

Partnership Board Agenda

Date and Time: Thursday 19th October @3:00pm
Venue: Municipal Offices, MO.2.25

Board members invited:

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

Support:

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

Papers	Agenda item	Action required from board	
O	1. Apologies	Cllr Peter Wheatley Dave Tipple	RW
O	2. Declarations of interest		All
✓	3. Minutes from last meeting		RW
✓	4. Housing	<ul style="list-style-type: none"> To receive a report on the effectiveness of new housing legislation 	MA
O	5. Finance/Budget Savings	<ul style="list-style-type: none"> Budget – 2017/2020 	AB/MA
✓	6. Performance Report	<ul style="list-style-type: none"> To receive the Annual Performance Report and the performance report. To receive a proposal for revised KPIs for Housing 	MA
O	7. Resource Management	To discuss resource issues, including succession planning	AB/MA
O	8. Key Communications	<ul style="list-style-type: none"> Anything Specific?? 	AB/MA
O	9. Risks/Opportunities		ALL

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

	10. 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
X	11. Energy Update	<ul style="list-style-type: none"> To receive an update on the energy programme 	TN
O	12. Economic Strategy Action Plan update :	<ul style="list-style-type: none"> the Greater Grimsby Project town centre regeneration SHIP Grimsby West 	AB
✓	13. Partnership Strategic Review		RW
	14. Date and time of next Meeting:		

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

PARTNERSHIP BOARD

6th APRIL 2017, 10AM

CROSLAND SUITE, GRIMSBY TOWN HALL

Attendees

Rob Walsh (Chair)	Chief Executive	RW
Cllr Oxby	Leader of the Council	RO
Cllr Watson	PfH Environment, Tourism & Visitor Economy	DW
Cllr Wheatley	PfH 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
Dave Tipple	Relationship Manager, NELC	DT
Wilfrid Petrie	CEO, ENGIE UK	WP
Mike Hedges	Partnership Director, ENGIE	MH
Marcus Asquith	Deputy Partnership Director, ENGIE	MA
Tony Maione	Programme Director, ENGIE	TM
Philip Quinn	Contract Performance Manager, ENGIE	PQ

1. Apologies

Tony Neul
Gordon Sheret

	Agenda item, discussions and actions	Lead	Timescale
2	Declarations of interest		
2.1	No declarations of interest were made.		
3	Minutes from last meeting		
3.1	DT – (3.3) Information on the Commercial Portfolio to be supplied to Cllr Wheatley. This has been done		
3.2	RO (3.4) – Requested an update on penalties and banning order for landlords. MA – New legislation to be brought in during 2017, Jacqui Wells has met with DCLG to discuss the implications will provide a written report on the effectiveness of the new legislation.	MA	Next Partnership
3.3	AB (7.2) – Circulated action dashboard from latest Development & Growth Board.		
3.4	PJ (8.1) – Asked whether there is a “waiting list” for TROs? Does the monthly list supplied show all TROs? MA – TROs are assessed and prioritised when requested. The monthly list shows TROs that are currently part of a scheme, not those awaiting assessment.		
3.5	MA (9.1) – A Give Way sign has now been erected at Pasture Street.		
3.6	PQ (10.4) – Housing indicators are being worked on, to include new rogue landlord legislation.		
4	Housing		
4.1	AB – Current actions taking place at the moment include <ul style="list-style-type: none"> Ladysmith Road Local Development Order has accelerated development on the site 		

	Agenda item, discussions and actions	Lead	Timescale
	<ul style="list-style-type: none"> Ladysmith Road site is also a Housing Zone for 260 units List of Council owned sites for Housing Zones has been finalised and ENGIE are producing options appraisals HCA currently updating their procurement processes Successful bid for £570k for Estates Regeneration Successful bid for £230k for Large Scale Capacity Fund Housing & Delivery Group are setting up governance for housing. <p>PW – The past twelve months of Partnership working has been a great experience and much improved from previously.</p> <p>RO – Never known a period of so many successful bids</p>		
5	Finance/Budget Savings		
5.1	AB – Pressures on 2016/17 budget. A balance position has now been achieved and now looking at 2017/18 and 3 year budget envelopes. There is a £2.8m budget reduction in Economy & Growth.		
5.2	AB – Looking ahead with ENGIE to try to increase revenue rather than cost cutting. MA – Significant challenge ahead – currently around 30 business cases being worked on in partnership with NELC RO – £1.5m savings was a large challenge to achieve.		
6	Local Plan Update		
6.1	AB – Local Plan has been submitted to the Planning Inspectorate. Currently in the examination stage which lasts a further two weeks, then report due back from Planning Inspector.		
7	Performance Report		
7.1	PQ – Presented the Performance Report and took questions		
7.2	Road Safety PQ – Clarified the difference in statistics provided by this report and NELC Public Health. Collaboration has taken place with Public Health to ensure both reports show clearly what is being reported from the same base statistics		
7.3	Market Occupancy RO – Asked what was being done to improve market occupancy SW – A series of options are being presented at next PfH meeting to stimulate footfall.		
7.4	Housing PJ – Wanted an update on empty homes – what is happening on the ground? DT – Using new legislation to improve indicators, to monitor activity and outcomes.		
7.5	PW – Good results for planning and street lighting RW – ENGIE putting real substance behind the statistics RO – Good to see majority of targets being met		
8	Resource Management		
8.1	AB – Housing are looking at current and future capacity to handle the new legislation.		
9	Key Communications		
9.1	AB – Good news on the successful Housing bids £3.8m successful bid for Coastal Communities		

	Agenda item, discussions and actions	Lead	Timescale
	<p>Draft has been received of independent review of parking strategy. Due to go to cabinet then consultation and engagement.</p> <p>Document has been drafted for Conservation areas within the Port Estate</p> <p>RO – Wanted to clarify if the Coastal Communities bid included support for business & tourism?</p> <p>AB – There is an element for business and tourism and consultation was undertaken with the traders.</p>		
10	Risks and Opportunities		
10.1	AB – No new risks by exception		
11	Exclusion of press & public		
14.1	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).		
12	Energy Projects		
12.1	<p>RW – A detailed paper has been attached and discussions have taken place with Gordon Sheret and ENGIE are to pursue the Energy Park opportunity</p> <p>RW – ENGIE are currently commissioned to deliver business cases for the ESCO</p> <p>PJ – The paper has a lot of items marked “awaiting reports from ENGIE”</p> <p>TM – The Partners have now agreed the programme and project principles</p>		
12.2	RO – The strategic engagement with ENGIE has led to additional benefits. ENGIE is a Centre of Excellence for Energy and the Partnership’s ancillary developments are now realising the broader ambitions of the Strategic Partnership.		
12.3	<p>WP – ENGIE want to achieve local production of renewables linked with users as the UK is currently very centralised with regard to both energy production and distribution.</p> <p>WP – ENGIE’s Home Energy business has been developed and a supply vehicle can now be offered in the scope of solutions for home users.</p>		
12.4	<p>PW – The area is living up to its name of the Energy Estuary, with the level of investment coming into the area, especially in renewables. It is good to link production with the supply of green energy.</p> <p>RO – Lots of exciting news - we have massive users of energy in the area with food processing and the petrochemical industry. Linking with these could mitigate the risks associated with energy production.</p>		
13	Economic Strategy Action Plan Update *Commercial Confidentiality*		
13.1	<p>AB – Three projects are being looked at as part of the Great Grimsby Project.</p> <ul style="list-style-type: none"> Garth Lane: Potential acquisition from ABP. Acquiring independent market value. Should be in process by end of July. Victoria Mills: Leadership Team have been presented with options. A full feasibility is now being worked up. Port Estate & Kasbah: Discussions with ABP around the conservation area – drafting a document with ABP about boundaries, expected September. <p>A visit from DCLG is scheduled for next week to look at progress.</p> <p>We will be presenting them with the Investment Prospectus for NEL (which includes</p>		

	Agenda item, discussions and actions	Lead	Timescale
	<p>the Economic Strategy). Will also be looking at a delivery team, potentially supported by DCLG.</p> <p>RW – This recent works has been the best period of collaborative working with ABP in the past 20 years.</p> <p>PJ – Raised questions about the Garth Lane site.</p> <p>AB – Currently 4 acres owned by ABP, the rest is NELC ownership. The plan is for mixed use development and links to the future of the Fishing Heritage Centre.</p> <p>RO – Garth Lane is a key area for development. Could form part of a Maritime Heritage trail through to the Kasbah.</p> <p>PJ – Asked where the Ice Factory sits within the Port Estate.</p> <p>AB – Historic England would like the Ice Factory to be included in the Conservation Area, however ABP are reluctant to agree to this.</p> <p>RO – Asked if public access to the dock area would be permitted.</p> <p>AB – The port is a commercially operating dock, however ABP have been receptive to opening some areas at certain times.</p>		
13.2	<p>Grimsby Town Centre</p> <p>AB – We have entered the next phase of funding from the Humber LEP, which includes the improvements to the public realm around the cinema development.</p> <p>In the St. James Quarter, we are working with the diocese for potential replacements for St. James House.</p>		
13.3	<p>SHIIP</p> <p>AB – Slightly behind schedule due to the utilities provision for the site. A firm quote has now been received.</p> <p>Two site acquisitions have taken place for strategic mitigation site.</p> <p>Designs are being worked up for the Humber Link Road.</p> <p>There have been three investment enquiries for sites in Stallinborough.</p> <p>22 business enquiries are being followed up after the successful recent MIPIM event.</p> <p>PW – Stallinborough is showing progress after a slow start. Assured that progress has been made on this.</p>		
13.4	<p>Grimsby West</p> <p>AB – Still actively pursuing £8.9m for the relief road.</p> <p>Council have requested a feasibility on the Western Relief Road – the brief has been agreed and feasibility will be procured once the budget has been found.</p>		
14	Partnership Review		
14.1	<p>RW – The feeling of the Council is that the partnership is now truly a Regeneration Partnership.</p> <p>RO – Wanted to know how ENGIE felt about the Partnership with NELC</p> <p>MH – Integrated Management has proved to be a great success and is a lesson learned for future ENGIE-Council contracts. Always anxiety and contract based at the start of a new partnership, but now integration has taken place it is the best example of Partnership working he has been a part of.</p> <p>WP – Feels the relationship is very strong and integration has worked well, however</p>		

	Agenda item, discussions and actions	Lead	Timescale
	<p>keen to guard against complacency as there remains challenges ahead.</p> <p>RO – Asked about the ENGIE sustainable energy ethos. WP – ENGIE place themselves as both an Energy and Services organisation and is uniquely place to see value in the production of energy and the usage of energy. ENGIE is firmly committed to decentralised energy, in particular renewables.</p> <p>RO – Asked about ENGIE’s wider strategic investment priorities and whether the decision to leave the European Union could cause a problem in the short to medium term. WP – Despite the potential uncertainty, the UK remains an attractive market to invest in as the energy markets are semi-liberalised. The recent £300m acquisition of Keepmoat Regeneration shows the commitment to the UK market.</p> <p>14.2 WP – Presented ENGIE’s UK Business Strategy Highlights included: The ENGIE identity/sense of purpose is to “improve the lives and communities of customers we serve.” ENGIE provides 50% of the UK’s Energy Storage 10,000 people have already signed up to ENGIE’s Home Energy offering. 50% of the price of electricity is due to taxes and distribution. The acquisition of Keepmoat Regeneration for £300m</p> <p>RO – Can the acquisition of Keepmoat do anything about the dereliction of houses in the area? In particular 19th century terraced houses? WP – Different financial vehicles can be used, or government funding. Traditionally the benefits of refurbishment have been managed with a mixture of public/private funds.</p> <p>PW – Do Keepmoat have any experience with modular homes? WP – Believes Keepmoat currently a part of a JV for modular homes.</p>		
15	Any Other Business		
15.1	No other business brought forward.		
16	Date and time of next meeting Tuesday 3rd October 2017, Crosland Suite, Grimsby Town Hall, 11.30am.		

