



REPORT OF: HEAD OF CENTRAL SERVICES

TO: PERFORMANCE MONITORING PANEL

DATES: 12th SEPTEMBER 2011

Contact Details: Marie Mason & Zarka Nazir

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**PERFORMANCE MANAGEMENT REPORT:
1ST APRIL 2011 – 30TH JUNE 2011
(INCLUDING UPDATE ON 2010/11 RECYCLING PIs)**

PURPOSE OF REPORT

The report presents the Performance Monitoring Panel (PMP) with details of performance for the period 1st April 2010 to 30th June 2011, together with an update for 2010/11 performance for the recycling PIs where data for March 2011 was estimated in the last report.

RECOMMENDATIONS

That PMP Members:

- 1) note the recommendations approved by Management Team;
- 2) note the action being taken to address areas of concern;
- 3) highlight any issues of further concern.

REASONS FOR RECOMMENDATION

To ensure that we retain focus on our priorities and deliver high quality, accessible services.

ISSUE

Background

1. The report presented to Management Team on 19th July 2011, is attached for your consideration.

Present Position

2. The report was discussed at Management Team, and agreed the following recommendations:

- a. What action is required for the underperforming PIs contained within Appendix 1a, to ensure continuous improvement (progress should be noted in Covalent;
 - b. To review targets where necessary throughout the year;
 - c. To note our 'actual' recycling performance for 2010/11 detailed in Appendix 2.
3. Members are asked to note these recommendations and actions, and identify any further issues for consideration.

IMPLICATIONS

Policy: The Council has a duty to report to regularly report on its performance and make this information available to members of the public, staff and councillors.

Financial: None.

Legal: The Council has a duty to report to regularly report on its performance and make this information available to members of the public, staff and councillors.

Risk Management: Failure to effectively monitor performance and deal with any problems of underperformance could impact upon the Council's ability to deliver its priorities.

Health and Safety: None.

Climate Change: A number of our current performance measures relate to Climate Change issues.

Community Safety: A number of our current performance measures relate to Community Safety issues.

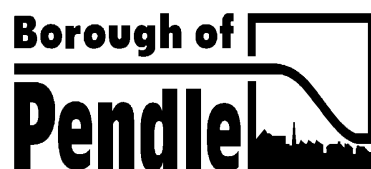
Equality and Diversity: A number of our current performance measures relate to Equality and Diversity issues.

APPENDICES

None

LIST OF BACKGROUND PAPERS

- Management Team Report dated 19th July 2011 (as attached)



REPORT OF: HEAD OF CENTRAL SERVICES

TO: MANAGEMENT TEAM

DATES: 19TH JULY 2011

Contact Details: Marie Mason & Zarka Nazir

Tel. No: 01282 661790/661973

E-mail: marie.mason@pendle.gov.uk & zarka.nazir@pendle.gov.uk

**PERFORMANCE MANAGEMENT REPORT:
1ST APRIL 2011 – 30TH JUNE 2011
(INCLUDING UPDATE ON 2010/11 RECYCLING PIs)**

PURPOSE OF REPORT

The report presents Management Team with details of performance for the period 1st April 2011 to 30th June 2011, together with an update for 2010/11 performance for the recycling PIs where data for March 2011 was estimated in the last report.

RECOMMENDATIONS

That Management Team agree:

- 1) what action is required for the underperforming PIs contained within Appendix 1a, to ensure continuous improvement (progress should be noted in Covalent);
- 2) to review targets where necessary throughout the year;
- 2) to note our 'actual' recycling performance for 2010/11 detailed in Appendix 2.

REASONS FOR RECOMMENDATION

To ensure that we retain focus on our priorities and deliver high quality, accessible services.

ISSUE

Background

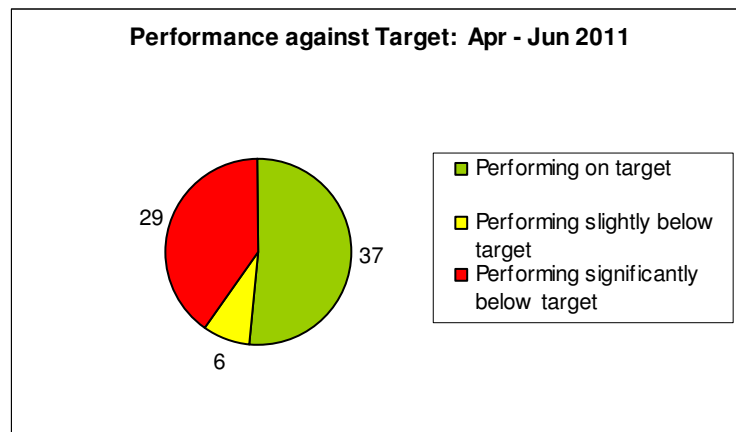
4. As you will know, following the changes introduced by Central Government towards more localised scrutiny of Council performance, we took the opportunity to review our performance management arrangements for 2011/12 onwards.
5. Part of this review was to devise, with services, a revised PI set with a focus on moving towards more productivity based measures of performance. This change

will help us to establish how things are working more effectively with the resources that we have after the restructure, and will be used to improve and drive our performance.

6. The proposed PI set and targets for 2011/12 were approved by Management Team at their meeting held on 10th May 2011.
7. At a later meeting, Management Team also agreed that it was important to present the PI information collected each quarter in a timelier manner. Therefore, the deadlines for updating PI and Service Plan information in Covalent were brought forward by a week. This has been introduced to make this collection process more efficient and pro-active.
8. Also, the role of the Performance Clinic has changed to a 'virtual' clinic. This was to accommodate the tight turnaround for producing the reports ready for Management Team and the Performance Monitoring Panel (PMP).

