4th April - 5th May 2017, following the hearing sessions the Council in liaison with the planning inspector set out the main modifications considered necessary to make the plan sound. These were consulted upon 20th Sept - 31 Oct 2017. A consultation report was prepared and provided to the inspector. The Council is currently awaiting receipt of the Inspector's draft report. This is anticipated mid-January 2018, which would lead to a Full Council meeting seeking adoption of the Local Plan (March 2018).

Annual KPIs




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




Work is also underway to collect and publish data on the business rates generated by new developments which will further show the positive effect regeneration is having on the area.

ATTACHED PAPERS

Annex A – Performance Indicator Scorecards – January 2018.

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.

Amendment to Housing Indicators – Empty Homes Brought Back into Use

FEBRUARY 2018

1 INTRODUCTION

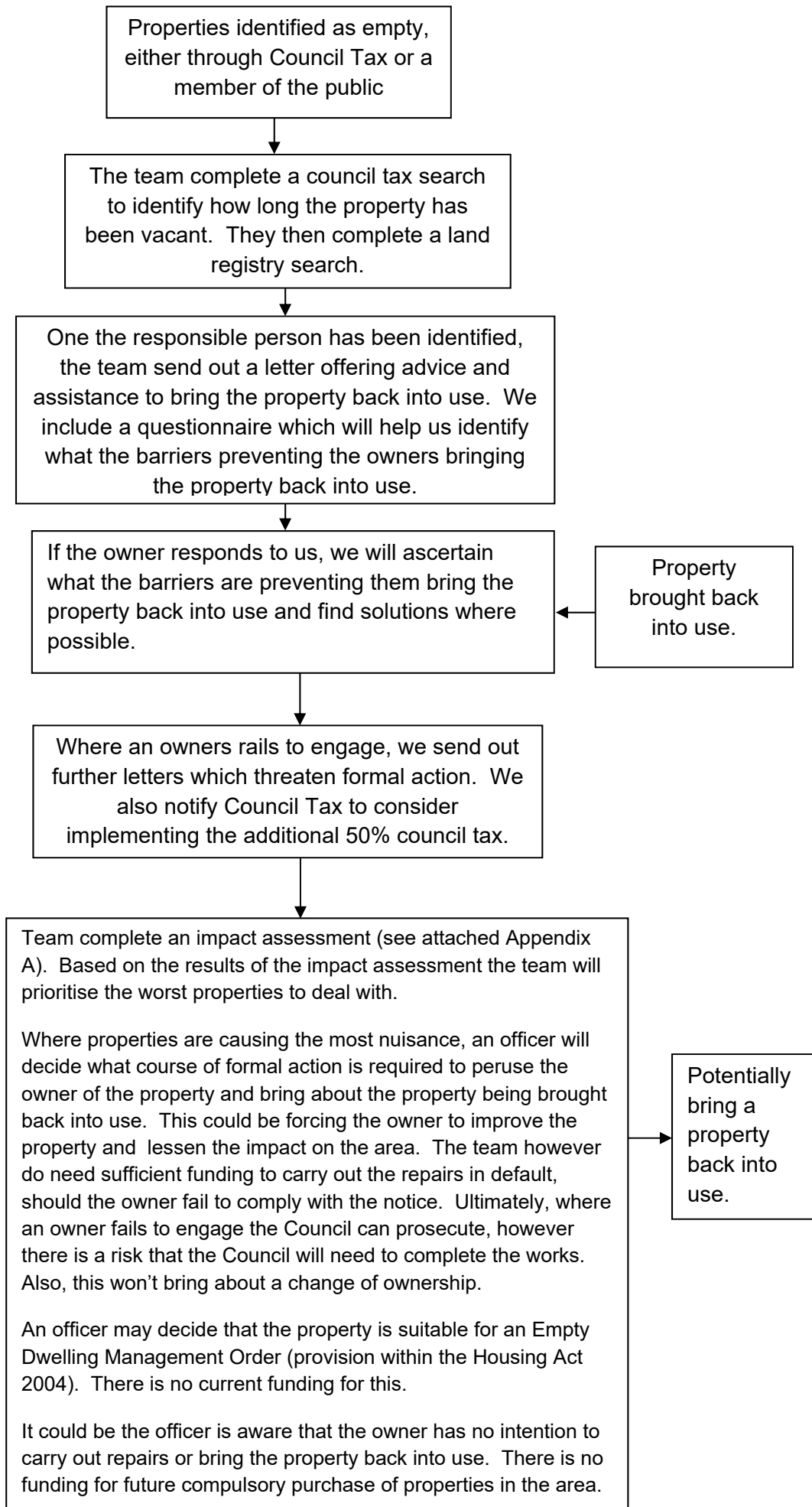
This report contains a summary of a revision of the former Empty Homes brought back into use target. It reflects the Council's position to remove all capital funded schemes, which previously were available to fund works, bringing empty homes back into use.

"Improving our existing stock" is a themed indicator in the forthcoming Housing Strategy with empty homes a key priority in the action plan.

1 Background

- 1.1 Empty homes blight a neighbourhood, are the focus for anti-social behaviour including fly tipping and represent a lost vital housing resource.
- 1.2 Where areas have a higher percentage of empty homes, indicates that there is a low housing demand in the area bring the area down and indicating that the area is run down.
- 1.3 On the 5 December 2017, a special Housing Scrutiny was held. During the meeting Scrutiny (at their request) considered three papers, looking at reviewing our current KPI system and considered options to amend these moving forward.
- 1.4 In 2013/14 the Council withdrew funding for all empty homes projects. This means that there are no schemes that can help bring empty homes back into use.
- 1.5 In 2014/15 the Council provided £100k to fund a small number of grants and loans. There has been no capital funding for empty homes since then and none proposed in future years.
- 1.6 During 2016/17, the service has launched a number of initiatives including; a very successful investors event as part of empty homes week. Officers work with investors to buy empty homes. This has proven successful and help bring a number of the properties back into use during 2016/17. In addition, more landlords are calling the service to ask advice how to bring properties back into use, to meet legislative standards. This is a direct result of promoting the recent prosecution work.

