

Report of:	Head of Governance and Corporate Services
Contact Officer:	A Marklew
Telephone No:	01543 464666
Portfolio Leader	Corporate Improvement
Key Decision:	No
Report Track:	Cabinet: 14/06/18

CABINET
14 JUNE 2018
END OF YEAR PERFORMANCE REPORT 2017/18

1 Purpose of Report

- 1.1 To advise Members on the position at the end of Quarter 4 for 2017/18, in respect of the Priority Outcomes as set out in the Corporate Plan 2015-18 and the supporting Priority Delivery Plans (PDPs) for 2017/18.

2 Recommendations

- 2.1 To note the performance information relating to PDPs as detailed at Appendices 1-4.
- 2.2 To consider the actions which have been flagged as requiring amendment to the timescale, scope or timeline.

3 Key Issues and Reasons for Recommendation

- 3.1 Information for performance actions and indicators for Quarter 4 2017/18 is included for relevant items in Appendices 1 to 4. The overall rankings for each Portfolio area are detailed in Section 5 below, indicating that 83% of actions/projects have been achieved or are on target to be achieved. Since 2015/16 33.3% of indicators have improved.

4 Relationship to Corporate Priorities





- 4.1 This report supports the Council's Corporate Priorities as follows:
- (i) The indicators and actions contribute individually to the Council's Strategic Objectives as set out in the Corporate Plan 2015-18.




5 Report Detail

- 5.1 The Council's Corporate Plan 2015-18 was approved by Cabinet on 23 June 2015, superseding the previous Corporate Plan for 2011-14 and setting out the revised mission, priorities and strategic objectives of Cannock Chase District Council for the next three years.
- 5.2 The supporting Priority Delivery Plans (PDPs) are the annual documents that set out how the Council will achieve progress against its strategic objectives; these plans establish the actions, performance measures and timetables for delivery that are the basis of the Council's quarterly and annual performance reporting framework.
- 5.3 The PDPs include "Direction of Travel" performance indicators (PIs) and actions outlining the significant projects and initiatives being undertaken by the Council in regard to the strategic objectives.
- 5.4 The Lead Officers for each of the projects/actions have provided a commentary on performance and a rating and these are included in Appendices 1-4. A summary of progress, by rating, is given in the table at 5.6. The projects/actions are rated according to the system illustrated below. At the end of Quarter 3 good progress has been made in the delivery of projects/actions with 83% delivered or on target to be achieved. Work is in progress on 17% of actions, albeit they are behind schedule.
- 5.5 The Lead Officers have also provided data for the Direction of Travel Indicators. Some of these indicators are traditional performance indicators, in which case an assessment has been made as to whether the target has been achieved. The other indicators are "measures" and the intention is to use these to assess the Council's direction of travel over the medium to long term.

All of the Direction of Travel Indicators are reported for each of the Corporate Priorities at the front of each of the appendices 1-4. As this is the final year of the Corporate Plan 2015-18, a table is included at section 5.6 illustrating that 33% have improved since over the plan's three year cycle. It has not been possible to compare 41.7% of indicators due to them either not having available data or having not been included in previous PDPs.

5.6

Quarter 4 2017/18 Project/Actions					
					No Rating
	Project completed	Project on target	Project Timeline/scope /target date requires attention	Project aborted/ closed	No rating provided/ action not due
Customers and Corporate	2 28.6%	3 42.8%	2 28.6%	0 0%	0 0%
Economic Development and Town Centres	2 11.1%	11 61.1%	5 27.8%	0 0%	0 0%
Health, Culture and Environment	3 21.4%	11 78.6%	0 0%	0 0%	0 0%
Housing, Crime and Partnerships	1 12.5%	6 75%	1 12.5%	0 0%	0 0%
TOTAL	8 17%	31 66%	8 17%	0 0%	0 0%

Indicators – 2017/18 performance compared to 2016/17				
				
	Performance has improved	Performance has deteriorated	Performance remained the same.	Comparative data not available
All PDPs	8 33.3%	6 25%	0 0%	10 41.7%

6 Implications**6.1 Financial**

There are no direct financial implications arising from the report.

The financial management of the PDPs is standard in accordance with Financial Regulations and any measure to address a performance shortfall as reflected in a PDP report will require compensatory savings to be identified in the current year and be referred to the budget process for additional resources in future years.

6.2 Legal

None.

6.3 Human Resources

None.