Present Position

9. This is the first PI report using the new corporate PI set and performance management arrangements, which will provide us with a more relevant and realistic complement of performance information.
10. With regard to the Quarter 1 PIs, detailed performance information is attached as follows:
 - Appendix 1a - contains PIs that are measured on a quarterly basis that are performing below target. This report will concentrate on this information.
 - Appendix 1b - contains PIs that are measured on a quarterly basis that are performing on or above target, or do not have targets set. This is provided for your information.
 - Appendix 2 – contains an update on the recycling PIs performance for 2010/11. The data presented to you in our last report contained estimates for March 2011 and the actual figures for March 2011 are now available.
11. Of our 113 PIs reported on for the quarter, performance could only be measured against 72 (63.7%). Performance cannot be assessed against 41 PIs because:
 - 34 PIs are 'Data Only', which means that targets have not been set either due to the nature of the PI (e.g. monitoring trends), or because they are feeder PIs;
 - 4 PIs are related to street cleanliness surveys which are not reported in Quarter 1;
 - figures for 3 PIs have not been made available yet (EH 7b and c and EH 12).
12. The summary overleaf shows how these 72 PIs have performed during the period April – June 2011. 37 (51.4%) of our PIs are performing on or above target whilst 48.6% are underperforming (40.3% are Red and 8.3% are Amber):



13. It is important to note at this stage that within Covalent:
- there have been 'blanket' variances/thresholds set (1% for Amber and 5% for Red) for all PIs. Therefore, dependant on how the PI is measured, a very small underperformance can result in the traffic light icon displaying as 'red';
 - the 'Long Trend' arrow reported for each PI compares current performance (where possible) by averaging data reported previously.
14. Forecasts are also provided by Service Areas on performance towards annual targets. This information indicates that 44 (61.1%) of these 72 PIs are expected to meet or exceed the targets set for the year. Five PIs did not have Expected Outcomes forecast.
15. Appendix 1a details the 35 PIs that underperformed during Quarter 1. Of these, 23 are not expected to meet the target set for the year. Commentary explaining performance can be found in Appendix 1a.
16. It is important to remember that a large number of these PIs are new with no comparative data yet available, which makes analysis and forecasting at this early stage difficult. We need to acknowledge and learn how these PIs work in practice to ensure we have an effective corporate PI set in place, with appropriate targets.
17. Therefore, we suggest that we need to be flexible in our approach to how targets have been set during this year and review targets where necessary.
18. Taking the above into consideration, Management Team are asked to identify which of these indicators in Appendix 1a cause the most significant concern and agree what action is required.
19. Within Appendix 2, the data reported in our 2010/11 Annual PI Report contained estimates for March 2011. The 'actual' data for this time period is now available.

IMPLICATIONS

Policy: The Council has a duty to report to regularly report on its performance and make this information available to members of the public, staff and councillors.

Financial: None.

Legal: The Council has a duty to report to regularly report on its performance and make this information available to members of the public, staff and councillors.

Risk Management: Failure to effectively monitor performance and deal with any problems of underperformance could impact upon the Council's ability to deliver its priorities.

Health and Safety: None.

Climate Change: A number of our current performance measures relate to Climate Change issues.

Community Safety: A number of our current performance measures relate to Community Safety issues.

Equality and Diversity: A number of our current performance measures relate to Equality and Diversity issues.

APPENDICES

Appendix 1a – Underperforming Corporate PIs for 1st April 2011 – 30th June 2011

Appendix 1b – PIs performing well or without targets set for 1st April 2011 – 30th June 2011

Appendix 2 – Recycling PIs: Update on 'Actual' performance for 2010/11

LIST OF BACKGROUND PAPERS










- Performance data received from individual services
- Supporting commentary received from individual services
- Covalent Performance Management Software reports

PI Report 2011/12: APRIL – JUNE 2011

Generated on: 12 July 2011

APPENDIX 1a

Key:




Status: Performance Against Target / Expected Outcome		Long Trend: Are we consistently improving?	
	This PI is significantly below target.		The value of this PI has improved when compared to an average of previous reporting periods
	This PI is slightly below target.		The value of this PI has not changed when compared to an average of previous reporting periods
	This PI is on target.		The value of this PI has worsened when compared to an average of previous reporting periods
	Performance for this PI can not be measured.		No comparable performance data is available.
	Information only PI.		

Performance Status Summary for Appendix 1a: Red 29; Amber 6

Central Services

Performance Data Traffic Light: Red 2; Amber 1




AP 2 Satisfaction of audit service provided

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	85.00%	90.00%			90.00%		Aim to Maximise	Kevin Stansfield - Audit & Performance Manager

Supporting Commentary

This relates to only 2 questionnaires returned for the period 1st April 2011 - 30th June 2011.


DL 2 Standard land charge searches <5 days

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	96.90%	100.00%			100.00%		Aim to Maximise	Gail Wilcock - Local Land Charges / Insurance Supervisor

Supporting Commentary

The total number of standard searches received for the first quarter was 191. All of these were answered within 10 days and 185 were answered within 5 days. The percentage of searches answered within 5 days was therefore 96.90%

DL 3 Average chargeable hours per fte fee earner per year

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	185.0hrs	195.0hrs			780.0hrs		Aim to Maximise	Richard Townson - Democratic & Legal Services Manager

Supporting Commentary

The total number of hours worked by staff in the Legal Section for the first quarter as recorded on the Timebase Time Recording system was 1297.16. There are 7 FTE posts in the Legal Section. The average chargeable hours per FTE was 185.30.

Chief Executive's Policy Unit

Performance Data Traffic Light: Red 8; Amber 1

CT 4 Number of partner news releases on our website homepage about themes which relate to Pendle Partnership

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	3	9			36		Aim to Maximise	Principal Communications Officer - Sarah Lee/Alice Barnett; Communications Team

Supporting Commentary

The figure achieved is lower than forecast. This appears to be due to changes that have taken place at partner organisations such as LCC and Lancashire Police, who have not provided the same number of releases as previously.


CT 7 Number of graphic design commissions carried out

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	28	30			120		Aim to Maximise	Principal Communications Officer - Sarah Lee/Alice Barnett; Communications Team

Supporting Commentary

Some jobs take longer than others, there are no average jobs. Therefore although slightly below target performance is good.




LCP 1 Number of targeted intervention activities completed in response to local issues

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	20	26			104		Aim to Maximise	Principal Localities, Communities & Policy Officer - Geoff Whitehead

Supporting Commentary

Progress has been made in achieving this PI. A gradual start has been made and progress will pick up in later quarters. These working areas have recently been reorganised, and staff are picking up new and additional duties and this has impacted upon delivery so far.

LCP 2 Percentage of people giving positive feedback following attendance at a locality workshop

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	88%	90%			90%		Aim to Maximise	Principal Localities, Communities & Policy Officer - Geoff Whitehead

Supporting Commentary

Progress has been made in achieving this PI. This quarter's PI is based upon a small sample. Overall a good start has been made at 88% compared to the target of 90%. We will be reviewing the comments made by respondents so that we can learn the lessons from the feedback and thereby drive up the positive responses.