Empty Homes Impact Assessment							
Property Address:							
Name of Responsible Person (Council Tax)							
Address:							
Date became Vacant:							
Over 2 years	20 Pts	Over 1 year	15 Pts	6m – 12m	10 Pts	Under 6m	5 Pts

Description of Property					
Property Type	House	Bungalow	Terrace	Flat	Other
	Detached	S/Detached	End	Mid	Other
Age of Construction	Pre 1880	Pre 1919	1920/1950	1950/1970	Modern
No. of Bedrooms	1	2	3	4	4+

1.	Disrepair affecting adjacent properties						
None	0	Minor	10	Medium	15	Major	20
2.	Disrepair affecting people (Health)						
None	0	Minor	10	Medium	15	Major	20
3.	Unsightly/Overgrown Gardens						
None	0	Minor	10	Medium	15	Major	20
4.	Pests/Health Risks						
None	0	Minor	10	Medium	15	Major	20
5.	Insecure Boundaries						
None	0	Minor	10	Medium	15	Major	20
6.	Rubbish Dumping						
None	0	Minor	10	Medium	15	Major	20
7.	Number of Nearby Empty Properties						
None	0	Minor	10	Medium	15	Major	20
8.	Number of Complaints Received (Housing and Community Pride)						
None	0	Minor	10	Medium	15	Major	20
9.	Number of Statutory Notices Served						
None	0	Minor	10	Medium	15	Major	20
10.	Number of times Works in Default have been carried out or Prosecution Actions						
None	0	Minor	10	Medium	15	Major	20
11.	Number of ASB/Drug Incidents/Police/Fire Service/Other agencies Reported						
None	0	Minor	10	Medium	15	Major	20

Report Title: HOUSING KPI – IMPROVING OUR EXISTING HOUSING STOCK

Purpose of Briefing note: To provide information to update the current Empty Homes KPI

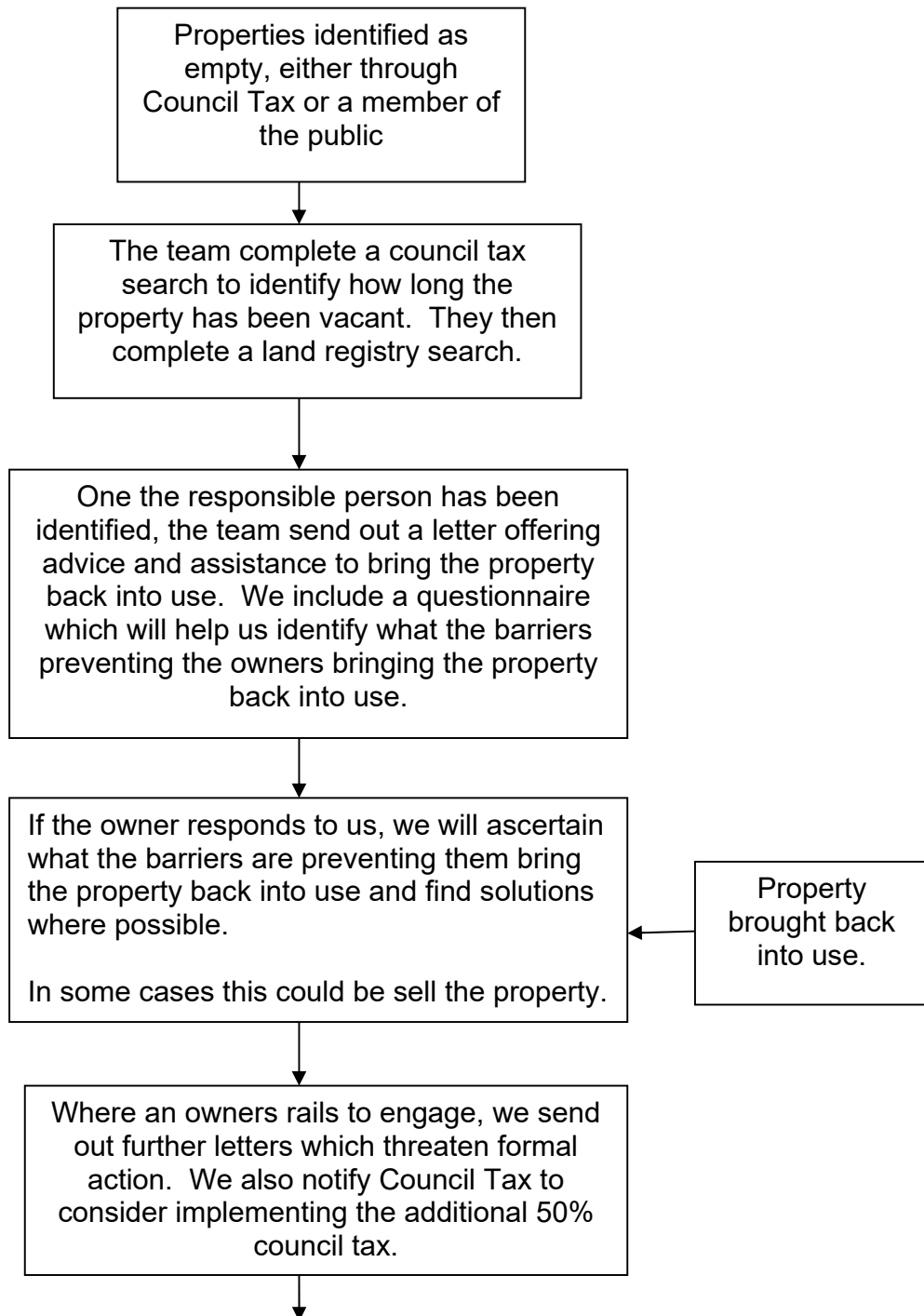
1.0 Background

- 1.1 The Council is committed to bringing empty homes back into use. The Council's own outcome framework identifies the importance of reducing the number of empty homes to improve the borough.
- 1.2 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.
- 1.3 In 2014/15 the Council provided £100k to fund a small number of grants and loans.
- 1.4 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. This is evidenced in the data below;

Year	Loan	Grant	Enforcement	Advice /Assistance	Total	% Enforcement
2012/13	22	10	4	31	67	6%
2013/14	15	11	10	39	75	13%
2014/15	17	19	4	37	77	5%
2015/16	30	7	2	22	61	3%
2016/17	18	7	1	10	36	2%

- 1.5 The above table shows that whilst there some loans and grants have still gone through, the number of advice/assistance and enforcement cases were drastically reduced. This is because officers are finding it more and more difficult to meet owners of property, without an incentive.
- 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.

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



Team complete an impact assessment (see attached Appendix A). Based on the results of the impact assessment the team will prioritise the worst properties to deal with.

Where properties are causing the most nuisance, an officer will decide what course of formal action is required to peruse the owner of the property and bring about the property being brought back into use. This could be forcing the owner to improve the property and lessen the impact on the area. The team however do need sufficient funding to carry out the repairs in default, should the owner fail to comply with the notice. Ultimately, where an owner fails to engage the Council can prosecute, however there is a risk that the Council will need to complete the works. Also, this won't bring about a change of ownership.

An officer may decide that the property is suitable for an Empty Dwelling Management Order (provision within the Housing Act 2004). There is no current funding for this.

It could be the officer is aware that the owner has no intention to carry out repairs or bring the property back into use. There is no funding for future compulsory purchase of properties in the area.

Potentially bring a property back into use.

Please note: For reference we have provided a copy of the database action diary which evidences our process flow chart.

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 biggest threat is the Council's 50% additional council tax charge.

1.9 Current Council targets are;

	2017/18	2018/19	2019/20	2020/21	2021/22
Target	60	70	70	75	75
Actual					

Figures quoted in the Empty Homes Action Plan, approved by operations board.

2.0 Options Appraisal

2.1 Option One

2.1.1 **To do nothing**; there is a high risk that the service will be able to meet target without sufficient capital resource.

2.2 Option Two

2.2.1 **Reduce the overall target**; based on previous performance around enforcement and advice and assistance only, the target will need to be reduced to less than 50% of the current target.

2.3 Option 3

2.3.1 **Retain the overall target as a Council target and monitor the number of interventions provided through the partnership.** There are a number of interventions that the Council are currently providing which bring empty homes back into use. These include the Community Housing Fund, a scheme which will bring some empty property back into use. If the Council approve a selective licensing area, the market should improve and ultimately empty homes will be brought back into use, as people are more likely to invest in these areas. Proposed Community Interest Company; bringing empty homes back into use.

2.3.2 The partnership will be measured by how many caseloads are pursued and how many capital service statements are compiled to bring empty homes back into use. See Appendix for qualifying criteria which is based around our previous process for bringing properties back into use. The service currently has a case load of over 200 in various stages. See Appendix B for definition.

3.0 Recommendation

We recommend Option 3 is approved. This option provides the partnership confidence that owners are pursuing owners of empty property and showing due diligence. The partnership will also be assessed on the number of capital service statements submitted to apply for funding, to bring properties back into use. The opportunity to acquire funding for enforcement, will give officers more confidence when speaking to owners of empty properties, that the Council are committed to pursuing formal action where it is reasonable and practicable.

APPENDIX B

Empty Homes KPI - Definition

The definition of an case intervention will be as follows;

The file must contain both a Council Tax Search and a Land Registry Search

The file must contain at least one standard Empty Property Letter with questionnaire.

The file must contain an impact assessment with photographs

The file must contain the following;

Evidence that the owner contacted the service and either advice was provided verbally or the site visited to provide advice and support to help the owner remove barriers and help them bring the property back into use.

Evidence that the service has shown due diligence to contact the owner and have considered all further options including enforcement.

A business case is provided to the Council to consider capital funding to support further action to bring the property back into use.

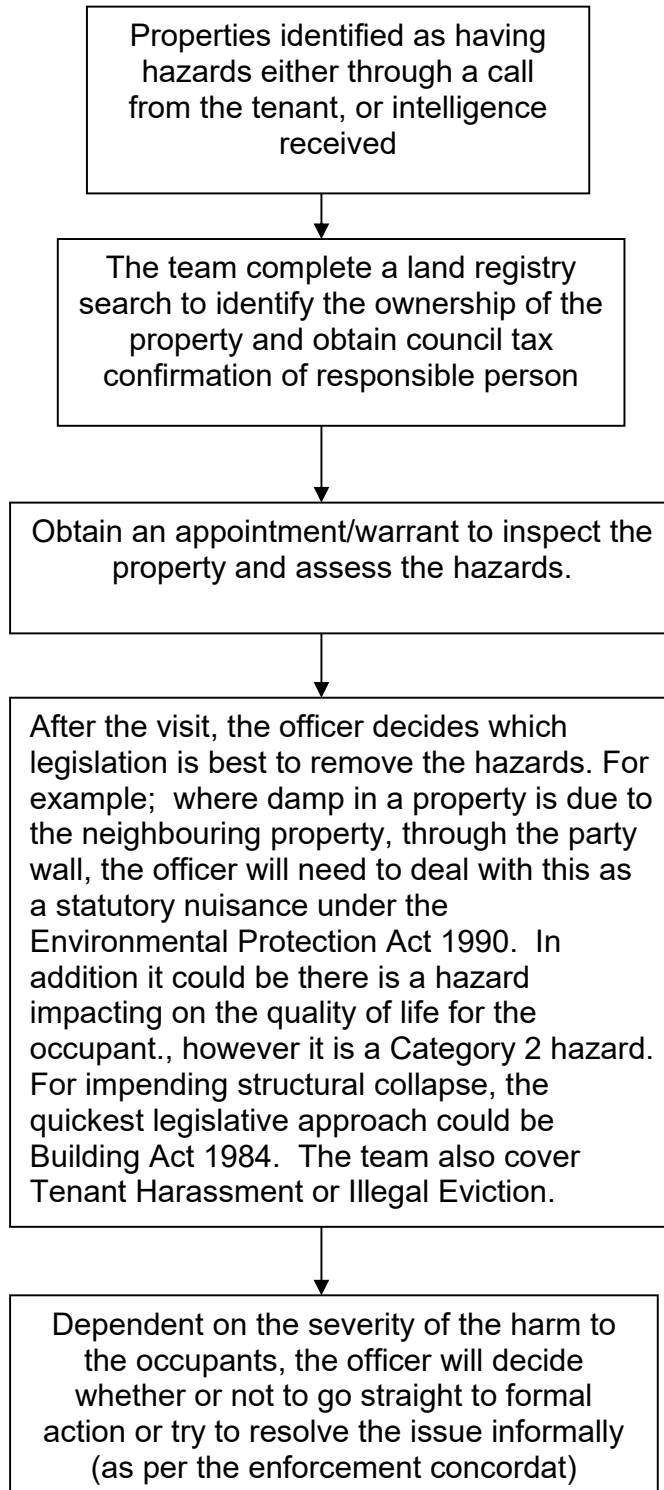
Report Title: HOUSING KPI – IMPROVING OUR EXISTING HOUSING STOCK

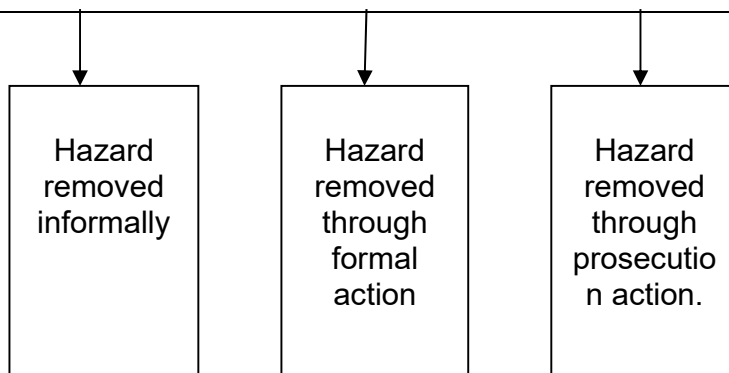
Purpose of Briefing note: To provide information to update our existing housing KPI to remove Category One hazards, to focus on improving the quality of our existing housing stock.