6.4 Section 17 (Crime Prevention)

Direct actions which the Council is taking with regard to Section 17 (Crime Prevention) are detailed in the annexed PDP performance reports.

6.5 Human Rights Act

None.

6.6 Data Protection

None.

6.7 Risk Management

The strategic risks relating to the delivery of the Corporate Plan and PDPs have been identified and are included in the Strategic Risk Register, which is monitored and managed by Leadership Team and is reported to the Audit & Governance Committee.

6.8 Equality & Diversity

The Performance Reporting process by which the actions and indicators established by the Council to achieve its Priority Outcomes has been the subject of an Equality Impact Assessment, and in conclusion most considerations within the assessment are not applicable. However those items that have been identified as relevant are considered to be of neutral impact, and therefore the outcome of the assessment is that no change to the process is required.

6.9 Best Value

The Council's Corporate Plan 2015-2018 and the Priority Delivery Plans 2015/16 include targeted actions which will contribute to promoting community engagement and Best Value within the District.

7 Appendices to the Report

- Appendix 1 Performance information for the Customer and Corporate Delivery Plan.
- Appendix 2 Performance information for the Economic Development and Town Centres Delivery Plan.
- Appendix 3 Performance information for the Health, Culture and Environment Delivery Plan.
- Appendix 4 Performance information for the Housing, Crime and Partnerships Delivery Plan.

Previous Consideration

None.

Background Papers

Corporate Plan 2015/18 Report to Cabinet, 23rd June 2015



Priority Delivery Plans 2017/18 Report to Cabinet, 13th April 2017



Performance Reporting Process Equality Impact Assessment, July 2012

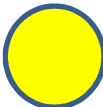



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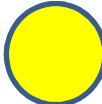
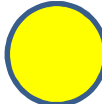
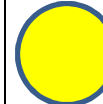



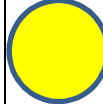




Appendix 1




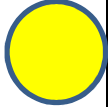

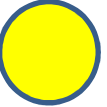
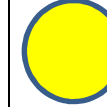
Customers & Corporate PDP 2017/18 End of Year Update

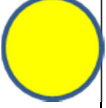

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target- Achieved/ Trend	Performance compared to 2015/16
Customers: Delivering Council services that are customer centred and accessible						
Customer contact data	Total: 24,745 Ans: 23,471 94.9%	Total: 24,470 Ans: 23,247 95.0%	Total: 21,656 Ans: 20,518 94.7%	Total: 25,960 Ans: 23,197 89.4% The slight dip in performance relates to the period of bad weather when there was an increase in calls combined with contact centre staff not being able to get into work	Overall, 93.4% of calls were answered compared with 93% last year.	 2015/16 92.2% answered
Use of Online Forms	App/Online: 485	App/Online: 496	App/Online: 479	App/Online: 587	410	 *System was introduced mid year

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target- Achieved/ Trend	Performance compared to 2015/16
E – Payments Transactions – Payments made via the Council’s website 2016/17 – 21,816 Value £2,319,060	Target – 5,000 Actual – 6,140 Value - £674,658	Target – 5,000 Actual – 6,197 Value - £654,168	Target – 5,000 Actual – 6,115 Value - £655,926	Target – 5,000 Actual – 5,288 Value - £596,039	20,000 (5,000 per quarter)	 2015/16 21196 2017/18 23740
Payments made via the Council’s automated telephone payment system 2016/17 – 21,759 Value £2,391,064	Target – 5,000 Actual – 6,466 Value - £715,664	Target – 5,000 Actual – 5,955 Value - £445,086	Target – 5,000 Actual – 5,620 Value - £615,915	Target – 5,000 Actual – 4,817 Value - £582,572	20,000 (5,000 per quarter)	 2015/16 22418 2017/18 22858


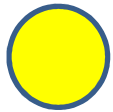


Strategic Objective					
Delivering Council services that are customer centred and accessible					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
Develop and implement a Customer Access Strategy Work on the Customer Access Strategy has been put on hold due to the work that is in progress on the procurement of a new telephony system and planning for a replacement CRM system. Both of these procurements are closely associated with the Customer Access Strategy. Drafting of the Strategy is now planned for 2018-19.	Customers have clarity as to the standards of service that they can expect to receive Increase the ways customers can interact with the Council via digital means				