LCP 3 Number of 'Community Champions' identified

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	9	12			48		Aim to Maximise	Principal Localities, Communities & Policy Officer - Geoff Whitehead

Supporting Commentary

Progress has been made in achieving this PI. A gradual start has been made and progress will pick up in later quarters. These working areas have recently been reorganised, and staff are picking up new and additional duties and this has impacted upon delivery so far.

LCP 4 Number of policy consultations responded to

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	1	6			24		Aim to Maximise	Principal Localities, Communities and Policy Officer - Geoff Whitehead

Supporting Commentary

Progress has been made in achieving this PI. A gradual start has been made and progress will pick up in later quarters. These working areas have recently been reorganised, and staff are picking up new and additional duties and this has impacted upon delivery so far.




LCP 5 Number of referrals to Help Direct

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	1	15			60		Aim to Maximise	Principal Localities, Communities & Policy Officer - Geoff Whitehead

Supporting Commentary

Progress has been made in achieving this PI. A gradual start has been made and progress will pick up in later quarters. These working areas have recently been reorganised, and staff are picking up new and additional duties and this has impacted upon delivery so far.



LCP 6 Percentage of problem profile issues resolved following community street audits

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	25%	70%			70%		Aim to Maximise	Anti-Social Behaviour Co-ordinator - Tim Horsley

Supporting Commentary

Progress has been made in achieving this PI. A gradual start has been made and progress will pick up in later quarters. These working areas have recently been reorganised, and staff are picking up new and additional duties and this has impacted upon delivery so far.

LCP 8 Number of Community Street Audits (EVAs) completed

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	8	10			40		Aim to Maximise	Anti-Social Behaviour Co-ordinator - Tim Horsley




Supporting Commentary

Progress has been made in achieving this PI. A gradual start has been made and progress will pick up in later quarters. These working areas have recently been reorganised, and staff are picking up new and additional duties and this has impacted upon delivery so far.

Environmental & Recreation Services

Performance Data Traffic Light: Red 8; Amber 1




EH 1 Percentage of Environmental Health Service Requests responded to on target

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	90.6%	98.0%			98.0%		Aim to Maximise	Richard Walsh - Public Health Manager (Pollution) Ext 2004

Supporting Commentary

Neighbourhoods Team responded to 97.8% of service requests within target, Food & Health and Safety Team 95.8%, Pollution Team 100% and Pest Control 78.6%.


EH 7a Percentage of programmed pollution inspections completed

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	60.0%	100.0%			100.0%		Aim to Maximise	Richard Walsh - Public Health Manager (Pollution Control)

Supporting Commentary

Although this PI is showing as significantly below target, it is in fact only two inspections behind the programme. Both inspections have been re-arranged at the request of the operator and are scheduled for later this month.



EH 9 Number of contaminated sites that have been remediated to a 'Suitable for Use' standard

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	0	2			6		Aim to Maximise	Richard Walsh - Public Health Manager (Pollution Control)



Supporting Commentary

Although no sites have been completely remediated, there are 5 sites where remediation work is ongoing and these can only be signed off as complete when we receive the appropriate validation reports. There are a further 8 sites in the early stages of investigation.



EH 9a Contaminated Land: Number of desk top (Phase 1) studies received

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	5				N/A	Aim to Maximise	Richard Walsh - Public Health Manager (Pollution Control)



EH 9b Contaminated Land: Number of desk top (Phase 1) studies approved

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	3				N/A	Aim to Maximise	Richard Walsh - Public Health Manager (Pollution Control)



EH 9c Contaminated Land: Number of intrusive (Phase 2) studies received

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	4				N/A	Aim to Maximise	Richard Walsh - Public Health Manager (Pollution Control)



EH 9d Contaminated Land: Number of intrusive (Phase 2) studies approved

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	1				N/A	Aim to Maximise	Richard Walsh - Public Health Manager (Pollution Control)




EH 9e Contaminated Land: Number of validation (Phase 3) studies received

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	0				N/A	Aim to Maximise	Richard Walsh - Public Health Manager (Pollution Control)

EH 9f Contaminated Land: Number of validation (Phase 3) studies approved

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	0				N/A	Aim to Maximise	Richard Walsh - Public Health Manager (Pollution Control)




EH 10 Percentage of programmed Private Water Supply risk assessments completed

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	25.0%	100.0%			100.0%		Aim to Maximise	Richard Walsh - Public Health Manager (Pollution Control)

Supporting Commentary

Although only 25% of the programmed risk assessments have been completed, the other three are works in progress and have taken longer than expected as the three supplies in question have turned out to be more complicated than anticipated.



EH 11 Percentage of programmed Private Water Supply samples taken

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	.0%	100.0%			100.0%		Aim to Maximise	Richard Walsh - Public Health Manager (Pollution Control)

Supporting Commentary

The sampling programme hasn't been actioned as planned in Q1 as officer time has been lost working on risk assessments at other supplies. These samples will be picked up in quarters 2 & 3.




PRS 1a Percentage of minor defects repaired within 48 hours of play areas safety inspection

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	88.46%	100%			100%		Aim to Maximise	

Supporting Commentary

The target of 100% was not achieved for the 1st Quarter. Out of the 62 defects, 26 were identified as minor defects. Unfortunately, 3 of the minor defects (2 at the same site, Sough Park Skate Park) were not repaired within the allotted 48 hour time frame. Both the repairs needed items that had to be provided from an outside source thus there was a delay in getting the repairs completed. In 2 instances, the repairs were completed just over the 48 hour time frame allotted (1 hour and 3 hours respectively).

PRS 19 Percentage of scheduled landscape maintenance work completed within each financial period end

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	67.6%	75.0%			75.0%		Aim to Maximise	




Supporting Commentary

Of the 15,160 scheduled landscape maintenance jobs over Periods 1, 2 and 3 (first quarter), 10,255 jobs were completed. A high percentage of the jobs will be pushed forward to the following weeks/period.

Reasons for the non-completion of the remaining jobs can be attributed to the following:



- poor weather conditions, e.g. staff can't cut grass when the ground is too wet, etc.
- staff on annual leave or sick, e.g. reduced staff levels means some work cannot physically be done.
- Other non-routine works to complete (SOI's) - for example when it is windy and we have to deal with a lot of tree emergency work which is essential routine works sometimes suffers as a consequence. SOI's stands for Supervising Officers Instructions and these are works over and above the routine job work sheets.