1.0 Background

- 1.1 The Council is committed to improving the quality of our existing housing stock.
- 1.2 There are a number of initiatives that could potentially greatly improve the quality of our housing stock in some of the worst deprived boroughs. Selective licensing will mean houses let in parts of the East and West Marsh will need to be licensed and meet the minimum legislative requirements, to provide a safe warm and dry home. Evidence shows in Doncaster MBC that after a year of implementing Selective Licensing, they have seen a drastic reduction in the number of enforcement call outs.
- 1.3 The service has recently changed the way it operates, moving away from reactive work, to proactive enforcement delivered through gathering intelligence. The team are now an integral part of the 0-19 agenda. This means the team can work on intelligence received through social workers, who are working with vulnerable families who are living in very poor housing conditions. The Rogue Landlord work has been submitted for an award for the Council. The good work of the team has seen increase links and partnership working between Police, Fire Service, Immigration and other Council departments. The work has seen one prosecution with a further 3 cases pending for court and other cases in preparation for court.
- 1.4 In recent years the service as outperformed the original service targets, removing 180 category one hazards per annum.
- 1.5 However this is only a fraction of the work that service delivers. Other works relating to providing safe management of Houses of Multiple Occupancy saves lives as landlords are forced to improve fire safety in property.
- 1.6 Below is the current process of how we deal with new enforcement cases.

Process Map – Housing Enforcement





1.7 Performance over the last 3 years;

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

1.8 The Service works to improve the living conditions of residents in the borough, who are vulnerable and unable to control their living conditions.

1.9 Improving housing conditions improves the area, contributes towards reducing tenancy turnover – helping to build sustainable communities and directly impacts on the cost of health in the borough.

1.10 The current performance mechanism does not take into consideration much of the work which the Council has a statutory duty to carry out.

1.11 The work also directly contributes towards the Councils Outcome Framework.

**Strong Economy
Stronger Communities**

2.0 Options Appraisal

2.1 Option One

2.1.1 **To do nothing**; continue with the current performance mechanism. The service will prioritise Category One hazards, over other enforcement work completed by the team. This will impact on the Rogue Landlord work as this is not recognised in the current performance mechanism. The service will also reduce the number of prosecution cases as these are resource intensive and won't be recognised in the performance mechanism.

2.2 Option Two

2.2.1 **Council advises the Partnership priorities to target enforcement**; the service takes action in accordance with the priorities set by the Council.

2.3 Option 3

2.3.1 **Measure the number of successful interventions**; Approve a revised performance mechanism where the partnership recognises all successful housing interventions, irrespective of legislation – where the outcome improves the quiet enjoyment of the occupant in their home. This figure includes the number of grants/loans delivered by the team.

3.0 Recommendation

We recommend Option 3 is approved. This option provides the partnership the bigger picture of the number successful interventions the service has. By improving living conditions the service directly impacts on the Councils outcome framework enabling people to be safe in their own home, improving health outcomes and reducing health costs.

When setting the target, the Council should consider that prosecutions send a positive message to landlords, that the Council are serious about enforcement. This does deter other landlords from providing poor housing. This has been proven in the number of landlords calling the service for professional advice, as they've heard about the recent prosecution work. These are resource intensive and will mean if targets are set too high, then officers will not be able to commit time to delivering increased prosecutions.

ACTION DATABASE TEMPLATES REPORT

ACT V8.2.x.0

REPORT PREPARED ON 7/ 9/17 AT 10:53

ACTION TEMPLATE TYPE: HE5 - EP Letter (Over 2y) Checklist

<u>ITEM</u>	<u>CODE</u>	<u>DESCRIPTION</u>	<u>N/DAYS</u>	<u>S/A</u>
1	HA1	Request received		A
2	HNA	Council Tax search	BL	
3	HV0	Date property vacant	BL	
4	HNB	Land Registry search	BL	
5	H2P	(M) EP1 Letter (Over 2y) (with q'aire)	BL	
6	HPB	(M) Empty Dwelling Questionnaire (enclose freepost envelope)	BL	
7	H1F	Response from owner? (+35 days from initial letter)	BL	
8	H4T	(M) EP Letter 2 (Over 2y) (with q'aire)	BL	
9	HPB	(M) Empty Dwelling Management Questionnaire (enclose freepost envelope)	BL	
10	HGX	Inspection carried out (if no response to EP2)	BL	
11	HPC	(M) Empty Property Impact Assessment	BL	
12	HNG	Photographs	BL	
13	H4W	Council Tax Dept. advised to apply PREM50 if no response to EP2	BL	
14	H1G	Officer discussion of Impact Assessment (if low score send EP3a&4a, if high EP3b&4b)	BL	
15	H4U	(M) EP Letter 3a (Over 2y) (with q'aire + RI1)	BL	
16	H4Y	(M) EP Letter 3b (Over 2y) (with q'aire + RI1)	BL	
17	HPB	(M) Empty Dwelling Management Questionnaire (enclose freepost envelope)	BL	
18	HEO	(M) RI1 S.16 Notice (15 days to	BL	

ACTION TEMPLATE TYPE: HE5 - EP Letter (Over 2y) Checklist
(continued)

<u>ITEM</u>	<u>CODE</u>	<u>DESCRIPTION</u>	<u>N/DAYS</u>	<u>S/A</u>
		return)		
19	H4V	(M) EP Letter 4a (Over 2y) (with q'aire)	BL	
20	H4Z	(M) EP Letter 4b (Over 2y) (with q'aire)	BL	
21	HPB	(M) EH - Empty Dwelling Management Questionnaire (enclose freepost envelope)	BL	
22	HEP	(M) RI2 S.16 Notice (enclose signed copy of original RI1 + freepost envelope)	BL	
23	HES	(M) RI3 S.16 Notice (enclose signed copy of original RI1 + freepost envelope)	BL	
24	HET	(M) RI4 S.16 Notice	BL	
25	H4W	Council Tax Dept. advised PREM50 to be removed as owner actively engaging	BL	

END OF REPORT

ANNUAL PERFORMANCE REVIEW 2016/17

1 INTRODUCTION

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

4.12 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. This report contains a summary of performance against key performance indicators for the year to March 2017. All KPIs that can be measured on a monthly and annual basis for 2016/17 are reported with accompanying commentary for background information.

2 SUMMARY OF KEY PERFORMANCE INDICATORS

STANDARD MONTHLY INDICATORS THROUGHOUT MARCH 2017				
	Highways and Transport	Asset Management	Development and Growth	Totals
★ On target	4	4	12	20
● Below target	0	3	2	5
Total	4	7	14	25

ANNUAL FEE-RISK KPIs THROUGHOUT 2016/17 (ANNUAL)				
	Highways and Transport	Asset Management	Development and Growth	Totals
★ On target	7	3	5	15
● Below target	2	0	2	4
Dependency Claimed	1	0	1	2
Total	10	3	8	21

SERVICE CREDITS ACCRUED			
	March 2017	2016/17 Annual	April 2016 to March 2017 Total
Before dependencies	£0	£21,594.76	£739.06
After dependencies	£0	£6,530.92	£739.06

3 COMMENTARY ON ANNUAL PERFORMANCE

Asset Management

- 3.1 In May 2016 a new Asset Management system was introduced, which replaced the previous outdated system. The changeover to the new system lead to some months of fluctuating performance, however this was only a systematic issue, while staff became familiar to the new system. The actual delivery exceeded the recorded performance as some results could not be confirmed. The customer feedback survey supports this, as the usual level of positive feedback was observed during the change of systems. Despite this, annual performance reached 89.5%, above the target of 80%. Although slightly down on previous years, there is a continual trend of

improvement from 2011/12, where 75% of repairs were completed within the agreed delivery target, representing an overall performance improvement of 20% over the last four years by the Partnership.

- 3.2 Through an agreed Change Request, the Service Desk has changed its opening hours to mirror those of the Council's Contact Centre. This has delivered an enhanced service to customers and enabled the service to more accurately measure its actual performance, as the new system reporting has been optimised around the opening hours of the Contact Centre. The new opening hours went live in March 2015 and the service has baselined performance against the new opening hours and with the new reporting methodology. Using these calculation criteria, performance was 94.2% in 2016/17, similar to previous years' final results of 94.9% in 2015/16 and 93.9% in 2014/15. Three of the final four months of 2016/17 saw performance exceed 95% and it is expected the team will be able to maintain this performance in 2017/18
- 3.3 Throughout 2016/17 occupancy across the Council owned business centres was 90.9%, which exceeded the target of 90%, however the last few monthly results had dipped slightly under 90%. As this result is across the whole of the portfolio, there are some which have an occupancy higher than 90% and those that will be lower. As the Council are looking to introduce Service Charges across the business centre portfolio, the management team are conducting exit surveys to see if these are having an impact on the overall occupation.
- 3.4 The occupancy of market stalls has decreased from 82.6% in 2015/16 to 76.3% in 2016/17 (a decline of approximately 5½ stalls), to combat this decline, several schemes have been launched, which includes the installation of Wi-Fi to enable traders to take card payments, incentive schemes to encourage stall take-up and the removal of several hard to let stalls to create an events space to encourage footfall. The team are also working with a partner to put a bid into the Arts Council for funding to put an art, wellbeing and culture programme on in the space over the next two years. The occupancy will be closely monitored in 2017/18 to see how these changes have had an effect.
- 3.5 After a fairly static year for the factory units, there was a jump of over 10% occupancy between January and March as four additional units were occupied, including one of the notoriously hard to let double-sized units on Cromwell Road. This brought up the annual occupancy figure to 85.9% and while not achieving the target of 90%, the signs going into 2017/18 are encouraging. It is envisaged that a longer break period in new tenancies and lease renewals will reduce the chances of long void periods at the team will have more time to advertise for new tenants prior to the current ones vacating. As the supply of similar stock in the area reduces, it is hoped that the demand will remain high and occupancy levels can be maintained and improved, however due to the nature of the businesses that operate, this relies on favourable economic circumstances and events outside of our control may have considerable impact. All the commercial portfolio (business centres, markets and factory units) will be monitored throughout 2017/18 to ensure development opportunities for new and established businesses alike are maximised.
- 3.6 Average office floor space per person is achieving the target, and has seen a large improvement in-year, due to the re-profiling of the Council's Core Office portfolio and the extension of agile working by ENGIE on the Origin site. Further property rationalisation is planned for 2017/18 with the ENGIE relocation to New Oxford House, demonstrating the ability of the Partnership to deliver innovative solutions that reduce accommodation costs and promote efficient use of property assets.

Highways

- 3.7 The latest statistics provided by Humberside Police for the number of people killed and seriously injured in road traffic collisions indicate we are in line with our target to reduce this number by 33% by the end of the contract. For 2016, the rolling average for the number of people killed and seriously over the previous 12 months was down ~~6246~~% compared with the average between 2004 and 2008. This is ~~79-58~~ fewer people killed and seriously injured on North East Lincolnshire's roads than would have been in the average 12 months between 2004 and 2008.
- 3.8 The rolling average for the number of children killed and seriously in 2016 was down ~~4455~~% compared with the average between 2004 and 2008. This is ~~9-12~~ fewer children killed and seriously injured on North East Lincolnshire's roads than would have been in the average 12 months between

2004 and 2008. When the Public Health team report on child KSIs, they report on a three-year average, weighted by the number of children in the authority. In 2013 there was a higher than usual number of child KSIs. Although this was still a reduction on the 2004-08 figures, as the current Public Health data is currently using 2012-14 information, this result constitutes a significant part of the data. As we have final results available for 2015 and 2016, we know this figure will reduce in the period of 2013-15 and from the data we have so far for 2016, it is expected to fall further again in 2014-16. ENGIE and Public Health are in the process of working together to enable both partners to report a more detailed overview of the road safety picture within the authority.