Strategic Objective					
Making the best use of limited resources					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Development and delivery of an action plan to take forward the recommendations from the Peer Review</p> <p>An action plan is in place for delivery of the Peer Review recommendations and is being monitored by Leadership Team. Work is nearing completion on the new Corporate Plan which underpins other aspects of the recommendations. Further actions will be included in the PDP for 2018-19.</p>	Improve the resilience and efficiency of the Council				
<p>Prepare outline business cases for sharing the following services:</p> <ul style="list-style-type: none"> • Development Control, Planning Policy and Land Charges; • Environmental Health; and • Information Governance <p>A report on the outcome of the business cases for further shared services was considered by Cabinet in November 2017. The report recommended that:</p> <ul style="list-style-type: none"> • the Information Governance Shared Service should proceed – work has commenced on this. • the scope of Environmental Health review should be widened to Environmental Services and that an independent options appraisal be commissioned jointly with Stafford Borough Council – work has commenced on procuring a consultant to undertake the review. 	FRP option				
<p>Develop proposals for delivery of savings of £94k from the Stafford led shared services, as part of the FRP process, for delivery in 2018/19</p> <p>Savings have been identified by the Stafford led shared services and these have been built into the budget for 2018-19 onwards.</p>	FRP option				

Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Review of call handling operation between the Contact Centre and the Social Alarm Service</p> <p>Due to the delay in the move of the Social Alarms team it has not been possible to commence the review of call handling. The team successfully completed its move in on 16 January 2018. The review of call handling has been put on hold to allow time for the service to settle and to address service resilience issues. This will now be reviewed in 2018-19.</p>	FRP option	Not Due until Qtr4			
<p>Reduce the opening days/hours for the Revenues & Benefits reception and enquiry service for 2017/18 as follows:</p> <ul style="list-style-type: none"> • Rugeley Area Office – to 2 days per week; and • Hednesford Library – to 1 day per week. <p>Opening hours were changed from 3 April 2017 as planned.</p>	FRP option.				

Strategic Objective					
Improving skills and accessibility to local employment opportunities					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>A strategy is to be developed regarding the Apprenticeship Levy</p> <p>The strategy was presented to Leadership Team on 15th August 2017 and approved.</p>					




Summary of Progress in Delivering Projects/Actions:



				Not rated
Project completed	Project on target	Project Timeline/scope/target date requires attention. Alterations considered by leadership team	Project aborted/ closed	Action not rated
2 28.6%	3 42.8%	2 28.6%	0 0%	0 0%



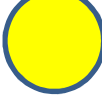

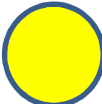

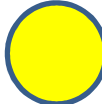

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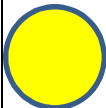
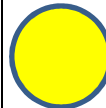
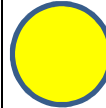
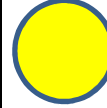
Appendix 2









Economic Development and Town Centres PDP 2017/18 End of Year Update




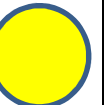



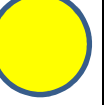
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Achieved/ Trend	Performance compared to 2015/16
Better jobs and skills - Supporting a successful business economy						
Private Sector Workforce Growth	No data available	No data available	No data available	No data available	N/A	
UK Business Counts (2015)	3,280 (2016 data)	3,400 (2017 data)	3,400 (2017 data)	3,400 (2017 data)	An upward trend has been achieved.	 2015/16 3220
Better jobs and skills - Improving skills and accessibility to local employment opportunities						
Employment/unemployment rates	0.7% (460 JSA claims) 79.5% employment rate	0.7% (454 JSA claims) 79.5% employment rate	0.7% (408 claims) 78.4% employment rate	0.9% (582 claims) 81.9% employment rate.	JSA data is based upon current data, but Emp Rate is obtained via survey.	 2015/16 JSA – 1.2% emp rate -76%
Qualifications (Jan 2015 – Dec 2015)	47.2% NVQ Level 3+ (Jan –Dec 2016)	47.2% NVQ Level 3+ (Jan-Dec 2016)	47.2% NVQ Level 3+ (Jan-Dec 2016)	53.7% NVQ Level 3+ (Jan – Dec 2017)	Latest data shows an improved position.	 2015/16 47.3%













Better jobs and skills – Growing the number of successful businesses						
Business start ups and growth	No data available	No data available	No data available	No data available	N/A	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Achieved/ Trend	
Better jobs and skills - Supporting attractive and competitive town centres						
Town vacancy rates	5.8% across three town centres.	5.2% across three town centres	5.5% across three town centres	6.4% across three town centres.	This rate is still well below the national average.	 2015/16 –5.8%
Visitor numbers – footfall	No data available.	No data available	No data available	No data available.	N/A	
More and better housing: Planning for the housing needs of the District						
Number of affordable dwellings secured through S106 agreements	Nil	Nil	Nil	25 *It was anticipated that 3 S106 agreements may be signed for affordable housing during the year but only 1 did.	Target 45	 2015/16 - 203