WM 8a Percentage of the total tonnage of household waste which has been recycled (formerly BV82a(i))



	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	21.22%	25.50%			25.50%		Aim to Maximise	Carole Taylor - Waste and Recycling Co-ordinator

Supporting Commentary

These figures include estimated tonnages for disposal, garden waste and third party recycling for June 2011 as LCC cannot provide these figures until after the end of July 2011. The first quarter's estimated performance of 21.22% is below the annual target of 25.5%. The target set is a challenging one and reflects the need to achieve the high recycling targets set in the Lancashire Waste Strategy.

WM 8(i) Total tonnage of household waste collected (formerly BV82(i))							
	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	8402.79	Not Set			N/A	Aim to Maximise	Carole Taylor - Waste and Recycling Co-ordinator

WM 8(ii) Tonnage of household waste collected which has been sent for recycling (formerly BV82(ii))							
	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	1782.67	Not Set			N/A	Aim to Maximise	Carole Taylor - Waste and Recycling Co-ordinator

WM 8(iii) Tonnage of household waste collected which has been sent for composting or for treatment by anaerobic digestion (BV82(iii))							
	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	1508.52	Not Set			N/A	Aim to Maximise	Carole Taylor - Waste and Recycling Co-ordinator



WM 10 Percentage of household waste sent for reuse, recycling and composting (formerly NI 192)								
	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	39.20%	40.00%	⚠	⬆	40.00%	⚠	Aim to Maximise	Carole Taylor - Waste and Recycling Co-ordinator

Supporting Commentary

These figures include estimated tonnages for disposal, garden waste and third party recycling for June 2011 as LCC cannot provide these figures until after the end of July 2011. The first quarter's estimated performance of 39.20% is slightly below the annual target of 40%. The target set is a challenging one and reflects the need to achieve the high recycling targets set in the Lancashire Waste Strategy.

Regeneration Services




Performance Data Traffic Light: Red 11; Amber 2

BDS 2 Number of new business start-ups supported via the Intensive Start-Up Programme								
	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	0	13			50	Not provided	Aim to Maximise	Kelly Eardley - Business Support and Development Officer

Supporting Commentary

Due to late receipt of funding approval no actual business start-ups have been achieved this quarter. We have arranged to meet with 13 local businesses within the next few weeks and will report back on the success of these meetings in Quarter 2.




ESP 9 Percentage of Rights of Way service requests cleared

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	74%	82%			82%		Aim to Maximise	Tom Partridge - Countryside Access Officer

Supporting Commentary

There were 22 cases which were not cleared within the 3 months. Of these 5 were cleared just outside of the 3 months. 9 of the cases relate to complex enforcement cases, which would be expected to take longer than 3 months to clear. Amongst the other cases are issues requiring additional funding, for example from bids to area committees.

ESP 10a Percentage of new and renewed drivers' licences issued within two working days (new drivers 2 days from passing knowledge test)

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	97.8%	99.0%			99.0%		Aim to Maximise	Jackie Allen - Taxi Licensing Manager

Supporting Commentary

89 applications were received this quarter of which 87 were issued within 2 days. The two that were not issued were down to workload and waiting for a new photograph from a driver




ESP 18 Service Area External Fee Income Target

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	£8,340	£10,000			£120,000		Aim to Maximise	Peter Atkinson - Engineering & Special Projects Manager

Supporting Commentary

10% for consultation and design on Alkincoates Park drainage PBC Capital programme scheme at £7,267 and £1,073 fees for section 106 Cravendale Ave scheme. Some schemes planned for the beginning of the financial year have not yet started due to issues out of our control. However, we still expect these schemes to go ahead this financial year and to catch up with our target.



HI 1 % of Disabled Facility Grant (DFG) enquiries ready for approval within 3 months of initial visit/scheme agreement

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	77.8%	90.0%			90.0%		Aim to Maximise	Matthew Pearson - Home Improvement Manager



Supporting Commentary

Of the DFGs we had control over, i.e. those for which we acted as Agents, 7 out of 9 were submitted for approval within 3 months of initial visit/scheme agreement. The 2 that missed this target were down to the departure of the case officer, but this issue has now been rectified.




HI 1(i) Number of Disabled Facility Grants (DFGs) enquiries received

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	9	Not Set			N/A	N/A	Matthew Pearson - Home Improvement Manager

HI 1(ii) Number of Disabled Facility Grants (DFGs) enquiries ready for approval within 3 months of initial visit/scheme agreement

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	7	Not Set			N/A	N/A	Matthew Pearson - Home Improvement Manager



HI 2 % of approved Disabled Facility Grants (DFGs) completed on site within 4 months

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	66.7%	85.0%			85.0%		Aim to Maximise	Matthew Pearson - Home Improvement Manager

Supporting Commentary

Of the DFGs we had control over, i.e. those for which we acted as Agents, 2 out of the 3 completed within the 4 months target. The case which took longer was a large extension which by its nature, took longer.

HN 1 Recording cases where positive action is taken to prevent or relieve homelessness (per 1,000 households) (formerly HRS 12)

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	1.08	5.60			5.60		Aim to Maximise	Wayne Forrest - Housing Needs Manager

Supporting Commentary

The outturn for Quarter 1 is 1.08 per thousand households which equates to 40 cases. Whilst this is not a good start against the target of 5.6, it was not possible to get returns from Pendle Domestic Violence Initiative and Pennine Lancashire Mental Health & Housing Project within the timescale for reporting. Expected figures from these organisations are expected to bring the overall target much closer to being in range. Figures from quarter 1 for these organisations will be added later in the year. There were 36 prevention cases completed by Housing Needs of which many relate to accessing the private rented sector through the bond scheme and accessing houses in multiple occupation.


HS 5 Number of private sector dwellings that are returned into occupation (formerly HRS 10)

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	24	25			100		Aim to Maximise	Paul Lloyd - Housing Standards Manager

Supporting Commentary

We are on target to achieve this indicator. The dedicated Officer is continuing to push and persuade owners of empty properties to bring them back into use and is having a positive effect despite the difficult economic climate.



HS 6 Number of private sector dwellings where Category 1 hazards are removed (formerly HRS 13)

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	20	38			150		Aim to Maximise	Paul Lloyd - Housing Standards Manager

Supporting Commentary

Landlords are taking longer to comply with legal notices and the reduced staff resources is impacting on our ability to check with landlords throughout the life of the notice that they are carrying out the work resulting in a lower number of cat 1 hazards being removed.



PBC 1a Percentage of all appeals determined in accordance with officer recommendation

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	50.00%	80.00%			80.00%	Not provided	Aim to Maximise	

Supporting Commentary

In the first quarter there were only 4 appeal decisions. Two were determined by the Planning Inspectorate in accordance with the officer recommendation, one of which was allowed following refusal by the Local Authority. Of the two that went against the officer recommendation one was allowed by the Planning Inspectorate but was refused by the Local Authority in line with the officer recommendation.