1.7 Below is the current process to bring empty properties back into use.



- 1.8 The current service is unable to commit to many forms of enforcement, due to the lack of funding. Therefore our current enforcement opportunity lacks teeth as officers are unable commit to enforcement which directly brings a property back into use. Our most impactful intervention is the Council's imposition of a further 50% additional council tax charge.

2. Previous Years Performance

Year	Loan	Grant	Enforcement	Advice /Assistance	Total
2012/13	22	10	4	31	67
2013/14	15	11	10	39	75
2014/15	17	19	4	37	77
2015/16	30	7	2	22	61
2016/17	18	7	1	10	36
2017/18	4	4	8	25	41
(to present)					

Table 1: Previous performance split into each category

The grants and loans schemes enabled officers to influence bringing a property back into use. It gave officers an opportunity to meet the owners on site and discuss options, it acted as the “carrot” to enable engagement with owners.

Properties are classed as back into use if there is evidence that there has been a reasonable attempt to work with the owner and provide assistance to help them bring the property back into use.

3. MEASURING FUTURE PERFORMANCE

3.1 Empty Homes KPI's

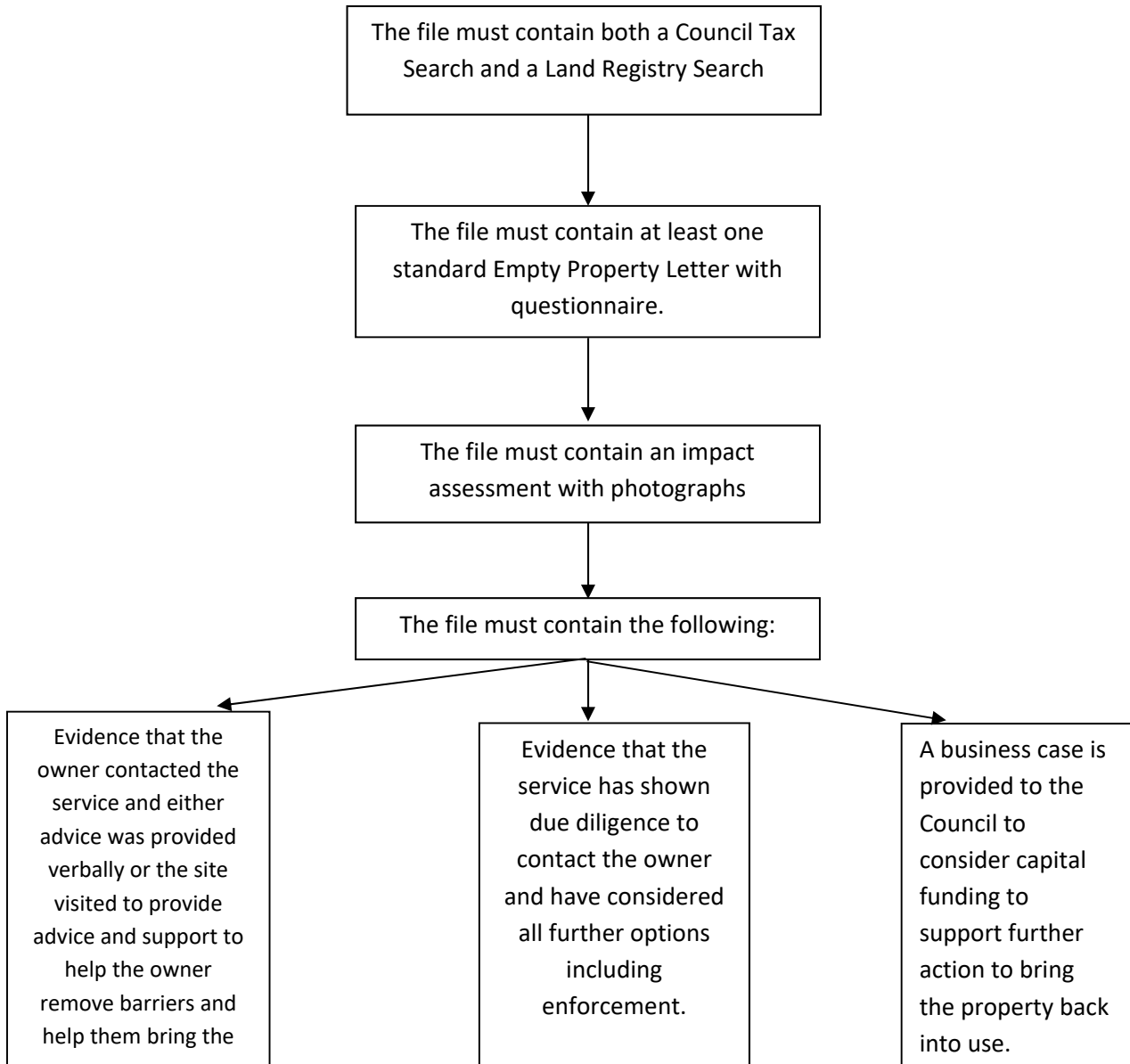
Report on the number of empty homes brought back into use in total. This can be benchmarked using previous years' data. The figure will be lower than the contract target as there is no funding on offer. Scrutiny were keen to point out that they didn't want targets that were unattainable. Scrutiny requested a workshop on empty homes at a later date to consider other ways to fund bringing empty homes back into use.

During 2017/18 the team have brought 41 properties back into use with 8 properties brought back into use through a grant or loan. These were the last properties to be brought back into use through grants/loans which are no longer available.

