

**REPORT FROM:** CHIEF FINANCE OFFICER  
**TO:** POLICY AND RESOURCES COMMITTEE  
**DATE:** 24<sup>th</sup> MAY 2018

**Report Author:** Marie Mason/Zoe Wood  
**Tel. No:** 01282 661790 / 01282 661504  
**E-mail:** [marie.mason@pendle.gov.uk](mailto:marie.mason@pendle.gov.uk) / [zoe.wood@pendle.gov.uk](mailto:zoe.wood@pendle.gov.uk)

**PERFORMANCE INDICATORS UPDATE:  
1<sup>ST</sup> APRIL 2017 – 31<sup>ST</sup> MARCH 2018**

**PURPOSE OF REPORT**

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

**RECOMMENDATIONS**

2. It is recommended that the Policy and Resources Committee:-
  - i) comment as appropriate on the performance information provided (as shown at [Appendix 1](#));
  - ii) note the position and comment as appropriate on the key issues affecting performance over the year.

**REASON FOR RECOMMENDATION**

3. To inform the Policy and Resources Committee of performance monitoring information relating to the Council's key performance indicators.

**ISSUE**

4. A basket of 29 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 1<sup>st</sup> April 2017 – 31<sup>st</sup> March 2018, as Appendix 1.

6. The Policy and Resources Committee is requested to review the performance information and comment as appropriate on any matters of concern and that may need further action to be taken.
7. Performance is broadly in line with targets set and previous performance. However, where this is not the case there are reasons for this which are provided below for reference via a brief synopsis for each service.

#### **Planning applications and appeals:**

8. Performance is often primarily affected by deferrals and late call-ins to Committee. As reported in previous quarters, one key area requiring attention relates to standards levels for major planning application determinations and appeals.
9. Whilst we are not currently in a position to worry about designation, we need to focus on improving performance around determining major applications. Close monitoring of these PIs will continue.

#### **Waste & Recycling:**

10. 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.
11. Also, Recycling Sites were removed in March 2017 and therefore recycling tonnages are lower. We have also seen an increase in the amount of contaminated recycling in the brown bin over the last few quarters, going from 16% at the end of 2016 to 24% in quarter 3 of 17/18. As a result we have asked LCC to examine their sorting system to establish why the contamination rate is now at such a high level. In response, LCC are conducting monthly testing and expect the outcome in July 2018.
12. This affects our recycling performance and we hope that the introduction of the new wheeled bins for paper/card recycling will help reduce this level of contamination of the brown bin, as some householders use them wrongly for paper/card recycling.
13. Also, the introduction of charges for garden waste collection has seen an expected decrease in composting tonnages. However, the scheme has also generated the council over £253,000 net income per year from subscriptions for over 8,460 bins under the new payment scheme. Also, the additional benefit we were seeing from the composting of street cleansing waste (introduced in 2015/16) has now declined.
14. Performance throughout this year is estimated whilst we await confirmed figures from WasteDataFlow.

#### **Complaints:**

15. Consistently fulfilling the response times for the complaints received has proved to be an issue for Environmental Services for some time. Improved processes within the service have led to performance continuing to improve (albeit with a slight dip in quarter 4), with performance reaching 92.6% for April 2017 - March 2018. Close monitoring of this PI will continue.

#### **Sickness Absence:**

16. Sickness levels continue to underperform. Up to the end of February 2018 performance stands at 9.793 days against a target of 5.729 days. However, the annual target set (6.25 days), which was based on previous good performance, is challenging. Short term absence has increased when compared to the last quarter due to seasonal fluctuations.

17. An Employee Assistance Programme has been implemented to support employees with stress issues, which has been positively received. Identified procedural issues will also be addressed through the review of the Absence Procedures and working practices which will include refresher training for managers.
18. Some examples of other measures introduced to reduce sickness absence are:
  - a. mental health training to aid signposting for help;
  - b. the Health and Wellbeing Group and annual programme;
  - c. reasonable adjustments to working hours, duties, equipment, etc. to aid working environment relating to existing conditions and with the aim to prevent new conditions.
19. Also, another measure being considered is referrals to physiotherapy sessions which is under discussion with potential providers.
20. A report has been commissioned on this to review and better understand the underlying issues and agree actions on what can be done to address issues identified.

## **IMPLICATIONS**

### **Policy**

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

### **Financial**

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

### **Legal**

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

### **Risk Management**

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

### **Health and Safety:**

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

### **Climate Change:**

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

### **Community Safety:**

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

### **Equality and Diversity:**

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

## **APPENDICES**

Appendix 1 – Key Performance Indicators Update for the period ending 31<sup>st</sup> March 2018

## **LIST OF BACKGROUND PAPERS**

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