PBC 6 Percentage of 'Minor' planning applications determined within 8 weeks (formerly NI 157b)

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	82.22%	87.00%			87.00%	Not provided	Aim to Maximise	Neil Watson - Planning & Building Control Manager



Supporting Commentary

In the first quarter 45 applications were determined of which 37 were within the 8 week time limit or 82.22%. This is below the target performance of 87%. 30 applications in this category were determined under the Scheme of Delegation and 28 were within time. Of those determined by Committee (15), 9 were within the time. Just 2 more applications within time would have met the target. As this is the first quarter it is possible that the performance can be improved and the target met over the full year.



PBC 6(i) Number of 'Minor' planning applications determined in 8 weeks (formerly BV109bfna)

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	37	Not Set			N/A	Aim to Maximise	

PBC 6(ii) Total number of 'Minor' planning applications (formerly BV109bfdb)

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	45	Not Set			N/A	Aim to Maximise	



PBC 7 Percentage of 'Other' planning applications determined within 8 weeks (formerly NI 157c)

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	87.50%	94.00%			94.00%	Not provided	Aim to Maximise	Neil Watson - Planning & Building Control Manager



Supporting Commentary

This category has the highest number of applications determined in the quarter. 77 of 88 applications were determined within the 8 week time limit. The actual outturn of 87.5% is below the target of 94%. 73 applications in this category were determined under the Scheme of Delegation and 71 were within time. Of those determined by Committee (15) only 6 were within the time.

PBC 7(i) Total number of 'other' planning applications (BV109cfdb)

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	88	Not Set			N/A	Aim to Maximise	

PBC 7(ii) Number of 'other' planning applications determined in 8 weeks (formerly BV109cfna)

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	77	Not Set			N/A	Aim to Maximise	

TR 1 Number of tourism events supported

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	2	5			20		Aim to Maximise	Vaughan Jones - Senior Tourism Officer




Supporting Commentary

Alkincoates Wild Orchard Launch held on 16/4/11 and Trawden Garden Festival Launch held on 11/5/11.

Directorate

Performance Data Traffic Light: Amber 1

DIR 1 Percentage of complaints handled within timescales (formerly CEPU 3)

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	98.8%	100.0%			100.0%		Aim to Maximise	Julie Hannum/Tracy Turner Chief Executive & Directors Office ext. 1604/1603

Supporting Commentary

In Q1 2011/12 85 complaints were received of which 84 were resolved within the 15 day target - data is outstanding for one area owing to staff absence on leave. Subject to this the performance achieved of 98.8% exceeds that achieved for the previous year when it averaged 97.7%. Of the 84 complaints resolved 79 were resolved at Stage 1 with 5 concluded under Stage 2.

The number of complaints was matched by an equivalent number of compliments with 85 recorded during the quarter.

PI Report 2011/12: APRIL – JUNE 2011

Generated on: 12 July 2011

APPENDIX 1b

Key:

Status: Performance Against Target / Expected Outcome		Long Trend: Are we consistently improving?	
	This PI is significantly below target.		The value of this PI has improved when compared to an average of previous reporting periods
	This PI is slightly below target.		The value of this PI has not changed when compared to an average of previous reporting periods
	This PI is on target.		The value of this PI has worsened when compared to an average of previous reporting periods
	Performance for this PI can not be measured.		No comparable performance data is available.
	Information only PI.		

Performance Status Summary: Green 36

Central Services

Performance Data Traffic Light: Green 7

AC 1 Average rate of investment return on surplus funds managed internally

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	1.09%	1.00%			1.00%		Aim to Maximise	Vince Green - Accountancy Manager

Supporting Commentary

Performance currently exceeds target owing to mix of cash / fixed-term deposits with the latter attracting rates ranging between 1.06% to 1.9% - short-term cash deposits averaging 0.8% currently.

AC 2 Percentage of undisputed invoices paid within 30 days (formerly BV 8)

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	99.60%	99.50%			99.50%		Aim to Maximise	Vince Green - Accountancy Manager

Supporting Commentary

Overall, a good level of performance achieved in Q1.

AP 1a Productive audit days achieved as a % of all audit days

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	66.9%	60.0%			60.0%		Aim to Maximise	Kevin Stansfield - Audit & Performance Manager

Supporting Commentary

Performance is good and above our projected target.

AP 1b Non-productive audit days achieved as a % of all audit days

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	33.1%	40.0%			40.0%		Aim to Minimise	Kevin Stansfield - Audit & Performance Manager

Supporting Commentary

Performance is good and above our projected target.

AP 3 Percentage of PIs reported that were activated in Covalent before agreed deadlines (formerly CEPU 7)

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	86.36%	80%			80%		Aim to Maximise	Marie Mason/Zarka Nazir - Performance Management Officer

Supporting Commentary

The deadline for inputting and activating the data for the first quarter was 12noon on Friday 8th July 2011, with a total of 154 PIs due for an update. Performance is above target with 133 PIs updated on time. This performance is good particularly with the introduction of new reporting deadlines but can still be improved upon in future quarters.

DL 5 Number of Licences issued per fte per year

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	23.5	15.0			60.0		Aim to Maximise	Richard Townson - Democratic & Legal Services Manager

Supporting Commentary

The total number of licences issued by the Licensing Section from 1 April 2011 to 30 June 2011 was 47. As there are 2 staff in the Licensing Section, the number of licences issued per full time equivalent during the quarter is therefore 23.5.

DL 4 % completion of Lexcel accreditation

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	100.0%	100.0%			100.0%		Aim to Maximise	Richard Townson - Democratic & Legal Services Manager

Supporting Commentary

The Lexcel Inspection took place on Monday 14th March and the Legal Section was successful in retaining the Lexcel Quality Standard for another 12 month period.

Chief Executive's Policy Unit

Performance Data Traffic Light: Green 6

CT 1 Number of tweets/Facebook updates

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	168	48			192		Aim to Maximise	Principal Communications Officer - Sarah Lee/Alice Barnett; Communications Team

Supporting Commentary

The number of tweets has exceeded the target. We are pleased with this but may need to review the target in future.

CT 2 Number of news releases issued

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	50	48			192		Aim to Maximise	Principal Communications Officer - Sarah Lee/Alice Barnett; Communications Team

Supporting Commentary

These included the promotion of the changes to Nelson High Street and the forthcoming Colne Grand Prix.