We recommend that a target of 40 homes being brought back into use per annum is set because this both provides a challenging but achievable target and recognises the reduction to available funding.

Empty Homes KPI - Definition

The definition of an case intervention will be as follows;



Amendment to Housing Indicators – Fuel Poverty

FEBRUARY 2018

1 INTRODUCTION

This report contains a summary of the amendments to measuring housing performance.

This is a new indicator, recognising the importance of reducing the impact of fuel poverty and reviewing the work carried out. This is a priority of both Public Health and the Council, mentioned in both the forthcoming Housing Strategy and the Joint Strategic Needs Assessment.

Reducing fuel poverty directly impacts on the health of residents, which some households have to make the stark choice between heating and eating. Fuel poverty costs the NHS £27,000 per day, although Age UK estimate the cost of living in a cold home to be £1.36bn.

Improving energy efficiency and providing warmer homes can contribute to reducing excess winter deaths, repeat admissions for patients who suffer from cold related illnesses and help speed up recovery for those discharged from hospital after treatment.

The Joint Strategic Needs Assessment references Fuel Poverty as a priority. This work directly impacts on this obligation.

On the 5 December 2017, a special Housing Scrutiny was held. During the meeting Scrutiny (at their request) considered three papers, looking at reviewing our current KPI system and considered options to amend these moving forward.

1 Background

1.1 The borough has above average levels of fuel poverty and many homes in the borough are currently having to make hard choices between eating and heating.

1.2 Fuel poverty is caused by;

- Cost of energy
- Uneconomical heating system
- Unable to pay their fuel bills

1.3 Whilst the service has no direct funding, the current Housing Assistance Policy provides provision to top-up other forms of external grant funding, for example; energy company obligation funding.

- 1.4 In recent years the service has successfully obtained funding through various initiatives including CERT, CESP, ECO, Foundations, Energy Savings Trust and Warmzone.
- 1.5 In addition the service promotes energy auctions to enable households. The Big Community Switch enables those unable to access fuel switching to reduce their energy bills, at an average of £200 per household.
- 1.6 The service promotes the Hot Spots scheme which provides an easy to use mechanism for third sector agencies and front line health staff to refer householders to advice and assistance. This could be a housing inspection or a benefit review to maximise their income.

2. Previous Years Performance

Year	Number of Enquiries where action has been taken
2014/15	976
2015/16	553
2016/17	740

The measures include;

- Referral to an ECO or other recognised scheme which provides external funding to provide installation measures.
- Referral for a benefits review to maximise income.
- Referral to Big Community Switch to reduce household energy bills.
- Advice and assistance to manage energy efficiency in the home.
- Advice and assistance to help households deal with fuel debt (we have an in-house trained advisor who can assist)
- Advice assistance to warm homes discount or priority register (or similar scheme)
- Referral to a partner agency including the Housing Team for either a grant/loan or housing enforcement action.

3. MEASURING FUTURE PERFORMANCE

- 3.1 Scrutiny raised concerns that indicators would not include double counting of measures with the number of measures to improve properties. These have been removed from future counting and the figure adjusted to take this into consideration.
- 3.2 **We recommend a figure of 650 referrals for measures to reduce fuel poverty per annum as a benchmark. We recommend that this figure be reviewed annually to take account of changes to the funding available.**

Amendment to Housing Indicators – Housing Assistance Indicators

FEBRUARY 2018

1 INTRODUCTION

This report contains a summary of the amendments to measuring housing performance. This indicator is an update of the previous Category One removed indicator.

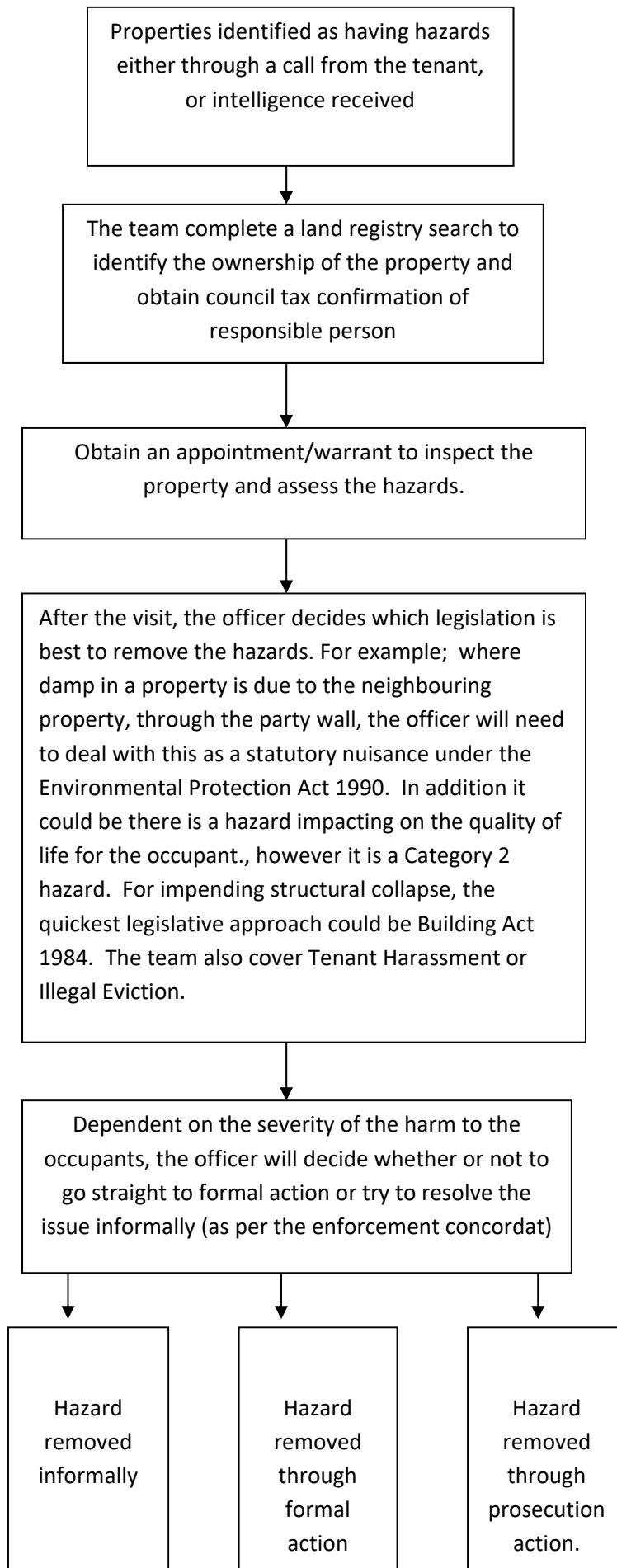
“Improving our existing stock” is a themed indicator in the forthcoming Housing Strategy.

