

REPORT FROM: STRATEGIC DIRECTOR

TO: THE EXECUTIVE

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**PERFORMANCE INDICATORS UPDATE:
1ST APRIL 2015 – 31ST MARCH 2016**

PURPOSE OF REPORT

1. The purpose of this report is to provide the Executive with performance monitoring information on the key performance indicators delivered by and on behalf of the Council.

RECOMMENDATIONS

2. It is recommended that the Executive:-
 - i) comment as appropriate on the performance information provided (as shown at [Appendix A](#));
 - ii) note the position and comment as appropriate on the key issues affecting performance over the year.

REASONS FOR RECOMMENDATION

3. To inform the Executive of performance monitoring information relating to the Council's key performance indicators.

ISSUE

4. A basket of 25 corporate key performance indicators (KPIs) has been devised to provide Members with a gauge of performance representing a range of services delivered by and on behalf of the Council.
5. Please find attached the performance information for these KPIs, for the period 1st April 2015 – 31st March 2016, as Appendix A.
6. Please note that of the 12 KPIs that are not performing on target, performance has improved on eight when compared with the year-to-date performance reported at Quarter 3 2015/16. The table below provides details:

PI	Good Performance is....	Apr 15 – Dec 15	Apr 15 - Mar 16	Target 2015/16
DL 2 – Standard land charge searches completed in less than 5 days	Aim to Maximise	91.15%	92.35%	95%
DIR 1 – Percentage of complaints handled within timescales	Aim to Maximise	79.6%	81.8%	100%
WM 8c – Reported number of missed collections not dealt with within 1 working day	Aim to Maximise	23.21% (includes estimated figures)	23.50% (includes estimated figures)	25.50%
WM 8d - % of total household waste sent for composting or treatment by anaerobic digestion (Rolling Year %)	Aim to Maximise	9.40% (includes estimated figures)	11.92% (includes estimated figures)	14.50%
TS 1b – Percentage of telephone customers greeted within 40 seconds: cumulative	Aim to Maximise	72.90%	74.92%	80.00%
TS 2b – Percentage of call abandonment	Aim to Minimise	6.14%	5.54%	4.00%
PBC 5 – Percentage of ‘Major’ planning applications determined within 13wks	Aim to Maximise	71.43%	76.92%	86%
PBC 7 – Percentage of ‘Other’ planning applications determined within 8wks	Aim to Maximise	84.06%	84.64%	92%

7. The Executive is requested to review the performance information provided in Appendix A and comment as appropriate on any matters of concern and that may need further action to be taken.
8. Looking back over the year, the key issues with performance relate to planning applications and appeals, homelessness, recycling and complaints. These are issues which have been brought to the attention of Members throughout the year and a brief synopsis for each area is provided below for reference.
 - Planning applications and appeals
9. All the PIs are performing below target; with performance being primarily affected by deferrals and late call ins to Committee.
10. As reported last quarter, one key area requiring Members’ attention relates to delegation levels for planning application determinations and appeals needs to be brought to the attention of Executive Members.
11. Section 62A of the Town & Country Planning Act 1990 allows certain applications to be made directly to the Secretary of State where a local Planning Authority has been designated. This relates to the performance in dealing with major planning applications within the statutory 13 week period as well as the percentage of major applications that are overturned at appeal.
12. Recent changes have been made in respect of the standards that Councils need to achieve in dealing with major planning applications. Published national criteria for the designation of standards authorities for planning performance are now that 50% of major applications should

be determined in the statutory period and that the threshold for major applications being overturned at appeal is to be lowered from 20% to 10%.

13. Performance on both determining applications and appeals is heading towards those thresholds despite 100% of major applications being taken to Committee in time. However, no further deterioration has occurred during this quarter. The calculation for all of the statistics is based on a two year rolling assessment.
14. The Housing and Planning Bill also proposes to allow the Secretary of State to designate Authorities in relation to non-major applications.
15. The Executive is requested to note this issue at this stage. A further report will be brought before Members should performance deteriorate further.

Homelessness

16. It is becoming increasingly difficult to prevent or relieve homelessness and this is due to all the reasons detailed in Appendix A. A watching brief will be kept on this with a view to considering what action can be taken should the position remain unchanged.
17. One of the key barriers to preventing or relieving homelessness, and one which is expected to escalate, is the language barrier. This is due to the increasing number of European residents settling in Pendle. Access to the necessary translation services is limited and costly.

Complaints

18. Consistently fulfilling the response times for the complaints received continues to be an issue. However, this is a matter which is being dealt with via a wholesale review of the complaints procedure and the creation of a Complaints Working Group.

Waste & Recycling

19. There are a number of factors which affect performance in this area which are out of our control; for example, LCC stopped paying third party recycling credits to the voluntary sector in 2014/15 which resulted in a loss of approx. 90 tonnes of recycling during the first year; LCC's recycling facilities; etc.
20. The targets set are aligned with those of the Lancashire Waste Strategy which are challenging. Also, current performance is estimated whilst we await confirmed figures from WasteDataFlow, which could be at least 6mths after the quarter-end.
21. We are constantly reviewing our services to see if we can increase our recycling rates within the constraints of LCC's cost sharing agreement, and within budget limits

IMPLICATIONS

Policy

22. There are no policy implications arising directly from the contents of this report.

Financial

23. There are no financial implications arising directly from the contents of this report.

Legal

24. There are no legal implications arising directly from the contents of this report.

Risk Management

25. There are no risk management implications arising directly from the contents of this report.

Health and Safety:

26. There are no health and safety implications arising directly from the contents of this report.

Climate Change:

27. There are no sustainability implications arising directly from the contents of this report.

Community Safety:

28. There are no community safety implications arising directly from the contents of this report.

Equality and Diversity:

29. There are no community safety implications arising directly from the contents of this report.

APPENDICES

Appendix A – Key Performance Indicators Update for the period ending 31st March 2016

LIST OF BACKGROUND PAPERS

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