CT 3 Number of partner news release re-tweets about themes which relate to Pendle Partnership

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	20	9			36		Aim to Maximise	Principal Communications Officer - Sarah Lee/Alice Barnett; Communications Team

Supporting Commentary

This is a new target and we are now following more partners.

CT 5 Number of media enquiries responded to

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	63	60			240		Aim to Maximise	Principal Communications Officer - Sarah Lee/Alice Barnett; Communications Team

Supporting Commentary

The stories covered include the injury involving the fence on Every Street, and the concerns regarding the Wasp Control Service.

CT 6 Number of media opportunities organised

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	14	9	✓	?	36	✓	Aim to Maximise	Principal Communications Officer - Sarah Lee/Alice Barnett; Communications Team

Supporting Commentary

These have been included in the installation of the shuttle in the town centre, and the other town centre improvements.

LCP 7 Number of high risk ASB victims removed from the high risk register

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	14	8	✓	?	30	✓	Aim to Maximise	Anti-Social Behaviour Co-ordinator - Tim Horsley

Supporting Commentary

The process is working well to reduce the harm caused by ASB.

Environmental & Recreation Services

Performance Data Traffic Light: Green 7

EH 7b Percentage of programmed food hygiene inspections completed

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12		100.0%		?	100.0%		Aim to Maximise	Stuart Arnott - Public Health Manager (Food and Health & Safety)

Supporting Commentary

No performance information available at this time.

EH 7c Percentage of programmed health & safety inspections completed

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12		100.0%		?	100.0%		Aim to Maximise	Stuart Arnott - Public Health Manager (Food and Health & Safety)

Supporting Commentary

No performance information available at this time.


EH 8 Number of Smoke Free Fixed Penalty Notices issued

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	4	2	✓	?	8	✓	Aim to Maximise	Richard Walsh - Public Health Manager (Pollution Control)

Supporting Commentary

A total of four Fixed Penalty Notices were issued to people caught smoking in either a workplace or taxi during Q1.




EH 12 Percentage of food premises inspected which scored 0, 1 or 2 in the Food Hygiene Rating Scheme which have been improved to a minimum rating of 3 within 3 months from the date of inspection

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12		100%			100%		Aim to Maximise	Stuart Arnott - Public Health Manager (Food, Health & Safety)

Supporting Commentary

No performance information provided at this time.

PRS 1b Percentage of urgent defects repaired within 24 hours of play areas safety inspection



	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	86.11%	85%			85%		Aim to Maximise	

Supporting Commentary

Out of the 62 defects repaired, 36 were recognised as urgent by the playground inspector. 31 of these defects (86.11%) were repaired within the time frame allotted. 4 of the remaining 5 defects only just went over the allotted 24 hour time frame (average of 2-3 hours over).

We have achieved our target for the first quarter.

PRS 10a Percentage of total play facility defects caused by vandalism at play facilities replaced or newly developed since April 2006



	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	56.41%	Not Set			N/A	Aim to Minimise	

Supporting Commentary

Out of the 62 defects repaired this quarter, there were 39 defects at play facilities replaced or newly developed since April 2006. Of the 39 defects, 22 were as a result of vandalism. Vandalism accounted for over half of the defects addressed by the playground inspector.

We are having a large amount of vandalism at King George V Play Area in Colne and at Rushton Avenue in Earby. In one month alone there were 3 incidences of the cable being cut on the zip slide at Rushton Avenue which is a real cause for concern. This was done on purpose and as a result we intend to use this evidence to pass on to the local PCSO's in the vandalism 'hot spot' areas for them to hopefully keep a close eye on the play area's affected.

PRS 10b Percentage of total play facility defects caused by wear and tear at play facilities replaced or newly developed since April 2006

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	43.59%	Not Set			N/A	Aim to Minimise	

Supporting Commentary

Of the 39 defects at play facilities replaced or newly developed since April 2006, 17 (approx 44%) were as a result of general wear and tear. The Quarter figure is significantly lower than last year's first quarter (66.67%).

PRS 17 Percentage of sports fixtures cancelled due to service failure

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	0.0%	0.0%			0.0%		Aim to Minimise	

Supporting Commentary

Out of 233 scheduled sports fixtures during the 1st Quarter, 0 fixtures were cancelled as a result of service failure. Quarters 1 and 2 are generally the quietest periods in relation to the usage of our sports pitches. This is due to the fact that during the Summer months Football is not played from mid-May until late August and we only have to cater for Cricket matches and some Rugby games.

PRS 20 Percentage of burials finalised within 1 working day from receipt of the disposal certificate

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	100.0%	75.0%			75.0%		Aim to Maximise	

Supporting Commentary

There were 33 burials during the first quarter (9 in April, 13 in May & 11 in June) with all either buried or a date finalised for the burial within 1 day of the receipt of the interment/disposal certificate.

Out of the 33 burials during Quarter 1, 12 (mostly Muslim burials) were buried within 1 day of the receipt of the interment certificate with the remaining 21 at least booked for a burial within 1 day of the receipt of the interment certificate.

WM 1 Average time in removing fly-tips (excluding non-working days)

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	44.80	60.00			60.00		Aim to Minimise	David Walker - Waste Services Manager

Supporting Commentary

The average time is well within the target of 72 hours.

WM 2 Reported number of missed collections not dealt with within 1 working day

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	27	30			120		Aim to Minimise	David Walker - Waste Services Manager

Supporting Commentary

This is below the quarterly target of 30.



WM 3 Number of fixed penalty notices (FPNs) issued (formerly OS 7)

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	28	Not Set			N/A	Aim to Maximise	Bryan Thompson - Community Facilities Manager

Supporting Commentary

There were 28 FPNs issued in this quarter, 21 for dog fouling, 1 for dog not on lead, 3 for littering and 3 for littering from a vehicle.



WM 4 Number of s215 actions commenced

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	187	Not Set			N/A	N/A	

Supporting Commentary

S215 to the Town & County Planning Act 1990 allows a local authority to serve notices on the owners and occupiers of land requiring the site to be tidied up. We have commenced S215 proceedings in 187 cases this quarter.



WM 5 Number of s215 notices issued

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	81	Not Set			N/A	N/A	

Supporting Commentary

81 properties have progressed to the notice stage of the S215 process.



WM 6 Number of s46 notices issued

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	14	Not Set			N/A	N/A	

Supporting Commentary

S46 of the Environmental Protection Act 1990 allows a waste collection authority to specify how waste is to be presented for collection. This figure of 14 indicates those where notices have been issued.