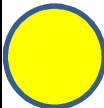
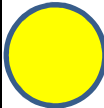
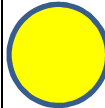
Strategic Objective:					
Supporting a successful business economy					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Cannock Chase Local Plan Part 2 Progress work in key areas to underpin production of the Plan, including:-</p> <ul style="list-style-type: none"> • Responses to the Issues and Options Consultation - Assess all of the sites and any new policy options, taking into account the representations made at the issues and options stage. • Production of an updated Strategic Housing Land Availability Assessment (SHLAA) • Decide which sites should be put forward for allocation and for what use. • Draft the proposed policy detail. • Prepare the 'Proposed Submission' Plan <p>Representations received to the Issues and Options were reported to Cabinet in August 2017. The latest SHLAA covering 2016-17 was completed in October 2017. A report setting out the revised Local Development Scheme and Local Plan Review was approved by Council in February 2018. Work on the Local Plan Review is now underway.</p>	<p>A robust and up-to-date evidence base is required to ensure that the Local Plan is considered 'sound' at Examination in Public and can stand up to scrutiny from potential objectors.</p>				
<p>Develop a strategy to secure improvements to Cannock Railway Station (in association with improved connectivity between Mill Green Designer Outlet Village, the station and the town centre), Hednesford and Rugeley Railway Stations</p> <ul style="list-style-type: none"> • Cannock Station – SCC, Network Rail and WMR is developing a 'Chase Line Stations Alliance' which, together with the new West Midlands franchise operator, is hoped to bring about substantial improvements to Chase Line stations. The station's Vision seeks to ensure they are instantly recognisable in the areas which they serve and also integrate properly into the community. Stations should act as 'Gateways', with quality 	<p>Enhance connectivity across the District and outside of the District. Increased numbers of rail passengers.</p>				

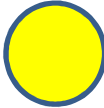
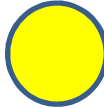
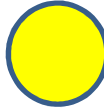

<p>infrastructure and more facilities such as shops. The study is in two stages: Stage 1 is to confirm the projects for outline development. It is anticipated that this stage will result in a shortlist of projects for further development. Stage 2 will develop outline a masterplan for each of the prioritised stations from Stage 1. Site inspections of Cannock, Hednesford and Rugeley Town were carried out in June and initial concept proposals have been produced. WMR have acknowledged that Cannock Station is a priority.</p> <ul style="list-style-type: none"> • Consultation with key stakeholders on the latest Rail Alliance proposals is currently continuing to refine options. A strategy to address funding and deliverability needs to run in parallel to further detailed feasibility work. 					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Co-ordinate the production of a development brief for the former Rugeley ‘B’ Power Station and work with partners to ensure redevelopment of the site.</p> <ul style="list-style-type: none"> • Production of Masterplan/Planning Brief – with the site owners, Engie, and Lichfield DC • Production of Supplementary Planning Document (SPD) (Local Plan Document) • Demolition and clearance of site (Engie) – Contractor to be appointed • First buildings to be demolished (Engie contractor) <p>Cabinet approved the draft Rugeley Power Station SPD for consultation purposes at its June 2017 meeting. The joint consultation with Lichfield District Council ran from 24 July until 3 September 2017. The completed SPD was formally adopted by both Cannock Chase and Lichfield District Councils in early 2018. Engie have appointed demolition contractors and work is expected to start in May 2018.</p>	<p>Local economy in Rugeley protected and new uses, employment, housing and community facilities established on site as soon as possible.</p>				








Strategic Objective					
Improving skills and accessibility to local employment opportunities					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Seek to maximise local employment opportunities in large projects (businesses supporting the initiative creating 50+ jobs) with the ambition that 50% of new employees would be residents of the District.</p> <p>Most large projects currently being progressed are speculative with the end-user to be confirmed. There is also a requirement for employers who are willing to participate and agree to recruit locally. The Mill Green Designer Outlet Scheme will therefore be a major opportunity to respond to the local jobs for local people ambition. Employment and Skills Plan was agreed on 8 February 2018. The Plan is now being implemented and covers both the construction and subsequent operational phases of the scheme. The scope of the Plan includes Apprenticeships and work experience opportunities in conjunction with local schools.</p>	Local jobs for local people.				
<p>Setting up a Retail Skills Academy for Mill Green DOV</p> <p>After some delays, Walsall College have been confirmed by all parties as the preferred training provider for the Retail Skills Academy. Content of the pre-employment training is in the process of being agreed along with delivery arrangements in the District.</p>	Upskilling Employment opportunities for local people at the MG DOV and other retail outlets in the area.				