Planning

- 3.9 Annually, 2016/17 has been the most successful year in the history of the Partnership's planning team. Overall, 99.2% of all planning applications were determined on time across the three categories before dependencies. Once dependencies have been taken into account, where the application is affected by circumstances outside the direct control of the Partnership, this rises to 99.4%. This is made up of 100% of major planning applications determined within timescale, 99.1% of minor applications and 99.5% of other applications.
- 3.10 The standard Planning Advisory Service annual survey has now been discontinued as it was no longer fit for purpose. The Partnership will work to develop a new, bespoke feedback survey to issue in 2017/18. The service is confident it has made significant strides in enhancing their already high customer service, as the Partnership recently won the Local Authority Team of the Year at the Royal Town Planning Institute's (RTPI) Awards for Planning Excellence. These are the most established and prestigious awards in the UK planning industry. One of the key judging points was the approach and techniques used by planning to achieve high quality solutions. The Planning Service is therefore confident it is exceeding the standards expected from it, whether the service user is a resident, Councillor, developer or a government agency.
- 3.11 The number of planning appeals allowed after dependencies has continued to reduce year-on-year. This figure was 50% in 2013/14, 40% in 2014/15, 20% in 2015/16 and now 11% in 2016/17. Reducing the number of successful appeals means that people can have faith in the planning service in correctly assessing applications. Reducing the number of successful appeals also reduces the legal costs that would be incurred by the Council if an appeal were to be successful.

3.12 The Local Plan was submitted to the Planning Inspectorate by the Partnership in December 2016 and an Inspector was appointed to review the documents in early 2017 before issuing their recommendations.

3.12

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Housing

- 3.13 Due to changes in funding the team has transitioned to focus more on the use of advice and enforcement to bring empty properties back into use. This 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 team is developing new indicators for 2017/18 which will sit within the Housing Strategy that will use new legislation that allows for the prosecution of 'rogue' landlords and carry out additional enforcement. This will deliver significant outcomes to the area, benefitting those people who are currently renting their homes, raising the standard of rented homes in the area.
- 3.14 The number of Category 1 hazards resolved also remains high. The final result for 2016/17 was 181 hazards resolved which continues the strong performance and is comparable to the previous year's performance of 182. Resolving these hazards ensures people are living in suitable accommodation.

Annual KPIs

- 3.15 The service has exceeded the target for public and private investment. From Partnership start to March 2017 the target was £120m. The service secured £166.7m in this time. The major areas of investment were in the Food Sector and the Visitor, Economy, Services and Retail Sector.

- 3.16 The cumulative result for inward investment was also exceeded the target, with £399.6m secured in total over the lifetime of the Partnership against a target of £240m. The pipeline for both inward and public and private investment forecasts further growth in 2017/18 in line with target.
- 3.17 The investments detailed above have also seen an increase in jobs created. To date, the Partnership has created 4,532 employment opportunities through regeneration projects and economic growth. These opportunities are a combination of the construction jobs needed to deliver the projects and also the jobs created by the day to day business and operations provided by these investments.
- 3.18 The commercial floor space created since the beginning of the Partnership has exceeded the target of 30,000sqm, achieving 51,361sqm. For the 2016/17 year the result was 9,565sqm which puts the Partnership in a strong position to deliver 60,000sqm by the end of the contract.
- 3.19 Within the Highways suite of indicators, the three annual measures around road condition show significantly above target performance for all three types of road: principal, non-principal and unclassified roads. Given the ongoing financial pressures on investment, this is a remarkable achievement as performance in this area is strongly linked to available capital investment. The performance on these indicators is compared against that of neighbouring authorities in Annex D, which again demonstrates the strength of our performance. The improvements in road condition across the highway network over the past 5 years are mainly attributable to the Partnership's programme of preventative maintenance through the use of surface dressing treatment, combined with the increased programme of planned maintenance works supported by Pothole Grant Funding, as well as Incentive Funding which is linked to the Council's Highway Asset Management policy and strategy.

Service Credits



- 3.20 No service credits are due for the month of March 2016 in the highways and transport or asset management monthly KPI baskets.
- 3.21 £6,530.92 worth of annual service credits has been accrued by the Partner. This analysis is subject to discussion and agreement between the Council and ENGIE at Operations Board around the dependencies claimed within the highways and transport and regeneration baskets of annual KPIs. These are detailed in the PPM analysis attached.
- 3.22 £739.06 worth of monthly service credits has been accrued by the Partner throughout the year. This brings the total. This analysis is subject to discussion and agreement between the Council and ENGIE at Operations Board around the dependencies claimed within the highways and transport and regeneration baskets of annual KPIs. These are detailed in the PPM analysis attached. This bring the total value of service credits for 2016/17 to £7,269.98




ATTACHED PAPERS

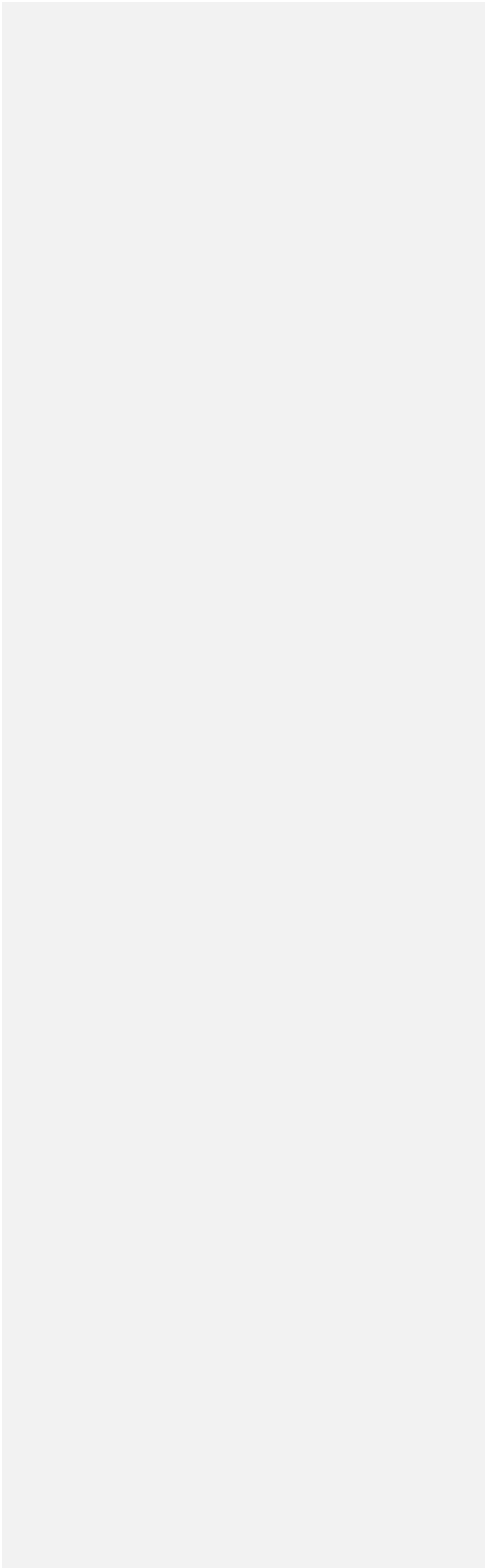
- Annex A – Annual Price Performance Mechanism Analysis – 2016/17
- Annex B – Monthly PPM Analysis – April 2016 – March 2017
- Annex C – Annual Performance Review (CIPFA Benchmarking) – 2016/17
- Annex D – Annual Performance Indicator Scorecards

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.
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	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.



ANNUAL REPORT: 2016/17

PRICE PERFORMANCE MECHANISM

HIGHWAYS AND TRANSPORT ANNUAL BASKET				PRE-DEPENDENCIES			POST-DEPENDENCIES			
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS
Ht.3	Percentage reduction in people killed or seriously injured in RTAs from average of 2004/05 to 2008/09	2016	ANNUAL	-16.0%	-45.7%	-29.7%	0.00	-45.7%	-29.7%	0.00
Ht.4	Percentage reduction in children killed or seriously injured in RTAs from average of 2004/05 to 2008/09	2016	ANNUAL	-22.0%	-54.5%	-32.5%	0.00	-54.5%	-32.5%	0.00
Ht.5	Percentage of LTP3 programme delivered per annum	2016/17	ANNUAL	95.00%	100.0%	5%	0.00	100.0%	5%	0.00
Ht.6	Percentage of principal roads where maintenance should be considered (LOWER IS BETTER)	2016/17	ANNUAL	8.27%	2.96%	5.31%	0.00	2.96%	5.31%	0.00
Ht.7	Percentage of non-principal roads where maintenance should be considered (LOWER IS BETTER)	2016/17	ANNUAL	15.52%	6.29%	9.23%	0.00	6.29%	9.23%	0.00
Ht.8	Percentage of unclassified roads where maintenance should be considered (LOWER IS BETTER)	2016/17	ANNUAL	18.25%	15.46%	2.79%	0.00	15.46%	2.79%	0.00
Ht.9	Percentage of all footways where maintenance should be considered (LOWER IS BETTER)	2016/17	ANNUAL	59.00%	43.50%	15.50%	0.00	43.50%	15.50%	0.00
Pl.4	Percentage of planning appeals allowed	2016/17	ANNUAL	23%	33%	-10%	0.50	11%	12%	0.00
Pl.8	Customer satisfaction with the planning service	2016/17	ANNUAL	85%	N/A	-85%	0.50	N/A	-85%	0.50
Tci.1	Total number of bus passenger trip taken in the area	2016/17	ANNUAL	8.138m	7.999m	-0.138 m	0.05	7.999m	-0.138m	0.05
Total weighted performance failure points						1.05				0.55
Approximate service credit						£8,532.93				£0.00

ASSET MANAGEMENT ANNUAL BASKET				PRE-DEPENDENCIES			POST-DEPENDENCIES			
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS
Fm.2	Percentage of priority B-F calls responded to within standard response times	2016/17	ANNUAL	80.00%	89.45%	9.45%	0.00	89.45%	9.45%	0.00
Cp.1	Average annual occupation rate in Council owned business centres	2016/17	ANNUAL	90.00%	90.95%	0.95%	0.00	90.95%	0.95%	0.00
Sa.1	Average office floor space per person (LOWER IS BETTER)	2016/17	ANNUAL	9.50sqm	5.43sqm	4.07sqm	0.00	5.43sqm	4.07sqm	0.00
Total weighted performance failure points						0.00	0.00			
Approximate service credit						£0.00	£0.00			

REGENERATION ANNUAL BASKET				PRE-DEPENDENCIES			POST-DEPENDENCIES			
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS
Hs.1	Number of dwellings vacant for over six months brought back into use	2016/17	ANNUAL	65	36	-29	1.00	36	-29	0.00
Hs.4	Number of category 1 hazards resolved	2016/17	ANNUAL	180	181	1	0.00	181	1	0.00
Ed.1	Cumulative public and private investment secured in wider regeneration projects by the Partnership	2016/17	ANNUAL	£120m	£166.7m	£46.7m	0.00	£166.7m	£46.7m	0.00
Ed.2	Cumulative inward investment	2016/17	BI-ANNUAL 2016/17	£280m	£399.6m	£119.6m	0.00	£399.6m	£119.6m	0.00
Ed.3	Cumulative jobs created by wider regeneration projects	2016/17	ANNUAL	3550	4532	982	0.00	4532	982	0.00
Ed.4	Cumulative square meters of non-residential (commercial, industrial and retail) floorspace created in the area	2016/17	ANNUAL	30000sqm	51361sqm	21361sqm	0.00	51361sqm	21361sqm	0.00
Td.1	Number of accredited apprenticeships for young people	2016/17	BI-ANNUAL 2016/17	18	13	-5	0.50	13	-5	0.50
Td.2	Number of work placements for young people aged 14-21 years old	2016/17	ANNUAL	54	38	-16	0.50	38	-16	0.50
Total weighted performance failure points						2.00				1.00
Approximate service credit						£13,061.83				£6,530.92

DEPENDENCIES AND RELIEF CLAIMED

Pl.4	Percentage of planning appeals allowed	There were three successful planning appeals where Planning Committee made a decision contrary to the original officer recommendation. As such, these constitute a dependency in accordance with clause 8.1.2.2 the Council approving the plans and strategies submitted by the Partner to the Council for approval in accordance with the terms of this Agreement taking into account the Council's constitution and the normal operation tolerance of the decision making process in a local government environment.
Hs.1	Number of dwellings vacant for over six months brought back into use	Less money has been available through Capital Schemes to provide loans, grants and follow through with enforcement when seeking to return empty homes to occupation. As such, this constitutes a dependency in accordance with clause 8.1.2.1 the Council providing sufficient investment and budget to the Partner.