1 Background

- 1.1 Many homes in the private sector do not meet the minimum “decent homes standard”. This was evidenced in the most recent “BRE Stock Modelling Report 2013”. The Government’s English House Condition Survey 2015/16 also reports that the private rented sector (PRS) has the highest level of properties that don’t meet the minimum requirement. The PRS nationally represents 20% of housing, whereas locally there are around 50% PRS housing in the most deprived wards.
- 1.2 Improving the quality of our housing in the borough helps to reduce health costs, improves quality of life, reduces anti-social behaviour and contributes towards improving our overall neighbourhoods.
- 1.3 On the 5 December 2017, a special Housing Scrutiny was held. During the meeting Scrutiny (at their request) considered three papers, looking at reviewing our current KPI system and considered options to amend these moving forward.
- 1.4 In recent years the service has outperformed the original service contract targets, removing 180 category one hazards per annum.
- 1.5 This only reflects a fraction of the work that the service delivers. Other works relating to providing safe management of Houses of Multiple Occupancy saves lives as landlords are forced to improve fire safety and general living conditions in property.
- 1.6 Over the last 12 months, the service has increased the number of cases where a satisfactory prosecution has been gained, with 4 landlords prosecuted in the last 12 months. Friday 19 January, there were 3 cases alone where landlords were in court due to providing poor housing management and standards.

1.7 Below is the current process of how we deal with new enforcement cases.

Process Map – Housing Enforcement



2. Previous Years Performance

Year	Number of interventions resolved
2014/15	327
2015/16	397
2016/17	416

The figures above include all interventions resolved including;

- Category One Hazards (Housing Act 2004)
- Category Two Hazards (Housing Act 2004)
- Environmental Act 1990
- Building Act 1990
- Tenant Harassment and Illegal Eviction
- Anti-social Behaviour Crime and Policing Act 2014
- Housing Act – Management Regulations
- Public Health Legislation
- Damage by Pests 1949

3. MEASURING FUTURE PERFORMANCE

3.1 Scrutiny welcomed the opportunity to take into consideration all elements of intervention.

We recommend a target of 350 interventions resolved per annum. This reduction from the previous year reflects the loss of additional resource previously available funded by DCLG (as it then was). This target excludes energy efficiency interventions to mitigate against double counting. We recommend this target be reviewed annually to take into account changes to funding and/or legislation.



RENEWNEL

a low carbon future

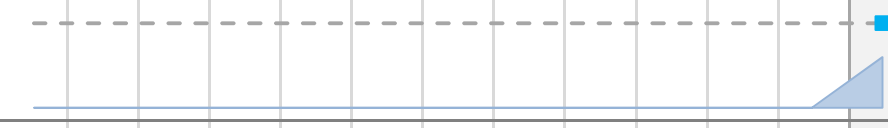
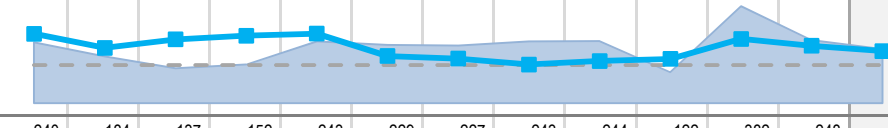
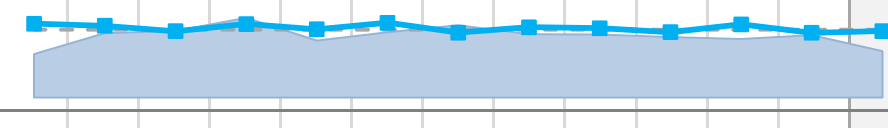
Partnership Board: Energy Update

	Project	Status	Next Step	Target Date
	Programme Governance	<ul style="list-style-type: none"> Energy and Carbon Board suspended pending review. Need to consider wider stakeholder engagement Reset meeting held in October 2017 and next steps agreed. 	<p>Clarification of PA “in scope” activity.</p> <p>Recommission whole programme with clear milestones.</p> <p>Establishment of new Board.</p>	<p>February 2018</p> <p>March 2018</p> <p>April 2018</p>
	ERDF Funded Project	<ul style="list-style-type: none"> Funding application for £9.2m ERDF submitted and successful award notification received. £4.0m of this is for the implementation of Energy Conservation Measures (ECM’s). 	<p>Confirmation of which properties to invest in.</p> <p>Recruitment to 6 posts. (in progress)</p> <p>Signing of funding contract.</p>	<p>1st April 2018 project start.</p>
	Heat Network Development (HNDU)	<ul style="list-style-type: none"> HNDU grant awarded to NELC and Energy Master-planning and heat Mapping Phase completed successfully and approved by BEIS. Application for Feasibility phase funding submitted (NELC match funding approved) 4 Clusters applied for and project manager post. Nordic / Hotspot Humber proposal considered and business case to be developed. 	<p>Negotiate application / next phase with BEIS/HNDU</p> <p>Appoint consultant & engage stakeholders</p> <p>Recruit Project Manager</p> <p>Hotspot Humber Business Case completed.</p>	<p>April 2018</p> <p>May 2018</p> <p>June/July 2018</p> <p>June/July 2018</p>