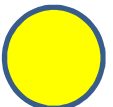













Strategic Objective					
Growing the number of successful businesses					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Support the growth and expansion of local companies through the ‘Let’s Grow’ Programme</p> <p>Successful delivery of the previous programme achieved. Additional monies to continue operating the programme secured from the Pye Green Valley monies (£40,000). Promotion ongoing. No approvals in quarter 4 but increase in larger grant enquiries being evidenced (still on profile). Take up has slowed in response to reduced promotion being undertaken.</p>	<p>Small businesses supported to grow and increase employment</p>				
<p>Continue working with partners to formulate and implement EU funded projects to support business start ups and the growth of existing businesses (SMEs) and help businesses to access the resultant funding.</p> <p>Delivery of approved projects currently taking place i.e. Business Growth Programme and Enterprise for Success. Currently exploring start up grants programme and approved higher level skills match project. Higher level skills project now live. Submitted GBSLEP bid for Southern Staffs growth hub advisers (x 2 posts). ERDF supported projects are in the process of securing contract extensions. The Council will continue to support partners in their bids to expand the range of business support available in the District. Monitoring of beneficiaries of the support is continuing.</p>	<p>New businesses formation. Jobs protected/created.</p>				

Strategic Objective					
Supporting attractive and competitive town centres					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>To continue the production of an Area Action Plan for Cannock Town Centre to sit alongside Local Plan Part 2 and secure the participation of key stakeholders in developing and delivering plans for the future of the Centre.</p> <p>Responses to the AAP Issues & Options consultation are being reviewed and considered in the context of the emerging work on the Cannock Town Centre Prospectus (see below). The completion of the AAP is now linked to ongoing work on the Cannock Town Centre Prospectus (as below) and will be subject to review.</p>	<p>Development of Cannock Town Centre to meet future needs.</p> <p>Redevelopment opportunities.</p> <p>More competitive and attractive town centre.</p>				
<p>Produce a Cannock Town Centre Prospectus to generate interest in investment opportunities.</p> <p>Specialist advisers have been appointed to undertake Phase 1 and work is progressing to produce the report. Findings are to be shared via a series of workshops with key individuals from April 2018 onwards and will inform the brief required for Phase 2. Work is also underway to secure funding for this stage of work.</p>	<p>Redevelopment opportunities.</p> <p>More competitive and attractive town centre.</p>				
<p>Work with developers to secure a commencement to construction works for the Mill Green Designer Outlet Village and progress measures required to enhance connectivity with Cannock Railway Station and Cannock Town Centre</p> <p>Section 73 planning application was approved on 11 October 2017. Since then, work on discharging planning conditions has commenced. Recruitment for the Town Centre Partnership Officer has also commenced.</p>	<p>Enhanced profile of Cannock Chase as a visitor destination.</p> <p>Improved retail and leisure offer.</p> <p>Construction jobs.</p> <p>Increased access to training opportunities.</p>				





Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Deliver the Town Centre Discretionary Business Rates Scheme to facilitate the reoccupation of previously vacant town centre accommodation</p> <p>No applications in quarter 4 but not actively promoting at present. Potential vacant unit competition to be promoted jointly with Cannock Town Centre shopping centre owners.</p>	<p>More competitive and attractive town centre.</p>				

Strategic Objective					
Planning for the housing needs of the District					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Development with Staffordshire County Council under a joint venture partnership arrangement of the Wharf Road / Pear Tree site, Rugeley</p> <p>Offer received from potential purchaser currently being considered by Staffordshire County Council. The District Valuer has advised the parties on potential capital values. Decision required by the parties on how best to proceed. Report taken to SCCs Property Group and disposal has now been approved. CCDCs Cabinet will consider the Heads of Terms for disposal on 19 April.</p>	<p>Open market and affordable dwellings to meet housing needs in Rugeley.</p>				