MONTHLY REPORT: APRIL 2016/17

PRICE PERFORMANCE MECHANISM

HIGHWAYS AND TRANSPORT MONTHLY BASKET					PRE-DEPENDENCIES			POST-DEPENDENCIES			
		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	APRIL 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.2	Minor applications determined within 8 weeks	APRIL 2016/17	MONTHLY	85.00%	95.65%	10.65%	0.00	95.65%	10.65%	0.00	
PI.3	Other applications determined within 8 weeks	APRIL 2016/17	MONTHLY	90.00%	100.00%	10.00%	0.00	100.00%	10.00%	0.00	
Ht.1	Average number of days to repair street lights	APRIL 2016/17	MONTHLY	3.00 days	2.10 days	0.90 days	0.00	2.10 days	0.90 days	0.00	
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	APRIL 2016/17	MONTHLY	99%	100%	1%	0.00	100.00%	1%	0.00	
Total weighted performance failure points						0.00				0.00	
Approximate service credit						£	-			£	-

ASSET MANAGEMENT MONTHLY BASKET				PRE-DEPENDENCIES			POST-DEPENDENCIES				
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	
Fm.1	Percentage of priority A calls responded to within standard response times	APRIL 2016/17	MONTHLY	100.00%	N/A	0.00		N/A		0.00	
Fm.2	Percentage of priority B-F calls responded to within standard response times	APRIL 2016/17	MONTHLY	80.00%	97.26%	17.26%	0.00	97.26%	17.26%	0.00	
Fm.3	Percentage of calls to the service desk answered within 30 seconds	APRIL 2016/17	MONTHLY	95.0%	93.77%	-1.23%	0.33	93.77%	-1.23%	0.33	
Total weighted performance failure points						0.33				0.33	
Approximate service credit						£	-			£	-

DEPENDENCIES AND RELIEF CLAIMED
No dependencies have been claimed in the month of April 2016

MONTHLY REPORT: MAY 2016/17

PRICE PERFORMANCE MECHANISM

HIGHWAYS AND TRANSPORT MONTHLY BASKET					PRE-DEPENDENCIES			POST-DEPENDENCIES			
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	
Pl.1	Major applications determined within 13 weeks	MAY 2016/17	MONTHLY	85.00%	100.00%	15.00%		100.00%	15.00%	0.00	
Pl.2	Minor applications determined within 8 weeks	MAY 2016/17	MONTHLY	85.00%	100.00%	15.00%		100.00%	15.00%	0.00	
Pl.3	Other applications determined within 8 weeks	MAY 2016/17	MONTHLY	90.00%	100.00%	10.00%		100.00%	10.00%	0.00	
Ht.1	Average number of days to repair street lights	MAY 2016/17	MONTHLY	3.00 days	2.85 days	0.15 days		2.85 days	0.15 days	0.00	
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	MAY 2016/17	MONTHLY	99%	100%	1%		100.00%	1%	0.00	
Total weighted performance failure points						0.00				0.00	
Approximate service credit						£	-			£	-

ASSET MANAGEMENT MONTHLY BASKET				PRE-DEPENDENCIES			POST-DEPENDENCIES				
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	
Fm.1	Percentage of priority A calls responded to within standard response times	MAY 2016/17	MONTHLY	100.00%	N/A	0.00		N/A		0.00	
Fm.2	Percentage of priority B-F calls responded to within standard response times	MAY 2016/17	MONTHLY	80.00%	90.49%	10.49%	0.00	90.49%	10.49%	0.00	
Fm.3	Percentage of calls to the service desk answered within 30 seconds	MAY 2016/17	MONTHLY	95.0%	91.96%	-3.04%	0.66	91.96%	-3.04%	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 May 2016

MONTHLY REPORT: JUNE 2016/17

PRICE PERFORMANCE MECHANISM

HIGHWAYS AND TRANSPORT MONTHLY BASKET					PRE-DEPENDENCIES			POST-DEPENDENCIES			
		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	JUNE 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.2	Minor applications determined within 8 weeks	JUNE 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.3	Other applications determined within 8 weeks	JUNE 2016/17	MONTHLY	90.00%	94.59%	4.59%	0.00	97.22%	7.22%	0.00	
Ht.1	Average number of days to repair street lights	JUNE 2016/17	MONTHLY	3.00 days	2.42 days	0.58 days	0.00	2.42 days	0.58 days	0.00	
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	JUNE 2016/17	MONTHLY	99%	100%	1%	0.00	100.00%	1%	0.00	
Total weighted performance failure points						0.00				0.00	
Approximate service credit						£	-			£	-

				PRE-DEPENDENCIES				POST-DEPENDENCIES				
ASSET MANAGEMENT MONTHLY BASKET			MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	
Fm.1	Percentage of priority A calls responded to within standard response times	JUNE 2016/17	MONTHLY	100.00%	N/A		0.00		N/A		0.00	
Fm.2	Percentage of priority B-F calls responded to within standard response times	JUNE 2016/17	MONTHLY	80.00%	80.79%	0.79%	0.00		80.79%	0.79%	0.00	
Fm.3	Percentage of calls to the service desk answered within 30 seconds	JUNE 2016/17	MONTHLY	95.0%	94.64%	-0.36%	0.33		94.64%	-0.36%	0.33	
Total weighted performance failure points							0.33				0.33	
Approximate service credit							£	-	£			-

DEPENDENCIES AND RELIEF CLAIMED

PI.3 Other applications determined within 8 weeks

DM/0284/16 FUL (Chichester Road, Cleethorpes). This application was taken to Planning Committee on 25th May 2016 due to an objection from a Councillor. It was deferred for a committee site visit and re-heard at Planning Committee on 22nd June 2016. This meant that the application could not be determined within the allowed time. This constitutes a dependency upon third parties in accordance with clause 8.1.2.7 and the normal operating tolerance and decision making process within a local government environment in accordance with clause 8.1.2.2. But for these dependencies, this application would have been determined on time.

MONTHLY REPORT: JULY 2016/17

PRICE PERFORMANCE MECHANISM

HIGHWAYS AND TRANSPORT MONTHLY BASKET					PRE-DEPENDENCIES			POST-DEPENDENCIES			
		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	JULY 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.2	Minor applications determined within 8 weeks	JULY 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.3	Other applications determined within 8 weeks	JULY 2016/17	MONTHLY	90.00%	100.00%	10.00%	0.00	100.00%	10.00%	0.00	
Ht.1	Average number of days to repair street lights	JULY 2016/17	MONTHLY	3.00 days	2.71 days	0.29 days	0.00	2.71 days	0.29 days	0.00	
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	JULY 2016/17	MONTHLY	99%	100%	1%	0.00	100.00%	1%	0.00	
Total weighted performance failure points						0.00				0.00	
Approximate service credit						£	-			£	-

ASSET MANAGEMENT MONTHLY BASKET				PRE-DEPENDENCIES			POST-DEPENDENCIES			
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS
Fm.1	Percentage of priority A calls responded to within standard response times	JULY 2016/17	MONTHLY	100.00%	N/A	0.00		N/A		0.00
Fm.2	Percentage of priority B-F calls responded to within standard response times	JULY 2016/17	MONTHLY	80.00%	89.77%	9.77%	0.00	89.77%	9.77%	0.00
Fm.3	Percentage of calls to the service desk answered within 30 seconds	JULY 2016/17	MONTHLY	95.0%	90.88%	-4.12%	1.00	90.88%	-4.12%	1.00
Total weighted performance failure points						1.00				1.00
Approximate service credit						£739.06				£739.06

DEPENDENCIES AND RELIEF CLAIMED
No dependencies have been claimed in the month of July 2016

MONTHLY REPORT: AUGUST 2016/17

PRICE PERFORMANCE MECHANISM

HIGHWAYS AND TRANSPORT MONTHLY BASKET					PRE-DEPENDENCIES			POST-DEPENDENCIES			
		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	AUGUST 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.2	Minor applications determined within 8 weeks	AUGUST 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.3	Other applications determined within 8 weeks	AUGUST 2016/17	MONTHLY	90.00%	100.00%	10.00%	0.00	100.00%	10.00%	0.00	
Ht.1	Average number of days to repair street lights	AUGUST 2016/17	MONTHLY	3.00 days	2.42 days	0.58 days	0.00	2.42 days	0.58 days	0.00	
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	AUGUST 2016/17	MONTHLY	99%	100%	1%	0.00	100.00%	1%	0.00	
Total weighted performance failure points						0.00				0.00	
Approximate service credit						£	-			£	-

ASSET MANAGEMENT MONTHLY BASKET				PRE-DEPENDENCIES			POST-DEPENDENCIES				
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	
Fm.1	Percentage of priority A calls responded to within standard response times	AUGUST 2016/17	MONTHLY	100.00%	N/A	0.00		N/A		0.00	
Fm.2	Percentage of priority B-F calls responded to within standard response times	AUGUST 2016/17	MONTHLY	80.00%	92.73%	12.73%	0.00	92.73%	12.73%	0.00	
Fm.3	Percentage of calls to the service desk answered within 30 seconds	AUGUST 2016/17	MONTHLY	95.0%	93.58%	-1.42%	0.33	93.58%	-1.42%	0.33	
Total weighted performance failure points						0.33				0.33	
Approximate service credit						£	-			£	-

DEPENDENCIES AND RELIEF CLAIMED	
No dependencies have been claimed for the month of August	

MONTHLY REPORT: SEPTEMBER 2016/17

PRICE PERFORMANCE MECHANISM

HIGHWAYS AND TRANSPORT MONTHLY BASKET					PRE-DEPENDENCIES			POST-DEPENDENCIES			
		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	SEPTEMBER 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.2	Minor applications determined within 8 weeks	SEPTEMBER 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.3	Other applications determined within 8 weeks	SEPTEMBER 2016/17	MONTHLY	90.00%	100.00%	10.00%	0.00	100.00%	10.00%	0.00	
Ht.1	Average number of days to repair street lights	SEPTEMBER 2016/17	MONTHLY	3.00 days	3.15 days	-0.15 days	0.10	3.15 days	-0.15 days	0.10	
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	SEPTEMBER 2016/17	MONTHLY	99%	100%	1%	0.00	100.00%	1%	0.00	
Total weighted performance failure points						0.10				0.10	
Approximate service credit						£	-	£			-

ASSET MANAGEMENT MONTHLY BASKET				PRE-DEPENDENCIES			POST-DEPENDENCIES				
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	
Fm.1	Percentage of priority A calls responded to within standard response times	SEPTEMBER 2016/17	MONTHLY	100.00%	N/A	0.00		N/A		0.00	
Fm.2	Percentage of priority B-F calls responded to within standard response times	SEPTEMBER 2016/17	MONTHLY	80.00%	82.96%	2.96%	0.00	82.96%	2.96%	0.00	
Fm.3	Percentage of calls to the service desk answered within 30 seconds	SEPTEMBER 2016/17	MONTHLY	95.0%	94.65%	-0.35%	0.33	94.65%	-0.35%	0.33	
Total weighted performance failure points						0.33				0.33	
Approximate service credit						£	-			£	-

DEPENDENCIES AND RELIEF CLAIMED	
No dependencies have been claimed for the month of September	

MONTHLY REPORT: OCTOBER 2016/17

PRICE PERFORMANCE MECHANISM

HIGHWAYS AND TRANSPORT MONTHLY BASKET					PRE-DEPENDENCIES			POST-DEPENDENCIES			
		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	OCTOBER 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.2	Minor applications determined within 8 weeks	OCTOBER 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.3	Other applications determined within 8 weeks	OCTOBER 2016/17	MONTHLY	90.00%	100.00%	10.00%	0.00	100.00%	10.00%	0.00	
Ht.1	Average number of days to repair street lights	OCTOBER 2016/17	MONTHLY	3.00 days	2.65 days	0.35 days	0.00	2.65 days	0.35 days	0.00	
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	OCTOBER 2016/17	MONTHLY	99%	100%	1%	0.00	100.00%	1%	0.00	
Total weighted performance failure points						0.00				0.00	
Approximate service credit						£	-			£	-

ASSET MANAGEMENT MONTHLY BASKET				PRE-DEPENDENCIES			POST-DEPENDENCIES				
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	
Fm.1	Percentage of priority A calls responded to within standard response times	OCTOBER 2016/17	MONTHLY	100.00%	N/A	0.00		N/A		0.00	
Fm.2	Percentage of priority B-F calls responded to within standard response times	OCTOBER 2016/17	MONTHLY	80.00%	91.37%	11.37%	0.00	91.37%	11.37%	0.00	
Fm.3	Percentage of calls to the service desk answered within 30 seconds	OCTOBER 2016/17	MONTHLY	95.0%	92.91%	-2.09%	0.66	92.91%	-2.09%	0.66	
Total weighted performance failure points						0.66				0.66	
Approximate service credit						£	-			£	-

DEPENDENCIES AND RELIEF CLAIMED
No dependencies have been claimed for the month of October

MONTHLY REPORT: NOVEMBER 2016/17

PRICE PERFORMANCE MECHANISM

HIGHWAYS AND TRANSPORT MONTHLY BASKET					PRE-DEPENDENCIES			POST-DEPENDENCIES			
		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	NOVEMBER 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.2	Minor applications determined within 8 weeks	NOVEMBER 2016/17	MONTHLY	85.00%	96.97%	11.97%	0.00	96.97%	11.97%	0.00	
PI.3	Other applications determined within 8 weeks	NOVEMBER 2016/17	MONTHLY	90.00%	100.00%	10.00%	0.00	100.00%	10.00%	0.00	
Ht.1	Average number of days to repair street lights	NOVEMBER 2016/17	MONTHLY	3.00 days	3.42 days	-0.42 days	0.30	3.42 days	-0.42 days	0.30	
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	NOVEMBER 2016/17	MONTHLY	99%	96%	-3%	0.60	96.15%	-3%	0.00	
Total weighted performance failure points						0.90				0.30	
Approximate service credit						£	-			£	-

				PRE-DEPENDENCIES			POST-DEPENDENCIES					
ASSET MANAGEMENT MONTHLY BASKET			MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	
Fm.1	Percentage of priority A calls responded to within standard response times	NOVEMBER 2016/17	MONTHLY	100.00%	N/A		0.00		N/A		0.00	
Fm.2	Percentage of priority B-F calls responded to within standard response times	NOVEMBER 2016/17	MONTHLY	80.00%	90.48%	10.48%	0.00		90.48%	10.48%	0.00	
Fm.3	Percentage of calls to the service desk answered within 30 seconds	NOVEMBER 2016/17	MONTHLY	95.0%	94.11%	-0.89%	0.33		94.11%	-0.89%	0.33	
Total weighted performance failure points							0.33				0.33	
Approximate service credit							£	-	£			-

DEPENDENCIES AND RELIEF CLAIMED		
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	One report of a defect was incorrectly classified by the Council's call centre during the month. Once this defect was visited by an engineer and correctly identified as requiring repair within 24 hours, these corrective works were completed as required by the KPI target. But for the delays in attending this defect due to the incorrect priority classifications, this defect would have been repaired withing 24 hours of first notification.