WM 7 Number of s79 notices issued

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	9	Not Set			N/A	N/A	

Supporting Commentary



S79 of the Public Health Act 1936 allows a local authority to serve notice where the owner/occupier of the property has accumulated noxious matter. The notice gives the owner 24 hours to remove, failure to do so enables the local authority to do the job and recover expenses. We have served 9 notice this month.



WM 8b Percentage of the total tonnage of household waste which have been sent for composting or for treatment by anaerobic digestion (formerly BV82b(i))

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	17.95%	14.50%			14.50%		Aim to Maximise	Carole Taylor - Waste and Recycling Co-ordinator

Supporting Commentary

These figures include estimated tonnages for disposal, garden waste and third party recycling for June 2011 as LCC cannot provide these figures until after the end of July 2011. The first quarter's estimated performance of 17.95% is above the annual target of 14.5%. Garden waste collections are highest during quarters 1 and 2.

WM 8(i) Total tonnage of household waste collected (formerly BV82(i))							
	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	8402.79	Not Set			N/A	Aim to Maximise	Carole Taylor - Waste and Recycling Co-ordinator

WM 8(iii) Tonnage of household waste collected which has been sent for composting or for treatment by anaerobic digestion (BV82(iii))							
	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	1508.52	Not Set			N/A	Aim to Maximise	Carole Taylor - Waste and Recycling Co-ordinator

WM 11a Improved street and environmental cleanliness: Litter (formerly NI 195a)								
	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	N/A	8%	?	?	8%	N/A	Aim to Minimise	David Walker - Waste Services Manager
Supporting Commentary								
Survey not completed in Quarter 1.								

WM 11b Improved street and environmental cleanliness: Detritus (formerly NI 195b)								
	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	N/A	13%	?	?	13%	N/A	Aim to Minimise	David Walker - Waste Services Manager
Supporting Commentary								
Survey not completed in Quarter 1.								

WM 11c Improved street and environmental cleanliness: Graffiti (formerly NI 195c)								
	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	N/A	1%	?	?	1%	N/A	Aim to Minimise	David Walker - Waste Services Manager
Supporting Commentary								
Survey not completed in Quarter 1.								

WM 11d Improved street and environmental cleanliness: Dog fouling							
	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	N/A				N/A	Aim to Minimise	David Walker - Waste Services Manager
Supporting Commentary							
Survey not completed in Quarter 1.							

Regeneration Services

Performance Data Traffic Light: Green 16

BDS 1 Number of Pendle businesses engaged regarding employment issues

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	25	25	✓	?	100	✓	Aim to Maximise	Kelly Eardley - Business Support and Development Officer

Supporting Commentary

Our Employment Engagement Officer has contacted 25 businesses during the quarter and 15 businesses have signed up to signed up to the Employment Charter

BDS 3 Number of property registers produced

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	2	2	✓	?	5	✓	Aim to Maximise	Kelly Eardley - Business Support and Development Officer

Supporting Commentary

BDS 4 Number of residents assisted into work through mentoring (formerly EDT 4)

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	10	8.75	✓	↓	35	✓	Aim to Maximise	Roger Plum - Employment Initiatives Project Co-Ordinator

Supporting Commentary

Tackling Unemployment (TUP) have had 8 clients into work and Environmental Action Group (EAG) have had 2.

BDS 5 Number of beneficiaries who have received training

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	27	3.5	✓	?	14	✓	Aim to Maximise	Roger Plum - Employment Initiatives Project Co-Ordinator

Supporting Commentary

TUP has had 24 beneficiaries receiving training and EAG has had 3.

ESP 17 Percentage of new and renewed operators' licences issued within 8 working days

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	100.0%	95.0%	✓	↑	95.0%	✓	Aim to Maximise	Jackie Allen - Taxi Licensing Manager

Supporting Commentary

All 13 applications were issued within 8 working days.

ESP 19 Drainage site inspections completed within 5 working days

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	100.0%	90.0%			90.0%		Aim to Maximise	Peter Sellers - Drainage Manager

Supporting Commentary

There have been 3 site visits for this last quarter for NEW service requests. All were achieved within the time frame. There has barely been any rain in the last quarter and this has meant that we have been able to use this opportunity to carry out numerous pro-active inspections in known problem areas.

ESP 20 Length of maintenance of cycleway network in the year

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	2.5km	2.0km			2.0km		Aim to Maximise	Tricia Wilson - Project Co-ordinator

Supporting Commentary

2.5 km were maintained in quarter 1. Paths from Colne Rd to Barrowford Locks @ 260m and Primet Heights to Oxford Rd @ 708m, or 1km were not maintained. This shortfall is due to uncertainties about land ownership at Colne Rd and work on Primet Heights network being currently unnecessary due to stoning of the path as part of Sustrans work.

HI 3 Number of people assisted with home energy advice

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	93	50			200		Aim to Maximise	Matthew Pearson - Home Improvement Manager

Supporting Commentary

A total of 93 people were assisted by the Unit's Home Energy Support Assistant in the quarter. This was a mix of general advice, Warmfront referrals, benefits advice and referrals, priority funding and fuel tariff switching.

HN 2 Proportion of homelessness decisions on which the authority makes a decision and issues written notification to the applicant within 33 working days

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	100.0%	98.0%			98.0%		Aim to Maximise	Wayne Forrest - Housing Needs Manager

Supporting Commentary

The outturn for this measure in quarter 1 is 100%. As the overall target is 98% for the year, this is a pleasing start towards the overall target. There were 44 homeless decisions made in the quarter.

HN 3 Number of nights provided in Bed and Breakfast to homeless applicants

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	66	112			448		Aim to Minimise	Wayne Forrest - Housing Needs Manager

Supporting Commentary

The outturn for this measure is 66 nights. This is a very good start in terms of providing less than 448 nights of accommodation over the year. Reasons for restricting bed & breakfast use to just 66 nights is due to the success of prevention measures employed to reduce homelessness which means less use of bed & breakfast.

HS 1 % of illegal eviction complaints responded to within 1 working day

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	100.0%	80.0%			80.0%		Aim to Maximise	Paul Lloyd - Housing Standards Manager

Supporting Commentary

This quarter we have exceeded our target and reacted to all the complaints within the 1 day limit. This is probably due to the time of year and the reduced level of general disrepair complaints meaning we are able to respond more quickly.