Strategic Objective					
Making the best use of limited resources					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Develop a comprehensive Asset Management Plan which includes all maintenance costs and opportunities for income generation etc.</p> <p>Q2 - Due to changes in the Senior Management structure, this area of work is now being picked up by the Head of Housing & Partnerships. An interim Building Surveyor has now been appointed and scoping of requirements has begun</p> <p>Q3 – Work is ongoing and is subject to review of Property Services team and management structure.</p> <p>Q4 - A review of the Property Services Team workload has been undertaken and various Options are being considered by the Leadership Team. A new structure for the team will be agreed in Q1 2018-19 - this will enable work on the Asset Management Plan to commence in 2019-2020.</p>	<p>The effective use of the Council’s land and property assets that meet operational needs and make the greatest return on investment</p>				
<p>Pursue additional external funding to support regeneration projects in the District</p> <p>WMCA employment pilot to take place in Cannock North. Due to start June 2018 and will deliver for 2 years. Bid submitted to GBSLEP to secure phase 2 monies for Cannock Town Centre prospective work. Employment pilot delivery arrangements being confirmed and procured, but decision making process and appraisal of projects still awaited by GBS LEP.</p>	<p>Maximise funding available to the Council</p>				

Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Bring forward detailed business case for an extended shared service for Building Control Services</p> <p>An outline Business Case and draft budget has been produced and work is currently being undertaken to build this into a more detailed Business Case. This has taken longer than expected.</p>	<p>A well-resourced, expert and competitive local authority building control service to ensure a safe local built environment</p>				
<p>Delivery of improvement works to Cannock Indoor Market Hall, Increase trading days at Cannock Market from 3 days to 4 days and increase fees</p>	<p>FRP option</p>				
<p>Start charging for pre-application advice on major planning applications</p> <p>Charges became effective on 1 April 2018.</p>	<p>FRP option</p>				
<p>Delivery of Civic Centre Car Parking Scheme to create pay & display spaces in support of the Hospital</p> <p>Design tenders received and preferred bidder selected. Design and detailed costings almost complete. Tender process for demolition of the two bungalows has also been awarded.</p>	<p>Improved public car parking for visitors to Cannock Hospital</p>				


Summary of Progress in Delivering Projects/Actions:

				No Rating
Project completed	Project on target	Project Timeline/scope/target date requires attention. Alterations considered by leadership team	Project aborted/ closed	
<p>2</p> <p>11.1%</p>	<p>11</p> <p>61.1%</p>	<p>5</p> <p>27.8%</p>	<p>0</p> <p>0%</p>	<p>0</p> <p>0%</p>

ITEM NO. 7.




Appendix 3






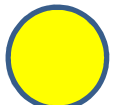

Health, Culture and Environment PDP 2017/18 End of Year Update




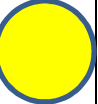


	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target- Achieved/ Trend	Performance compared to 2015/16
Increasing access to physically active and healthy lifestyles						
Increase concessionary membership scheme to areas of inactivity/deprived wards	Annual Target	Although an annual target, currently this year concessionary memberships have increased by 3.26%	Although an annual target, currently this year concessionary memberships have increased by 0.43%	Although an annual target, currently this year concessionary memberships have increased by 0.19%	Increase 2016-17 Annual outturn by 1% Target not achieved. Concessionary Memberships have increased by 0.19%	 2015/16 – 10.05%



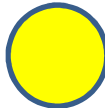
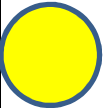


Strategic Objective





Increasing access to physically active and healthy lifestyles





Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>To develop and provide a new community multi sport and recreation hub facility at the former stadium site</p> <p>Quarter 1- Contractor to start on site. The Contractor appointed to deliver the remaining elements of Phase 1 (excluding CCTV) commenced on site in May 2017, although site preparation works were carried out in advance during March/April 2017.</p> <p>Quarter 2 and Quarter 3- Construction of Phase 1 elements Construction of the Phase 1 elements including footpaths/cycle way, lighting, car parking, BMX Pump Track - completed, Green Gym Equipment and Community Allotments and building are underway and ongoing.</p>	To provide new and improved sport and recreation facilities in the local community				