MONTHLY REPORT: DECEMBER 2016/17

PRICE PERFORMANCE MECHANISM

HIGHWAYS AND TRANSPORT MONTHLY BASKET					PRE-DEPENDENCIES			POST-DEPENDENCIES			
		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	DECEMBER 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.2	Minor applications determined within 8 weeks	DECEMBER 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.3	Other applications determined within 8 weeks	DECEMBER 2016/17	MONTHLY	90.00%	100.00%	10.00%	0.00	100.00%	10.00%	0.00	
Ht.1	Average number of days to repair street lights	DECEMBER 2016/17	MONTHLY	3.00 days	1.47 days	1.53 days	0.00	1.47 days	1.53 days	0.00	
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	DECEMBER 2016/17	MONTHLY	99%	100%	1%	0.00	100.00%	1%	0.00	
Total weighted performance failure points						0.00				0.00	
Approximate service credit						£	-			£	-

ASSET MANAGEMENT MONTHLY BASKET				PRE-DEPENDENCIES			POST-DEPENDENCIES				
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	
Fm.1	Percentage of priority A calls responded to within standard response times	DECEMBER 2016/17	MONTHLY	100.00%	N/A	0.00		N/A		0.00	
Fm.2	Percentage of priority B-F calls responded to within standard response times	DECEMBER 2016/17	MONTHLY	80.00%	92.31%	12.31%	0.00	92.31%	12.31%	0.00	
Fm.3	Percentage of calls to the service desk answered within 30 seconds	DECEMBER 2016/17	MONTHLY	95.0%	96.80%	1.80%	0.00	96.80%	1.80%	0.00	
Total weighted performance failure points						0.00				0.00	
Approximate service credit						£	-			£	-

DEPENDENCIES AND RELIEF CLAIMED
No dependencies have been claimed for the month of December

MONTHLY REPORT: JANUARY 2016/17

PRICE PERFORMANCE MECHANISM

HIGHWAYS AND TRANSPORT MONTHLY BASKET					PRE-DEPENDENCIES			POST-DEPENDENCIES			
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	
Pl.1	Major applications determined within 13 weeks	JANUARY 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
Pl.2	Minor applications determined within 8 weeks	JANUARY 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
Pl.3	Other applications determined within 8 weeks	JANUARY 2016/17	MONTHLY	90.00%	100.00%	10.00%	0.00	100.00%	10.00%	0.00	
Ht.1	Average number of days to repair street lights	JANUARY 2016/17	MONTHLY	3.00 days	1.35 days	1.65 days	0.00	1.35 days	1.65 days	0.00	
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	JANUARY 2016/17	MONTHLY	99%	100%	1%	0.00	100.00%	1%	0.00	
Total weighted performance failure points						0.00				0.00	
Approximate service credit						£	-			£	-

ASSET MANAGEMENT MONTHLY BASKET				PRE-DEPENDENCIES			POST-DEPENDENCIES				
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	
Fm.1	Percentage of priority A calls responded to within standard response times	JANUARY 2016/17	MONTHLY	100.00%	N/A	0.00		N/A		0.00	
Fm.2	Percentage of priority B-F calls responded to within standard response times	JANUARY 2016/17	MONTHLY	80.00%	86.79%	6.79%	0.00	86.79%	6.79%	0.00	
Fm.3	Percentage of calls to the service desk answered within 30 seconds	JANUARY 2016/17	MONTHLY	95.0%	96.20%	1.20%	0.00	96.20%	1.20%	0.00	
Total weighted performance failure points						0.00				0.00	
Approximate service credit						£	-			£	-

DEPENDENCIES AND RELIEF CLAIMED	
No dependencies have been claimed for the month of January	

MONTHLY REPORT: FEBRUARY 2016/17

PRICE PERFORMANCE MECHANISM

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

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

DEPENDENCIES AND RELIEF CLAIMED	
No dependencies have been claimed for the month of February	

MONTHLY REPORT: MARCH 2016/17

PRICE PERFORMANCE MECHANISM

HIGHWAYS AND TRANSPORT MONTHLY BASKET					PRE-DEPENDENCIES			POST-DEPENDENCIES			
		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	MARCH 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.2	Minor applications determined within 8 weeks	MARCH 2016/17	MONTHLY	85.00%	100.00%	15.00%	0.00	100.00%	15.00%	0.00	
PI.3	Other applications determined within 8 weeks	MARCH 2016/17	MONTHLY	90.00%	96.88%	6.88%	0.00	96.88%	6.88%	0.00	
Ht.1	Average number of days to repair street lights	MARCH 2016/17	MONTHLY	3.00 days	1.79 days	1.21 days	0.00	1.79 days	1.21 days	0.00	
Ht.2	Percentage of repairs to unsafe highway made within 24 hours of notification	MARCH 2016/17	MONTHLY	99%	100%	1%	0.00	100.00%	1%	0.00	
Total weighted performance failure points						0.00				0.00	
Approximate service credit						£	-			£	-

ASSET MANAGEMENT MONTHLY BASKET				PRE-DEPENDENCIES			POST-DEPENDENCIES				
		MEASURE PERIOD	KPI OBLIGATION TARGET	ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS		ACTUAL PERF	VARIANCE	WEIGHTED FAILURE POINTS	
Fm.1	Percentage of priority A calls responded to within standard response times	MARCH 2016/17	MONTHLY	100.00%	N/A	0.00		N/A		0.00	
Fm.2	Percentage of priority B-F calls responded to within standard response times	MARCH 2016/17	MONTHLY	80.00%	91.57%	11.57%	0.00	91.57%	11.57%	0.00	
Fm.3	Percentage of calls to the service desk answered within 30 seconds	MARCH 2016/17	MONTHLY	95.0%	96.71%	1.71%	0.00	96.71%	1.71%	0.00	
Total weighted performance failure points						0.00				0.00	
Approximate service credit						£	-			£	-

DEPENDENCIES AND RELIEF CLAIMED	
No dependencies have been claimed for the month of March	

ANNUAL PERFORMANCE REVIEW

Benchmarking

1 INTRODUCTION

- 1.1 The following report looks at the Partnership performance indicators that are also reported nationally to government by other local authorities. This is in order to be able to benchmark the delivery by Partnership compared to other local authorities and the national trend. The authorities used for comparison are Redcar and Cleveland, Darlington and Hartlepool. These have been identified by CIPFA as our "Nearest Neighbours"

2 ROAD SAFETY

2.1 The number of all people killed or seriously injured in Road Traffic Collisions.

The below table shows that the number of people killed or seriously injured in road traffic collisions has decreased significantly in North East Lincolnshire. When comparing the 2015 figures to the 2010-14 average, there is a reduction of 29.3%. This is a greater reduction achieved than by any of our CIPFA Nearest Neighbours, several of which saw an increase and also a significantly greater reduction than the national average (1.7% reduction). We can also expect to see a further similar reduction in the coming years as the provisional result for 2016 is 4869, which is also a further reduction on the result for both 2015 and the 2010-14 average and the second best result since the Partnership began in 2010.-

Table 1 - The number of people killed or seriously injured in Road Traffic Collisions between 2010 and 2016, compared to the 2010-14 average.

	2010-2014 Average	2010	2011	2012	2013	2014	2015	2016	Reduction
NE Lincolnshire	83.4	76	80	81	94	86	59	69	-29.3%
Darlington	34.2	33	36	35	41	26	32	N/A	-6.4%
Hartlepool	26.4	28	33	27	19	25	38	N/A	+43.9%
Redcar & Cleveland	39.2	41	34	39	34	48	50	N/A	+27.6%
England	21282.8	21255	21717	21630	20387	21425	20929	N/A	-1.7%

When the latest (2015 figures) are added to create a five year average for a direct comparison, again we see a significant reduction in North East Lincolnshire. Again, this reduction is greater than those of our CIPFA Nearest Neighbours and the national average. Again, a further reduction is expected based on the provisional 2016 figures available at this time.

Table 2 - The number of people killed or seriously injured in Road Traffic Collisions as five year averages

	2010-2014 Average	2011-2015 Average	Reduction
NE Lincolnshire	83.4	80.0	-4.1%
Darlington	34.2	34.0	-0.6%
Hartlepool	26.4	28.4	+7.6%
Redcar & Cleveland	39.2	41	+4.6%
England	21282.8	21217.6	-0.3%

The figures published by the government currently used the five year period of 2010-14 (having previously used the 2005-2009 average) to draw comparisons to. In the Partnership contract, the 2004-2008 average is used. To be able to make a direct comparison with other authorities the government data of 2010-14 is used.

2.2 The number of children killed or seriously injured.

The below table shows that the number of children killed or seriously injured in road traffic collisions has decreased significantly in North East Lincolnshire since 2010-14. When comparing the 2015 figures to the 2010-14 average, there is a reduction of 35.7%. This reduction is only bettered by one of our CIPFA Nearest Neighbours and significantly greater than the national average (10.8% reduction). Although there was an increase for this result in 2016, this result is still a decrease on the 2010-14 average. As national data has not been released yet, it is not possible to determine if this is part of a larger national trend, or a one off result.

Table 3 - The number of children killed or seriously injured in Road Traffic Collisions between 2010 and 2016, compared to the 2010-14 average.

	2010-2014 Average	2010	2011	2012	2013	2014	2015	2016	Reduction
NE Lincolnshire	14.0	10	13	11	20	16	9	13 10	-35.7%
Darlington	3.6	2	4	3	7	2	2	N/A	-44.4%
Hartlepool	4.8	5	6	6	6	1	7	N/A	+45.8%
Redcar & Cleveland	7.0	8	5	10	6	6	5	N/A	-28.6%
England	1947.6	2168	2070	1986	1732	1782	1738	N/A	-10.8%

When the latest (2015 figures) are added to create a five year average for a direct comparison, there is again a reduction in North East Lincolnshire. Again, this reduction is greater than those of our CIPFA Nearest Neighbours and the national average. Again, a ~~further~~ reduction is expected next year based on the provisional 2016 figures available at this time, which are amongst the best recorded by the Partnership.

Table 4 - The number of children killed or seriously injured in Road Traffic Collisions as five year averages

	2010-2014 Average	2011-2015 Average	Reduction
NE Lincolnshire	14.0	13.8	-1.4%
Darlington	3.6	3.6	0%
Hartlepool	4.8	5.2	+8.3%
Redcar & Cleveland	7.0	6.4	-8.6%
England	1947.6	1861.6	-4.4%

The figures published by the government currently used the five year period of 2010-14 (having previously used the 2005-2009 average) to draw comparisons to. In the Partnership contract, the 2004-2008 average is used. To be able to make a direct comparison with other authorities the government data of 2010-14 is used.

3 PLANNING

3.1 Planning decisions made within timescale.

Over the first seven years of the Partnership, ENGIE has transformed the Planning service so that it now delivers a consistently excellent service whilst enabling sustainable development and growth in North East Lincolnshire. This innovation has demonstrably resulted in a significant positive impact on the reputation and perception of the planning service by many of its users.

Putting the right processes and procedures in place was a key component of the service's transformation, so that planning applications are managed more effectively and efficiently, resulting in planning decisions of a higher quality. This has involved working closer with service users and improving positive relations with statutory bodies.