	Project	Status	Next Step	Target Date
	Energy Services Company	<ul style="list-style-type: none"> • Cabinet approved development of business case. • PMC completed • Local Partnership Report & recommendations received. • Response received to clarification letter in August 2017 • Further clarifications sought August 2017 to complete business case. 	<p>Clarifications resolved and Leadership Team consideration of business case</p> <p>Scrutiny/Cabinet consideration of business case</p>	<p>April 2018</p> <p>June/July 2018 (Post Election)</p>
	National / High Profile Event	<ul style="list-style-type: none"> • Clean Break Summit successfully held in 2017 and positive feedback • Initial discussion with GRP held and joint event for 2018 proposed. 	<p>Agree Scope / Theme / Venue of 2018 event.</p> <p>Appoint event organiser</p>	<p>March/April 2018</p> <p>April/May 2018</p>

MONTHLY REPORT: JANUARY 2017/18

FACILITIES MANAGEMENT

		2015/16 RESULT	2016/17 RESULT	12 MONTH TREND												DECEMBER 2017/18 RESULT	TARGET TRACK	MONTH DoT	2017/18 TARGET	2017/18 YTD
				DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV					
Fm.1	Percentage of priority A calls responded to within standard response times	N/A	N/A													100%	★		100%	100%
	HIGHER RESULT IS BETTER PERFORMANCE													<ul style="list-style-type: none"> 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	1				100%
		The only category A call was when someone was stuck in a lift at the Market Hall. A market employee remained with the person to keep them calm and reassured and an engineer was on site just over an hour after the call was first logged.																		
Fm.2	Percentage of priority B-F calls responded to within standard response times	93.5%	89.5%	92.3%	86.8%	90.1%	91.6%	92.4%	83.6%	82.5%	80.2%	81.6%	82.4%	90.3%	87.6%	85.5%	★	↓	80%	85.5%
	HIGHER RESULT IS BETTER PERFORMANCE													<ul style="list-style-type: none"> Current year performance Target Volume of repairs 						
	Priority B-F calls completed	3103	2621	240	184	137	152	243	229	227	243	244	122	382	248	213				2151
		Since the FM team introduced their Direct Labour Organisation (DLO) in October, less jobs have been sent to external contractors and more jobs have been delivered in-house. The transition went smoothly, with the first three months reporting a high rate of timely response and an increase in jobs attended. For the first three months, the DLO element responded on time in 89.7% of cases.																		
Fm.3	Percentage of calls to the service desk answered within 30 seconds	94.9%	94.2%	96.8%	96.2%	94.6%	96.7%	95.2%	97.1%	94.2%	95.8%	95.5%	94.3%	96.6%	94.1%	94.6%	★	↑	95%	95.3%
	HIGHER RESULT IS BETTER PERFORMANCE													<ul style="list-style-type: none"> Current year performance Target Volume of calls 						
	Number of calls answered within 30 seconds	10061	9024	515	760	786	942	672	771	855	750	744	716	692	737	547				6484
		The Service Desk is on target for answering 95% of calls within 30 seconds. Annual performance is above the target rate and is an improvement on that of 2015-16 and 2016-17. The monthly result of 94.6%, while under the target of 95% is within the expected tolerance of the service and there has been no noticeable difference in the customer satisfaction survey.																		

COMMERCIAL PROPERTY

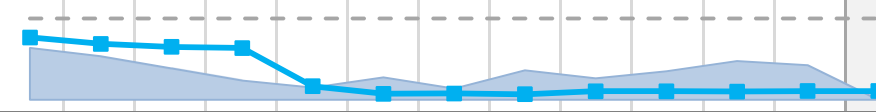
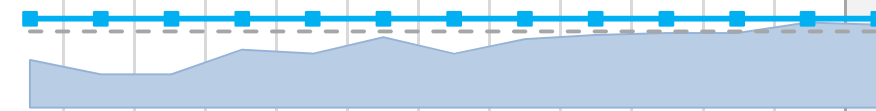
		2015/16 RESULT	2016/17 RESULT	12 MONTH TREND											DECEMBER 2017/18 RESULT	TARGET TRACK	MONTH DoT	2017/18 TARGET	2017/18 YTD	
Cp.1	Percentage of business centre units occupied	93.7%	90.9%	DEC 89.5%	JAN 89.9%	FEB 89.9%	MAR 89.9%	APR 89.5%	MAY 90.3%	JUN 90.6%	JUL 90.6%	AUG 88.8%	SEP 87.6%	OCT 86.5%	NOV 90.6%	91.0%	●	↑	90%	89.5%
	HIGHER RESULT IS BETTER PERFORMANCE																			
Number of occupied units		250	243	239	240	240	240	239	241	242	242	237	234	231	242	243				
		There has been a net increase of 1 unit since November 2017, bringing the occupancy back above the target level. If this performance can be maintained for the remainder of 2017-18, then the annual result should be in the 90% range.																		
Cp.2	Percentage of market units occupied	82.6%	76.3%	DEC 78.9%	JAN 76.7%	FEB 75.6%	MAR 73.3%	APR 73.3%	MAY 78.8%	JUN 78.8%	JUL 78.8%	AUG 78.8%	SEP 83.5%	OCT 82.4%	NOV 87.1%	87.1%	●	→	90%	80.9%
	HIGHER RESULT IS BETTER PERFORMANCE																			
Number of occupied units		74	69	71	69	68	66	66	67	67	67	67	71	70	74	74				
		There has been no net increase since November 2017. However, the occupancy is 8 units higher than it was at the start of the year. Only a further three units need occupying to bring the performance back on target at 90%.																		
Cp.3	Percentage of factory units occupied	88.7%	85.9%	DEC 83.3%	JAN 83.3%	FEB 88.9%	MAR 94.4%	APR 94.4%	MAY 94.4%	JUN 91.7%	JUL 91.7%	AUG 91.7%	SEP 91.7%	OCT 91.7%	NOV 94.4%	94.4%	★	→	90%	92.9%
	HIGHER RESULT IS BETTER PERFORMANCE																			
Number of occupied units		32	31	30	30	32	34	34	34	33	33	33	33	33	34	34				
		There has been no net increase of factory units occupied since November. Performance has been above target every month so far this year and if this level of performance can be maintained, then the annual result could be the best seen under the Partnership.																		