<p>Quarter 4 - Construction of Phase 1 elements Construction of the Phase 1 elements including footpaths/cycle way, lighting, car parking, BMX Pump Track and allotments/building - completed. Work on the Green Gym Equipment, Adventure Play Area, CCTV, surfacing and new entrance is continuing. (Delayed slightly by bad weather)</p>					
<p>Action & Progress Update</p>	<p>Outcomes</p>	<p>Q1 Rating</p>	<p>Q2 Rating</p>	<p>Q3 Rating</p>	<p>Q4 Rating</p>
<p>Achieve a green flag for Hednesford Park</p> <p>Quarter 1- Submit application and undergo inspection. The Green Flag application for Hednesford Park was submitted and a full inspection carried out on 19th May 2017. The result of the inspection will be known during Quarter 2</p> <p>Quarter 2 – Green Flag Decision Hednesford Park achieved Green Flag status in July 2017 taking the Council’s total to 6 Green Flag Awards for the District</p>					
<p>“Inspiring Health Lifestyles” (IHL) Capital Investment proposal to deliver £50,000 additional revenue by 2019/20 at Chase Leisure Centre</p> <p>There are no specific actions identified in Quarter 1 although IHL are working on developing outline proposals for possible capital investment options during Quarter 2.</p> <p>Quarter 2 – Develop Outline Proposals IHL have developed and are working upon a number of potential options for capital investment in order to deliver revenue savings by 2019-20.</p> <p>Quarter 3 – IHL have developed 4 possible options and reviewed those options identifying 1 preferred one which is on track to be reported to Cabinet in Quarter 4.</p> <p>Quarter 4 – Preferred Option reported to Cabinet as scheduled.</p>	<p>FRP option</p>				



Strategic Objective					
Working with our partners to reduce health inequalities in the District					
Action + Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>To promote concessionary membership scheme to areas of inactivity/deprived wards etc</p> <p>During Quarter 1 an apprentice has been appointed to help with the promotions including concessionary memberships and the Wellbeing teams and Leisure Centre staff supported the Armed Forces day and promoted the concessionary scheme.</p> <p>During Quarter 2.3 & 4 A range of targeted activities continue to introduce inactive people and those from the areas of highest deprivation to the leisure centre environment including Chase Active Fridays. Further outreach promotional work was undertaken at Hednesford Summer Festival and discussions commenced for the piloting of the Help A Squaddie initiative at the two leisure centres.</p>	<p>Making services more accessible to those on low incomes and those aged over 65</p>				
<p>Childrens Art expo working with schools from the most deprived communities to highlight the importance of healthy lifestyles</p> <p>During Quarter 1 the arrangements have been established through the Cultural Education Partnership to work with as many schools and community groups as possible to develop art work, such as WW1 reminiscent postcards, for inclusion in an exhibition that will tour the District. The partnership includes members from both primary and secondary schools from across the District and will continue during 2017-18.</p> <p>Quarter 2 The project is continuing as planned during this period.</p>					



<p>Quarter 3 During Q3 discussion with the Head Teacher forum, the Art Expo and digital resources will be on show in November 2018, to be in line with the centenary commemoration.</p> <p>Quarter 4 During this quarter discussions have been held with teachers and local community groups for the art works to continue in 2018-19 and link closely with the World war One centenary celebrations. Funding has been sourced from the Armed Forces Covenant Fund to support the Art Expo.</p>					
Action + Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Disability enterprise support – Inspiring Catherine Care and Hednesford Valley social enterprise arms to develop saleable craft products as part of the their skills development for clients / students learning to fund raise for healthy lifestyle activities.</p> <p>During Quarter 1 engagement with stakeholders has commenced and appropriate artists to work with have been identified. Throughout the life of the project the aim is to provide professional craft and arts worker support to upskill participants and sell products produced to increase sustainability.</p> <p>Quarter 2 The project is continuing as planned during this period.</p> <p>Quarter 3 and Quarter 4 Funding streams are currently researched which suit the aims of the project. The service met with Birmingham based ‘Craftspace’ who specialise in supplying high end craft production and creative industries. They have also expressed an interest as a key partner,, which will add regional interest to the project. The project aims to contribute to local economic prosperity through developing resilience for organisations by upskilling staff and being enterprising.</p>					