The speed of decision making is important because delay and uncertainty can mean that development and investment doesn't happen. Also, the government is increasingly focusing on the speed of decision making and poor performing authorities are financially penalised – and increasingly so.

The Partnership has also recently won the Local Authority Team of the Year at the Royal Town Planning Institute's (RTPI) Awards for Planning Excellence. These are the most established and prestigious awards in the UK planning industry.

One of the key judging points was the approach and techniques used by planning to achieve high quality solutions.

The figures shown relate to planning application decisions made in the two year period between January 1st 2015 and December 31st 2016.

3.2 Major planning applications.

The below table shows that North East Lincolnshire built on the previous good result, greatly outperforming the national average and maintaining a similar performance to that of our CIPFA Nearest Neighbours, despite handling a significant amount more applications. Of the 339 district planning authorities that submitted figures, NELC was well in the top quartile, ranking 45th, which is an improvement of over 35 places.

Table 5 – Major planning applications decided within timescale (1/1/15-31/12/16).

	North East Lincolnshire	Darlington	Hartlepool	Redcar & Cleveland	National
Decisions On Time	82	36	58	63	25111
Total Decisions	87	43	61	66	30545
Percentage 2015-16	94.3%	83.7%	95.1%	95.5%	88.2%
Percentage 2014-15	88.8%	85.4%	95.8%	89.1%	78.4%
National Rank 2015-16	45th	174 th	36th	32nd	N/A
National Rank 2014-15	81st	113th	13th	75th	N/A

The government has been keen to see the number of major applications approved on time increase, which explains the 10% increase nationally in the past year. When looking at the 2016 figures in isolation, North East Lincolnshire was one of 38 authorities to achieve 100% in the year, however only 3 authorities managed 100% with a higher volume of applications

3.3 Minor and other planning applications (1/1/15-31/12/16).

The below table shows that North East Lincolnshire clearly outperformed the national average and also the CIPFA Nearest Neighbours. Of the 339 district planning authorities that submitted figures, NELC continued their improvement to be in the top 5 overall. North East Lincolnshire managed this, despite handling more decisions than any of the comparable authorities.

Table 6 – Minor and other planning applications decided within timescale (1/1/15-31/12/16).

	North East Lincolnshire	Darlington	Hartlepool	Redcar & Cleveland	National
Decisions On Time	1058	534	658	919	599729
Total Decisions	1071	939	702	967	721,087
Percentage 2015-16	98.8%	56.9%	93.7%	95.0%	83.2%
Percentage 2014-15	95.0%	56.0%	91.6%	89.8%	79.7%
National Rank 2015-16	4th	338th	32nd	23rd	N/A
National Rank 2014-15	14th	328th	36th	55th	N/A

When the figures for only 2016 are looked at, the improvement is as impressive, as North East Lincolnshire maintained a position within the top 10, which is an incredible achievement and shows the continual improvement that is being made to the service. As can be seen there were increases for all authorities and nationally, so to improve from an already high percentage and maintain a position against fierce competition is

a testament to the hard work put in by the team. Again, this was done while handling more decisions than the comparable authorities.

Table 7 – Minor and other planning applications decided within timescale (2016).

	North East Lincolnshire	Darlington	Hartlepool	Redcar & Cleveland	National
Decisions On Time	540	289	330	443	314,177
Total Decisions	545	456	351	465	366,730
Percentage 2016	99.1%	63.4%	94.0%	95.3%	85.7%
Percentage 2015	98.5%	50.7%	93.4%	94.8%	80.4%
National Rank 2016	8th	329th	52nd	39th	N/A
National Rank 2015	4th	333rd	37th	22nd	N/A

3.4 Successful planning applications (2016).

An important measure of local development is the number of successful planning applications. The pre-application advice service now in place ensures that potential applicants for planning permission are clear on the likely outcome of an application and the risks and issues associated with it. The intent is to avoid 'wasted' applications (refusals), thereby reducing the number of appeals and making the service more efficient.

Table 8 – Successful planning applications (2016).

	Major Applications	Minor Applications	Other Applications	All Applications
Successful applications	42	220	374	636
Number of applications	43	236	391	670
Percentage successful	97.7%	93.2%	95.7%	94.9%
National Average	86.0%	82.8%	90.1%	87.8%
National Rank	32nd	27th	69th	35th

The table shows that nationally, the authority is ranked in the top 40 authorities for granting major, minor and all applications. This is comparing us against a total of 339 authorities. All the results exceed the national average and all results place us within the highest quartile for each category, with major and minor applications placing within the highest possible decile.

4 ROAD CONDITION

For all road condition indicators, a lower result is better, as the figure represents the percentage of roads where maintenance should be considered.

The improvements in road condition across the highway network over the past 5 years are mainly attributable to the Partnership's programme of preventative maintenance through the use of surface dressing treatment, combined with the increased programme of planned maintenance works supported by Pothole Grant Funding, as well as Incentive Funding which is linked to the Council's Highway Asset Management policy and strategy.

4.1 Condition of principal roads.

The below table shows that North East Lincolnshire is a leading authority compared to our CIPFA Nearest Neighbours. The region generally outperforms the national average, illustrating the strength of North East Lincolnshire's performance against this key performance measure. The reported figure for 2016/17 of 3% maintains the progress that has been made, with the five year average performance remaining steady.

Table 9 – Percentage of principal (Local Authority maintained 'A' roads) where maintenance should be considered.

Local authority	2011/12	2012/13	2013/14	2014/15	2015/16	2011-2016 Average
North East Lincolnshire	3	2	2	2	2	2.2
Darlington	6	5	3	4	3	4.2
Hartlepool	3	2	5	7	2	3.8
Redcar & Cleveland	2	2	2	2	1	1.8
ENGLAND	5	5	4	4	3	4.2

4.2 Condition of non-principal roads.

The below table shows that North East Lincolnshire is consistently outperforming most of the CIPFA Nearest Neighbours and the national average. The reported figure for 2015/16 shows further improvement has been made, however national statistics have not been released for the other authorities. The result for 2016/17 of 6% is consistent with the previous year and will further reduce the five year average.

Table 10 – Percentage of non-principal (Local Authority maintained 'B' and 'C' roads) where maintenance should be considered.

Local authority	2011/12	2012/13	2013/14	2014/15	2015/16	2011-2016 Average
North East Lincolnshire	8	6	9	9	6	7.6
Darlington	11	12	14	11	9	11.4
Hartlepool	13	9	8	8	8	9.2
Redcar & Cleveland	3	3	2	2	1	2.2
ENGLAND	10	9	8	7	6	8.0

4.3 Unclassified roads.

After some severe winters between 2009 and 2012, the network of unclassified roads experienced a degree of deterioration across the nation. However, this trend has been reversed in North East Lincolnshire and the unclassified network over the past two years is the best it has been under the Partnership. The improvement made between 2012/13 and 2015/16 in North East Lincolnshire is not replicated by any of our CIPFA Nearest Neighbours. The result for 2015/16 is better than the national

average between 2011 and 2016 and the 2016/17 result of 15% will lower the five-year average performance further.

Table 11 – Percentage of unclassified roads where maintenance should be considered.

Local authority	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2011-2016 Average
North East Lincolnshire	18	26	30	23	15	15	21.8
Darlington	6	7	9	10	10	12	9.6
Hartlepool	13	15	10	10	10	17	12.4
Redcar & Cleveland	8	10	10	12	13	12	11.4
ENGLAND	16	17	18	18	18	17	17.6

5 SOURCES

- 5.1 The comparison figures used for the road safety section of the report are provided by the DfT via the [www.gov.uk](https://www.gov.uk/government/statistics/reported-road-casualties-great-britain-annual-report-2015) website:
<https://www.gov.uk/government/statistics/reported-road-casualties-great-britain-annual-report-2015>

Figures for the calendar year 2016 will be published in September 2017.

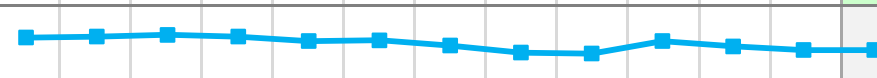

- 5.2 The comparison figures used for the planning section of the report are provided by the DCLG via the [www.gov.uk](https://www.gov.uk/government/statistical-data-sets/live-tables-on-planning-application-statistics) website:
<https://www.gov.uk/government/statistical-data-sets/live-tables-on-planning-application-statistics>

- 5.3 The comparison figures used for the road condition section of the report are provided by the DfT via the [www.gov.uk](https://www.gov.uk/government/statistics/road-conditions-in-england-2016) website:
<https://www.gov.uk/government/statistics/road-conditions-in-england-2016>

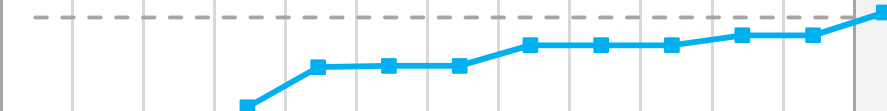
Figures for the 2016/17 year will be published in March 2018.

ANNUAL REPORT: 2016/17

ROAD SAFETY

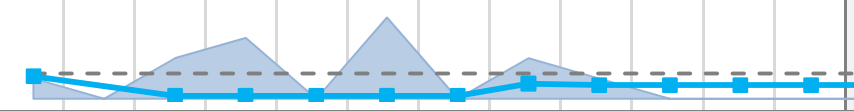
	2014 RESULT	2015 RESULT	12 MONTH TREND												DECEMBER 2016 RESULT	TARGET TRACK	YEAR DoT	PARTNERSHIP TARGET	2016 YTD
Ht.3 Percentage reduction in people killed or seriously injured in RTAs compared with 2004/08 average	-35%	-57%	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	-46%	★	↓	-16.0%	-46%
			-57%	-57%	-59%	-57%	-54%	-54%	-50%	-43%	-43%	-54%	-49%	-46%					
			★	★	★	★	★	★	★	★	★	★	★	★					
															— Current year performance				
Actual number of casualties	82	55	5	3	6	5	6	2	7	11	9	0	9	6	5				69
HIGHER NEGATIVE PERCENTAGE (I.E. PERCENTAGE REDUCTION) IS BETTER	The 2016 result of -46% 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 69 people killed or seriously injured between January 2016 and December 2016. This is 58 less than the 127 average between 2004 and 2008. 58 represents a 46% reduction on 127. This performance around the midpoint of the 2014 and 2015 results.																		
Ht.4 Percentage reduction in children killed or seriously injured in RTAs compared with 2004/08 average	-27%	-64%	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	-55%	★	↓	-22.0%	-55%
			-64%	-59%	-59%	-55%	-50%	-45%	-45%	-36%	-41%	-55%	-59%	-55%					
			★	★	★	★	★	★	★	★	★	★	★	★					
															— Current year performance				
Actual number of casualties	16	8	0	1	1	1	1	1	1	2	1	0	0	1	0				10
HIGHER NEGATIVE PERCENTAGE (I.E. PERCENTAGE REDUCTION) IS BETTER	The 2016 result of -55% 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 10 children killed or seriously injured between January 2016 and December 2016. This is 12 less than the 22 average between 2004 and 2008. 12 represents a 55% reduction on 22. This performance is exceeding the specified target.																		