HS 1(i) Number of illegal eviction complaints received

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	12	Not Set			N/A	N/A	Paul Lloyd - Housing Standards Manager

HS 1(ii) Number of illegal eviction complaints responded to within 1 working day

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	12	Not Set			N/A	N/A	Paul Lloyd - Housing Standards Manager

HS 2 % of no hot water complaints responded to within 1 working day

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	100.0%	90.0%			90.0%		Aim to Maximise	Paul Lloyd - Housing Standards Manager

Supporting Commentary

The low level of complaints this quarter has enabled us to respond to them all within the set time limit.

HS 2(i) Number of no hot water complaints received

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	4	Not Set			N/A	N/A	Paul Lloyd - Housing Standards Manager

HS 2(ii) Number of no hot water complaints responded to within 1 working day

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	4	Not Set			N/A	N/A	Paul Lloyd - Housing Standards Manager

HS 3 % of disrepair complaints responded to within 10 working days

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	90.4%	85.0%			85.0%		Aim to Maximise	Paul Lloyd - Housing Standards Manager

Supporting Commentary

We have exceeded the target this quarter; however the level of complaints over the 3 months has been at a level where we are able to respond quickly. This in part is because of the weather that we have had in the early part of the year.

HS 3(i) Number of disrepair complaints received

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	52	Not Set			N/A	N/A	Paul Lloyd - Housing Standards Manager

HS 3(ii) Number of disrepair complaints responded to within 10 working days

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	47	Not Set			N/A	N/A	Paul Lloyd - Housing Standards Manager

HS 4 % of empty property complaints responded to within 10 working days

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	76.4%	75.0%			75.0%		Aim to Maximise	Paul Lloyd - Housing Standards Manager

Supporting Commentary

We are on target to achieve this indicator. The level of complaints in this quarter has been exceptionally high and all are dealt with by our one Officer. Whilst also endeavouring to deal proactively with other empty properties.

HS 4(i) Number of empty property complaints received

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	123	Not Set			N/A	N/A	Paul Lloyd - Housing Standards Manager

HS 4(ii) Number of empty property complaints responded to within 10 working days

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	94	Not Set			N/A	N/A	Paul Lloyd - Housing Standards Manager

PBC 5 Percentage of 'Major' planning applications determined within 13 weeks (formerly NI 157a)


	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	85.71%	86.00%			86.00%		Aim to Maximise	Neil Watson - Planning and Building Control Manager

Supporting Commentary



The outturn for the first quarter of 85.71% (6 out of 7 applications determined in the time limit) is less than 1% below the target of 86%. There are only low numbers of applications in this category and we need to maintain this level of performance throughout the year as just one application can affect whether or not the target is met. The only application to go over the time limit was determined at Committee.

PBC 5(i) Total number of 'Major' planning applications (formerly BV109afdb)



	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
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2011/12	7	Not Set			Outcome	Performance?	
					N/A	Aim to Maximise	

PBC 5(ii) Number of 'Major' planning applications determined in 13 weeks (BV109afna)

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	6	Not Set			N/A	Aim to Maximise	



PBC 8a Number of building regulation applications received

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	131	Not Set			N/A	Aim to Maximise	Neil Watson - Planning and Building Control Manager

Supporting Commentary

No targets set

PBC 8b Number of building regulation applications completed

	Value	Target	Status	Long Trend	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	68	Not Set			N/A	Aim to Maximise	Neil Watson - Planning and Building Control Manager

Supporting Commentary

No targets set.

TC 1 Number of Town Centre businesses receiving a Premises Improvement Grant

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	0	0			18		Aim to Maximise	Johanna Latty - Town Centres Officer

Supporting Commentary

Realistically, town centre businesses will not be in receipt of a Premises Improvement Grant during the first half of the year. This is due to the late approval of the monies that fund this programme.

TR 2 Number of Pendle Tourism Forums supported and facilitated

	Value	Target	Status	Long Trend	Annual Target	Expected Outcome	What is Good Performance?	Lead Officer
2011/12	1	1			4		Aim to Maximise	Vaughan Jones - Senior Tourism Officer

Supporting Commentary

Forum held on the 1/6/11

Recycling Performance 2010/11

Generated on: 28 July 2011 (figures revised from original report)



APPENDIX 2

Performance Status Summary: Red 1 Amber 1 Green 1

Environmental & Recreation Services

Performance Data Traffic Light: Red 1 Amber 1 Green 1



WM 8a Percentage of the total tonnage of household waste which has been recycled (formerly BV82a(i))

	Value	Target	Forecast	Status	Long Trend	What is Good Performance?	Lead Officer
2010/11	23.87%	28.00%	23.56%			Aim to Maximise	Carole Taylor - Waste and Recycling Co-ordinator

Supporting Commentary

These are now the 'actual' figures for 2010/11. We originally reported an estimated performance rate of 23.56% for the full year; however, we have performed better than estimated at 23.87%. The target was set at a high level (28%) in order to try and reflect the challenging targets in the Lancashire Waste Strategy. There is a slight increase in performance for recycling of 1.48% on the previous year. The tonnages collected for recycling are higher than last year with an increase of just under 432 tonnes.



WM 8b Percentage of the total tonnage of household waste which have been sent for composting or for treatment by anaerobic digestion (formerly BV82b(i))

	Value	Target	Forecast	Status	Long Trend	What is Good Performance?	Lead Officer
2010/11	14.42%	12.00%	14.23%			Aim to Maximise	Carole Taylor - Waste and Recycling Co-ordinator

Supporting Commentary

These are now the 'actual' figures for 2010/11. We originally reported an estimated performance rate of 14.23% for the full year; however, we have performed better than estimated at 14.42%. We have overachieved on the target set for the year (12%) and have improved our performance by 1.36% when compared with last year. We collected 4647.38 tonnes of garden waste for composting during 2010/11 which is over 410 tonnes more than 2009/10.

WM 10 Percentage of household waste sent for reuse, recycling and composting (formerly NI 192)

	Value	Target	Forecast	Status	Long Trend	What is Good Performance?	Lead Officer
2010/11	38.39%	40.00%	37.90%			Aim to Maximise	Carole Taylor - Waste and Recycling Co-ordinator

Supporting Commentary

These are now the 'actual' figures for 2010/11. We originally reported an estimated performance rate of 37.90% for the full year; however, we have performed better than estimated at 38.39%. The target was set at a high level (40%) in order to try and reflect the challenging targets in the Lancashire Waste Strategy. There is an increase in performance of 2.83% when compared with 2009/10.