STRATEGIC ASSET MANAGEMENT

		2015/16 RESULT	2016/17 RESULT	12 MONTH TREND												DECEMBER 2017/18 RESULT	TARGET TRACK	MONTH DoT	2017/18 TARGET	2017/18 YTD
Sa.1	Average office floor space per person	7.70sqm	5.43sqm	DEC 5.43 ★	JAN 5.43 ★	FEB 5.43 ★	MAR 5.43 ★	APR 5.43 ★	MAY 5.43 ★	JUN 5.43 ★	JUL 5.43 ★	AUG 5.43 ★	SEP 5.43 ★	OCT 5.43 ★	NOV 5.43 ★	5.43sqm	★	➔	9.80sqm	5.43sqm
LOWER RESULT IS BETTER PERFORMANCE																				
		There has been no change in this indicator, as no major rationalisation projects have been undertaken in the past 12 months. The next major rationalisation project will be the move of ENGIE staff from Origin 2 into New Oxford House.																		

MONTHLY REPORT: JANUARY 2017/18

HIGHWAYS

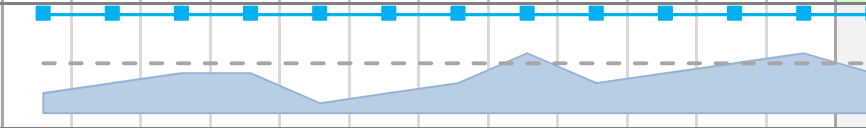
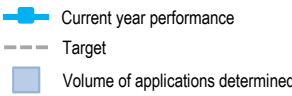
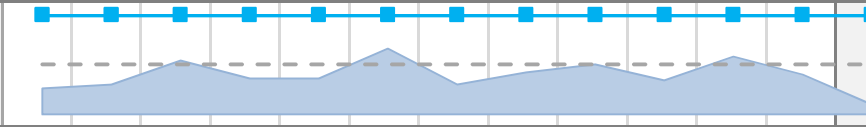
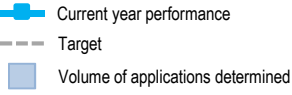
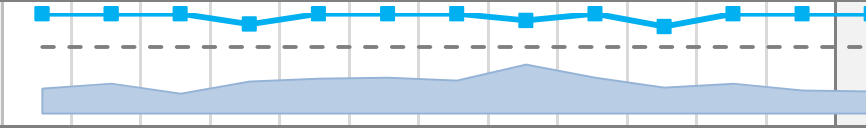
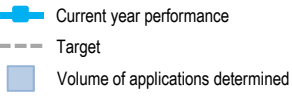
	2015/16 RESULT	2016/17 RESULT	12 MONTH TREND												DECEMBER 2017/18 RESULT	TARGET TRACK	MONTH DoT	2017/18 TARGET	2017/18 YTD
			DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV					
Ht.1 Average number of days to repair street lights (year to date)	2.35	2.28	2.53 ★	2.38 ★	2.30 ★	2.28 ★	1.33 ★	1.15 ★	1.16 ★	1.14 ★	1.21 ★	1.21 ★	1.20 ★	1.22 ★	1.22	→	3.00	1.22	
LOWER RESULT IS BETTER PERFORMANCE													<ul style="list-style-type: none"> Current year performance Target Volume of repairs 						
Number of faults repaired	458	374	51	43	31	19	12	22	11	29	21	28	38	34				195	
Monthly result			1.47 ★	1.35 ★	1.52 ★	1.79 ★	1.33 ★	1.05 ★	1.18 ★	1.10 ★	1.48 ★	1.21 ★	1.18 ★	1.26 ★	N/A				
The result for December 2017 is outstanding, however, it is expected to be similar to the previous results for the year and no performance penalty points are expected.																			
Ht.2 Percentage of repairs to dangerous highway made within 24 hours of notification	100.0%	99.6%	100% ★	100% ★	100% ★	100% ★	100% ★	100% ★	100% ★	100% ★	100% ★	100% ★	100% ★	100% ★	100.00%	→	99.0%	100.0%	
HIGHER RESULT IS BETTER PERFORMANCE													<ul style="list-style-type: none"> Current year performance Target Volume of repairs 						
Number of defects repaired	241	275	24	17	17	29	27	35	27	34	36	37	37	42	41			316	
The team is continuing to repair all areas of dangerous highway within 24 hours of notification, however, there has been an increase in the number of repairs needed with the 316 repairs done so far this year exceeding the total number of repairs in 2015/16 and 2016/17.																			