HIGHWAY ASSETS AND ENGINEERING

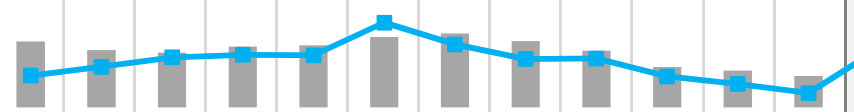
	2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												MARCH 2016/17 RESULT		2016/17 TARGET	2016/17 YTD	
Ht.5	Percentage spend on the LTP capital programme	100%	100%	MAR 100% ★	APR 0% ★	MAY 0% ★	JUN 0% ★	JUL 42% ★	AUG 44% ★	SEP 44% ★	OCT 66% ★	NOV 66% ★	DEC 66% ★	JAN 76% ★	FEB 76% ★	100%	★ ➡	95%	100%
	HIGHER RESULT IS BETTER PERFORMANCE																		
	Spend to date			0.00m	0.00m	0.00m	0.00m	1.53m	1.53m	1.53m	2.29m	2.29m	2.29m	2.66m	2.66m	3.49m			
The service has achieved 100% spend this year, spending over £3.4m through the Local Transport Plan Capital Programme.																			
Ht.6	Percentage of principal roads where maintenance should be considered	1.63%	2.34%	MAR 2.34% ★	APR 2.34% ★	MAY 2.34% ★	JUN 2.34% ★	JUL 2.34% ★	AUG 2.34% ★	SEP 2.34% ★	OCT 2.34% ★	NOV 2.34% ★	DEC 2.34% ★	JAN 2.34% ★	FEB 2.34% ★	2.96%	★ ⬇	8.27%	2.96%
	LOWER RESULT IS BETTER PERFORMANCE			The service is successfully maintaining the principal road network to an appropriate standard.															
Ht.7	Percentage of non-principal roads where maintenance should be considered	8.18%	5.72%	MAR 5.72% ★	APR 5.72% ★	MAY 5.72% ★	JUN 5.72% ★	JUL 5.72% ★	AUG 5.72% ★	SEP 5.72% ★	OCT 5.72% ★	NOV 5.72% ★	DEC 5.72% ★	JAN 5.72% ★	FEB 5.72% ★	6.29%	★ ⬇	15.52%	6.29%
	LOWER RESULT IS BETTER PERFORMANCE			The service is successfully maintaining the non-principal road network to an appropriate standard.															
Ht.8	Percentage of unclassified roads where maintenance should be considered	14.67%	15.22%	MAR 15.22% ★	APR 15.22% ★	MAY 15.22% ★	JUN 15.22% ★	JUL 15.22% ★	AUG 15.22% ★	SEP 15.22% ★	OCT 15.22% ★	NOV 15.22% ★	DEC 15.22% ★	JAN 15.22% ★	FEB 15.22% ★	15.46%	★ ⬇	18.25%	15.46%
	LOWER RESULT IS BETTER PERFORMANCE			The service is successfully maintaining the unclassified road network to an appropriate standard.															
Ht.9	Percentage of all footways where maintenance should be considered	50.80%	52.40%	MAR 52.40% ★	APR 52.40% ★	MAY 52.40% ★	JUN 52.40% ★	JUL 52.40% ★	AUG 52.40% ★	SEP 52.40% ★	OCT 52.40% ★	NOV 52.40% ★	DEC 52.40% ★	JAN 52.40% ★	FEB 52.40% ★	43.50%	★ ⬆	59.00%	43.50%
	LOWER RESULT IS BETTER PERFORMANCE			The service is successfully maintaining the footways to an appropriate standard.															

ANNUAL REPORT: 2016/17

PLANNING

	2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												MARCH 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
PI.4 Planning appeals allowed (after dependencies)	40.0%	20.0%	MAR 20.00% ★	APR ★	MAY 0.00% ★	JUN 0.00% ★	JUL 0.00% ★	AUG 0.00% ★	SEP 0.00% ★	OCT 12.50% ★	NOV 11.11% ★	DEC 11.11% ★	JAN 11.11% ★	FEB 11.11% ★	11.1%	★	➔	23.0%	11.1%
LOWER RESULT IS BETTER PERFORMANCE																— Current year performance - - - Target ■ Volume of appeals determined			
Appeals determined	10	7	1	0	2	3	0	4	0	2	1	0	0	0	0				12
Planning appeals allowed (before dependencies)			42.86% ●	★	0.00% ★	20.00% ★	20.00% ★	22.22% ★	22.22% ★	36.36% ●	33.33% ●	33.33% ●	33.33% ●	33.33% ●					33.3%
There were twelve appeals in the year, with 4 allowed. However three of these went against officer recommendation. Excluding these, the final result is one allowed appeal out of nine, where recommendations were followed.																			

TOWN CENTRE INTELLIGENCE


Tci.1 Bus passenger journeys	8.33m	8.13m	MAR 628k	APR 650k	MAY 673k	JUN 680k	JUL 678k	AUG 759k	SEP 705k	OCT 669k	NOV 671k	DEC 627k	JAN 608k	FEB 585k	695k	●	↓	-1.6%	8.00m
HIGHER RESULT IS BETTER PERFORMANCE																— Current year performance ■ Average of past two years			
April to year to date			8.13m	0.65m	1.32m	2.00m	2.68m	3.44m	4.14m	4.81m	5.48m	6.11m	6.72m	7.30m	8.00m				




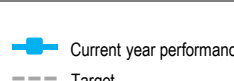

Working in Partnership

		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												MARCH 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
Fm.2	Percentage of priority B-F calls responded to within standard response times	92.3%	93.5%	MAR 92.5% ★	APR 97.3% ★	MAY 90.5% ★	JUN 80.8% ★	JUL 89.8% ★	AUG 92.7% ★	SEP 83.0% ★	OCT 91.4% ★	NOV 90.5% ★	DEC 92.3% ★	JAN 86.8% ★	FEB 90.1% ★	91.6%	★	↑	80%	89.5%
HIGHER RESULT IS BETTER PERFORMANCE																	<div> —■— Current year performance </div> <div> --- Target </div> <div> ■ Volume of repairs </div>			
Priority B-F calls completed		3094	3103	273	213	352	244	237	268	224	180	190	240	184	137	152				2621
		A new asset management data system was introduced in May. As a result of new processes and staff training there has been some fluctuation in this indicator in the months since as the new system beds in. This fluctuation is due to the way data is recorded and reported on not in the process where works are allocated or carried out. Feedback from service users does not show a drop in the standard or speed of service received.																		

COMMERCIAL PROPERTY

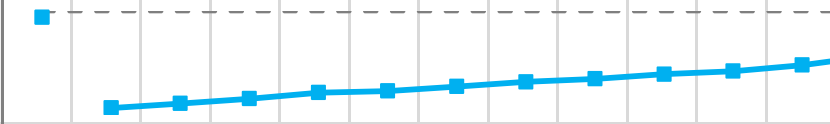
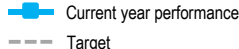
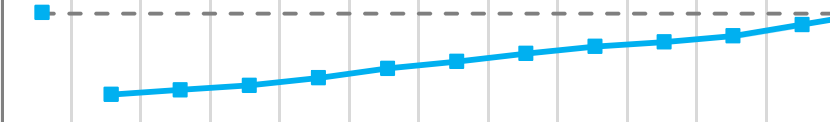
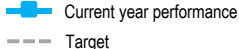
		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												MARCH 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
Cp.1	Percentage of business centre units occupied	92.8%	93.7%	MAR 95.5% ★	APR 92.9% ★	MAY 93.3% ★	JUN 91.8% ★	JUL 91.4% ★	AUG 92.1% ★	SEP 91.4% ★	OCT 90.3% ★	NOV 89.1% ●	DEC 89.5% ●	JAN 89.9% ●	FEB 89.9% ●	89.9%	★	➡	90%	90.9%
	HIGHER RESULT IS BETTER PERFORMANCE			 <div>■ Current year performance --- Target</div>																
	Number of occupied units	248	250	255	248	249	245	244	246	244	241	238	239	240	240	240				243
	Business Centre occupancy has decreased as the consultation over service charges began. Over the year the target was met and team are conducting exit surveys to measure the impact of these changes.																			

STRATEGIC ASSET MANAGEMENT

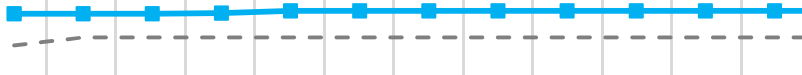
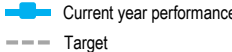
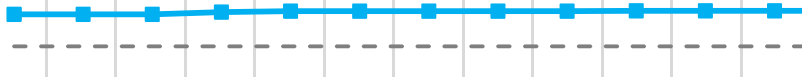
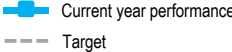
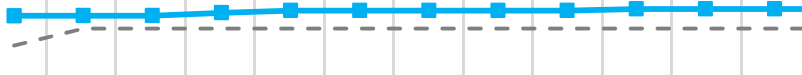
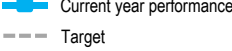
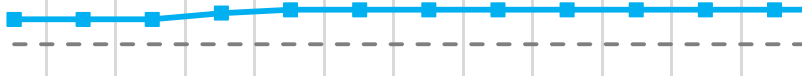
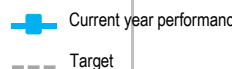
		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												MARCH 2016/17 RESULT	TARGET TRACK	MONTH DoT	2016/17 TARGET	2016/17 YTD
Sa.1	Average office floor space per person	8.10sqm	7.70sqm	MAR 6.10 ★	APR 5.43 ★	MAY 5.43 ★	JUN 5.43 ★	JUL 5.43 ★	AUG 5.43 ★	SEP 5.43 ★	OCT 5.43 ★	NOV 5.43 ★	DEC 5.43 ★	JAN 5.43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

ANNUAL REPORT: 2016/17



HOUSING

	2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												MARCH 2016/17 RESULT	TARGET TRACK	YEAR DoT	2016/17 TARGET	2016/17 YTD
Hs.1 Homes empty over six months returned to occupation (year to date)	63	61	MAR 61	APR 2	MAY 5	JUN 8	JUL 12	AUG 13	SEP 16	OCT 19	NOV 21	DEC 24	JAN 26	FEB 30	36	●	↓	65	36
HIGHER RESULT IS BETTER PERFORMANCE																			
Monthly result			4	2	3	3	4	1	3	3	2	3	2	4	6				
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.																			
Hs.4 Category 1 hazards resolved (year to date)	194	182	MAR 182	APR 18	MAY 27	JUN 36	JUL 51	AUG 70	SEP 84	OCT 100	NOV 114	DEC 123	JAN 135	FEB 158	181	★	↓	180	181
HIGHER RESULT IS BETTER PERFORMANCE																			
Monthly result			★ 22	★ 18	● 9	● 9	★ 15	★ 19	● 14	★ 16	● 14	● 9	● 12	★ 23	23				
Annual performance is in line with previous years, ensuring residents are living in suitable accommodation.																			

ECONOMIC DEVELOPMENT

		2014/15 RESULT	2015/16 RESULT	12 MONTH TREND												MARCH 2016/17 RESULT	TARGET TRACK		2016/17 TARGET	2016/17 YTD	
Ed.1	Cumulative public and private investment secured	£114.3m	£161.4m	MAR £161.4m ★	APR £161.4m ★	MAY £161.4m ★	JUN £162.7m ★	JUL £166.7m ★	AUG £166.7m ★	SEP £166.7m ★	OCT £166.7m ★	NOV £166.7m ★	DEC £166.7m ★	JAN £166.7m ★	FEB £166.7m ★	£166.7m	★		£120.0m	£5.3m	
HIGHER RESULT IS BETTER PERFORMANCE																					
		The majority of investment in 2016-17 has been in the food and energy & renewables sectors.																			
Ed.2	Cumulative inward investment	£348.8m	£383.6m	MAR £383.6m	APR £383.6m	MAY £383.6m	JUN £393.3m	JUL £398.1m	AUG £398.1m	SEP £398.6m	OCT £398.6m	NOV £398.6m	DEC £399.6m	JAN £399.6m	FEB £399.6m	£399.6m	£399.6m	★		£280.0m	£16.1m
HIGHER RESULT IS BETTER PERFORMANCE																					
		The majority of investment in 2016-17 has been in the housing & investment, VESR and energy & renewables sectors.																			
Ed.3	Cumulative jobs created by wider regeneration projects	2892	4186	MAR 4186	APR 4189	MAY 4189	JUN 4344	JUL 4448	AUG 4448	SEP 4450	OCT 4450	NOV 4454	DEC 4529	JAN 4532	FEB 4532	4532	4532	★		3550	346
HIGHER RESULT IS BETTER PERFORMANCE																					
		The majority of job creation in 2016-17 has been in the food and energy & renewables sectors.																			
Ed.4	Cumulative commercial floor space created in area (SQM)	26379	41796	MAR 41796	APR 41796	MAY 41796	JUN 48026	JUL 51361	AUG 51361	SEP 51361	OCT 51361	NOV 51361	DEC 51361	JAN 51361	FEB 51361	51361	51361	★		30000	9565
HIGHER RESULT IS BETTER PERFORMANCE																					
		The final figure for commercial floor space is 621sqm under target. However, the pipeline for 2015-16 shows over 6,500sqm of floor space construction already underway and a further 2,000sqm committed.																			

TRAINING & DEVELOPMENT

		2014/15	2015/16	12 MONTH TREND												MARCH 2016/17		2016/17	2016/17
		RESULT	RESULT													RESULT		TARGET	YTD
Td.1	Number of fully accredited apprenticeships for young people	12	13	MAR 13	APR 13	MAY 13	JUN 13	JUL 13	AUG 13	SEP 13	OCT 13	NOV 13	DEC 13	JAN 13	FEB 13	13		18	13
		Eight of the eleven apprentices who completed their apprenticeship have gone on to be successfully employed by ENGIE. Several of these have also seen career progression since the apprentice scheme was launched in 2011. ENGIE have also committed to offering six appropriate apprenticeships in 2017/18.																	
Td.2	Number of work placements for young people aged 14-21 years	37	37	MAR 37	APR 37	MAY 37	JUN 37	JUL 37	AUG 37	SEP 37	OCT 37	NOV 37	DEC 37	JAN 37	FEB 37	37		54	37
		As part of the training and development scheme overhaul, ENGIE are looking at offering an increased number of medium term internships as opposed to short term work placements.																	