ROAD SAFETY

		2015 RESULT	2016 RESULT	12 MONTH TREND												NOVEMBER 2017 RESULT	TARGET TRACK	YEAR DoT	PARTNERSHIP TARGET	2017 YTD
Ht.3	Percentage reduction in people killed or seriously injured in RTAs compared with 2004/08 average	-57%	-46%	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	-32%			-22.0%	-30%
				-46% ★	-46% ★	-43% ★	-43% ★	-41% ★	-40% ★	-37% ★	-31% ★	-35% ★	-39% ★	-30% ★	-31% ★					
Actual number of casualties		55	69	6	5	6	7	7	7	6	14	6	5	11	7	5			81	
HIGHER NEGATIVE PERCENTAGE (I.E. PERCENTAGE REDUCTION) IS BETTER		The November 2017 result of -32% 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 86 people killed or seriously injured between December 2016 and November 2017. This is 41 less than the 127 average between 2004 and 2008. 41 represents a 32% reduction on 127.																		
Ht.4	Percentage reduction in children killed or seriously injured in RTAs compared with 2004/08 average	-64%	-55%	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	-41%			-31.0%	-36%
				-55% ★	-55% ★	-55% ★	-59% ★	-64% ★	-59% ★	-64% ★	-59% ★	-64% ★	-68% ★	-59% ★	-41% ★					
Actual number of casualties		8	10	1	0	1	0	0	2	0	2	1	0	2	4	1			13	
HIGHER NEGATIVE PERCENTAGE (I.E. PERCENTAGE REDUCTION) IS BETTER		The November 2017 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 December 2016 and November 2017. This is 9 less than the 22 average between 2004 and 2008. 9 represents a 41% reduction on 22.																		

MONTHLY REPORT: JANUARY 2017/18

PLANNING

		2015/16	2016/17	12 MONTH TREND												DECEMBER 2017/18	TARGET	MONTH	2017/18	2017/18
		RESULT	RESULT	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	RESULT	TRACK	DoT	TARGET	YTD
PI.1	Major applications determined within 13 weeks, or timeline agreed with applicant	100.0%	100.0%	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%	★	➔	85.0%	100.0%
HIGHER RESULT IS BETTER PERFORMANCE																				
Number of major applications		36	46	2	3	4	4	1	2	3	6	3	4	5	6	4				34
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%	100.00%			100.0%
The Planning Service has achieved 100% of major applications determined within timescale for the past two years (May 2015), without claiming a single dependency.																				
PI.2	Minor applications determined within 8 weeks, or timeline agreed with applicant	98.8%	99.1%	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%	★	➔	85.0%	100.0%
HIGHER RESULT IS BETTER PERFORMANCE																				
Number of minor applications		254	229	13	15	27	18	18	33	15	21	25	17	29	20	5				183
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%	100.00%			100.0%
The Planning Service has achieved 100% of minor applications determined within timescale for a complete 12 month period, without dependencies.																				
PI.3	Other applications determined within 8 weeks, or timeline agreed with applicant	99.1%	99.5%	100.00%	100.00%	100.00%	96.88%	100.00%	100.00%	100.00%	97.96%	100.00%	96.15%	100.00%	100.00%	100.00%	★	➔	90.0%	99.3%
HIGHER RESULT IS BETTER PERFORMANCE																				
Number of other applications		352	386	25	30	20	32	35	36	33	49	36	26	30	23	22				290
Monthly result before dependencies are excluded				100.00%	100.00%	100.00%	96.88%	100.00%	100.00%	100.00%	97.96%	100.00%	96.15%	100.00%	100.00%	100.00%	100.00%			99.3%
In the past 12 months, only 3 of 372 (less than 1%) other applications have exceed the timescale set out.																				

		2015/16 RESULT	2016/17 RESULT	12 MONTH TREND												DECEMBER 2017/18 RESULT	TARGET TRACK	MONTH DoT	2017/18 TARGET	2017/18 YTD
				DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV					
PI.4	Planning appeals allowed (after dependencies)	20.0%	11.1%	11.11% ★	11.11% ★	11.11% ★	11.11% ★		100.00% ●	33.33% ●	25.00% ●	25.00% ●	25.00% ●	20.00% ★	16.67% ★	16.7%	★	➔	23.0%	16.7%
LOWER RESULT IS BETTER PERFORMANCE														<ul style="list-style-type: none"> Current year performance Target Volume of appeals determined 						
Appeals determined		7	12	0	0	0	0	0	2	2	2	1	0	1	2	0				10
Planning appeals allowed (before dependencies)				33.33% ●	33.33% ●	33.33% ●	33.33% ●		100.00% ●	50.00% ●	50.00% ●	57.14% ●	57.14% ●	50.00% ●	50.00% ●					50.0%
There have been ten planning appeals in 2016/17. Five of these have have been successful. The successful appeals include four where Planning Committee went against officer recommendation. Excluding these dependencies, there has only been one successful appeal, from a potential of six.																				
PI.5	Planning conditions discharged within 8 weeks (year to date)	93.3%	80.8%	82.43% ★	81.18% ★	80.43% ★	80.77% ★	81.82% ★	76.19% ★	73.33% ★	74.29% ★	76.19% ★	79.63% ★	77.27% ●	80.26% ★	82.56%	★	⬆	65.0%	82.6%
HIGHER RESULT IS BETTER PERFORMANCE														<ul style="list-style-type: none"> Current year performance Target Volume of conditions discharged 						
Conditions discharged		119	104	5	11	7	12	11	10	9	5	7	12	12	10	10				86
Consistent monthly performance is being achieved by the service.																				
PI.6	Applications where the service added value through negotiations	69.8%	65.2%	73.33% ★	56.25% ★	74.19% ★	72.73% ★	57.89% ★	60.00% ★	73.68% ★	77.78% ★	71.43% ★	85.71% ★	64.71% ★	53.85% ★	77.78%	★	⬆	50.0%	67.9%
HIGHER RESULT IS BETTER PERFORMANCE														<ul style="list-style-type: none"> Current year performance Target 						
Total decisions		288	279	15	16	31	22	19	35	19	27	28	21	34	26	9				218
The service continues to add value to applications where possible.																				
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
The Council is currently awaiting receipt of the Inspector's draft report. This is anticipated mid January 2018, which would lead to a Full Council meeting seeking adoption of the Local Plan (March 2018).																				

HOUSING

		2015/16 RESULT	2016/17 RESULT	12 MONTH TREND												DECEMBER 2017/18 RESULT	TARGET TRACK	YEAR DoT	2017/18 TARGET	2017/18 YTD
Hs.1	Homes empty over six months returned to occupation (year to date)	61	36	DEC 24	JAN 26	FEB 30	MAR 36	APR 3	MAY 4	JUN 8	JUL 9	AUG 10	SEP 11	OCT 13	NOV 15	16	●	↓	65	16
	HIGHER RESULT IS BETTER PERFORMANCE																			
	Monthly result			● 3	● 2	● 4	★ 6	● 3	● 1	● 4	● 1	● 1	● 1	● 2	● 2	1				
Several new indicators have been proposed which better reflect the interventions and delivery carried out by the Housing Team. These indicators have already been presented to Scrutiny and were discussed at Partnership Board.																				
Hs.2	Homes empty under six months returned to occupation (year to date)	0	0	DEC 0	JAN 0	FEB 0	MAR 0	APR 0	MAY 0	JUN 0	JUL 0	AUG 0	SEP 0	OCT 0	NOV 0	0	●	→	10	0
	HIGHER RESULT IS BETTER PERFORMANCE																			
	Monthly result			● 0	● 0	● 0	● 0	● 0	● 0	● 0	● 0	● 0	● 0	● 0	● 0	0				
Several new indicators have been proposed which better reflect the interventions and delivery carried out by the Housing Team. These indicators have already been presented to Scrutiny and were discussed at Partnership Board.																				
Hs.3	Small derelict commercial sites returned to useable condition (year to date)	5	5	DEC 3	JAN 4	FEB 4	MAR 5	APR 0	MAY 0	JUN 1	JUL 1	AUG 1	SEP 1	OCT 1	NOV 1	1	●	↓	5	1
	Monthly result			● 0	● 1	● 0	● 1	● 0	● 0	● 1	● 0	● 0	● 0	● 0	● 0	0				
One derelict commercial property has been returned to use so far. The pipeline for delivery is non-linear, with most completions occurring with the last few months of the year. The team do not deliver the works themselves and as such are limited in affecting the timescale of delivery.																				
Hs.4	Category 1 hazards resolved (year to date)	182	181	DEC 123	JAN 135	FEB 158	MAR 181	APR 7	MAY 13	JUN 25	JUL 36	AUG 46	SEP 59	OCT 74	NOV 101	112	●	↓	180	112
	HIGHER RESULT IS BETTER PERFORMANCE																			
	Monthly result			● 9	● 12	★ 23	★ 23	● 7	● 6	● 12	● 11	● 10	● 13	★ 15	★ 27	11				
The pace of delivery has increased in the past few months and at current pace, an annual result of 150 is expected. This is above the original contracted figure of 100.																				

CUMULATIVE REPORT: JANUARY 2017/18

ECONOMIC DEVELOPMENT

		2015/16 RESULT	2016/17 RESULT	12 MONTH TREND												JANUARY 2017/18 RESULT	TARGET TRACK	2017/18 TARGET	2017/18 YTD
Ed.1	Cumulative public and private investment secured	£161.4m	£166.7m	JAN £166.7m ★	FEB £166.7m ★	MAR £166.7m ★	APR £166.7m ★	MAY £170.2m ★	JUN £171.9m ★	JUL £171.9m ★	AUG £171.9m ★	SEP £172.9m ★	OCT £172.9m ★	NOV £172.9m ★	DEC £172.9m ★	£172.9m	★	£135.0m	£6.1m
HIGHER RESULT IS BETTER PERFORMANCE																			
The majority of investment in 2017 was in the Energy & Renewables and Ports & Logistics sector.																			
Ed.2	Cumulative inward investment	£383.6m	£409.8m	JAN £399.8m ★	FEB £399.8m ★	MAR £409.8m ★	APR £411.6m ★	MAY £414.8m ★	JUN £429.3m ★	JUL £441.8m ★	AUG £441.8m ★	SEP £441.8m ★	OCT £441.8m ★	NOV £441.8m ★	DEC £441.8m ★	£441.8m	★	£320.0m	£42.0m
HIGHER RESULT IS BETTER PERFORMANCE																			
The majority of investment in 2017 was in the Energy & Renewables, Ports & Logistics and the Food sectors.																			
Ed.3	Cumulative jobs created by wider regeneration projects	4186	4593	JAN 4523 ★	FEB 4523 ★	MAR 4593 ★	APR 4593 ★	MAY 4635 ★	JUN 4795 ★	JUL 4795 ★	AUG 4795 ★	SEP 4795 ★	OCT 4795 ★	NOV 4796 ★	DEC 4796 ★	4796	★	3100	273
HIGHER RESULT IS BETTER PERFORMANCE																			
The majority of jobs created in 2017 was in the Food and Energy & Renewables sectors.																			
Ed.4	Cumulative commercial floor space created in area (SQM)	41796	51361	JAN 51361 ★	FEB 51361 ★	MAR 51361 ★	APR 51361 ★	MAY 51361 ★	JUN 56361 ★	JUL 56361 ★	AUG 56361 ★	SEP 56361 ★	OCT 56361 ★	NOV 56361 ★	DEC 56361 ★	56361	★	42000	5000
HIGHER RESULT IS BETTER PERFORMANCE																			
The additional floor space in 2017 was created within the Food sector																			