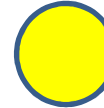

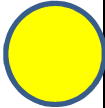
Action + Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>“Our Parks” (Sportivate)</p> <p>Quarter 1- Initiative to start in Quarter 1 Free outdoor exercise classes for all levels of fitness with qualified instructors commenced in Hednesford park during the first quarter of 2017-18. During this period 66 individuals have participated recording 346 attendances. The aim is to engage with people who might experience barriers in accessing traditional leisure centre provision</p> <p>Quarter 2 – Initiative ongoing. A container has been installed at Hednesford Park and the programme continues to progress with plans in place to continue the programme during the wetter winter months. During Quarter 2 166 individuals have participated recording 955 attendances.</p> <p>Quarter 3 – Initiative Ongoing A report has been produced highlighting the project’s success in engaging with previously inactive participants. 47 of the participants were inactive prior to joining the programme. During Q3 223 individuals have participated recording 506 attendances.</p> <p>Quarter 4 £2,000 has been awarded to Our Parks to support projects to reduce anti-social behaviour and a reduction of 66% has been recorded in local ASB during the delivery of this project. In total 447 participants with 654 attendances have been recorded.</p>					



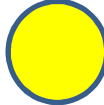

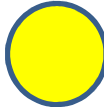

<p>“Start Peddling” – Cycle sessions will be provided in Hednesford Park, including inclusive cycling.</p> <p>Quarter 1 During the first quarter of this year 2017-18 the container pod for storing the bikes has been installed in Hednesford Park and the bikes ordered for commencement of the initiative in Quarter 2. The initiative which has previously been held in Cannock Park will offer everyone the opportunity to cycle through a programme of instructor led sessions.</p> <p>Quarter 2 A Saturday afternoon session starting from the pod has been launched with an average weekly attendance of 15 people of varying ages and abilities. The Chase Fit Cycling Network has been created which is linking cycling provision throughout southern Staffordshire to create a stronger infrastructure to support more people to access cycling. The Chase Fit Big Cycling Weekend took place on 30th September – 1st October. This saw a range of partners, IHL, CCDC, SCC, Forestry Commission, SASSOT, Cycling 2000, South Staffs Cycling Scheme and Swinnerton Cycles, come together to provide a weekend full of cycling activities. Three regular rides will be introduced on the back of the work undertaken on the Big Cycling Weekend.</p> <p>Quarter 3 5 volunteers have been bike leader trained and 2 further volunteers have received mountain bike training. Attendance to both the “intro to Mountain Biking” and Back to Biking sessions have been affected by weather this quarter.</p> <p>Quarter 4 Regular Saturday ‘Back to Biking’ sessions have been running throughout the winter months, averaging 10 people per ride. All feedback from the rides has been positive, 6 bicycles are regularly booked out to support non-cycle owners to be active through cycling. Women’s-only off-road rides have been planned and are starting in May 2018, after consultation with the community</p>	<p>Increased participation. 251 participants and 273 attendances.</p>				
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Action + Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Festival of Sport and Culture (Link to healthy lifestyle message) to be run at Rugeley Leisure Centre – aimed at local primary schools.</p> <p>Quarter 1 – Hold Festival of Sport The annual Festival of Sport and Culture was held at Rugeley Leisure Centre on 30th June 2017. 457 participants attended from 16 local primary schools</p>					
<p>Tesco Gardening Project</p> <p>Quarter 1 Following a successful award of £12,000 from the Tesco’s Bags of Help campaign, Inspiring healthy lifestyles and Cannock Chase District Council are well underway with the project to transform the land at St Luke’s Church into a sensory garden that reflects the local outstanding natural. of Cannock Chase in an urban setting.</p> <p>The area, which has been a hub for anti-social behaviour has been transformed with new paths and raised beds and later this year Community Groups will commence planting.</p> <p>Quarter 2 The gates to the garden are now always open and a volunteer day was held during this period. The Church and its users have reported a significant reduction in anti-social behaviour on the premises since the introduction of the garden and the contractor has donated 200 sensory plants to be planted during Quarter 3.</p>					





<p>Quarter 3 10 volunteers for the Prince's Trust have been working over 500 hours on the project. Feedback for the volunteers has been extremely positive and in some cases has inspired students to carry on gardening. A film about the project has also been completed. Work will recommence in the spring when it is anticipated that the community will donate and assist in the final completion of the project.</p> <p>Quarter 4 - Significant work was undertaken in the autumn however adverse weather impacted upon winter activities. Planning for the spring/summer developing gardening activities days are in place which will include staff from Marks & Spencer attending the site in June as part of a community gardening day. Work has been carried out on the community memorial art feature and the first leaves have been attached to the raised beds.</p>					
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	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target-Achieved/ Trend	Performance compared to 2015/16
Cleaner and safer environments: Striving for cleaner, greener and attractive public environments across the District						
Percentage of household waste recycled	47.5% Confirmed - Waste Dataflow Figure	51.8% Confirmed - Waste Dataflow Figure	38.6% Confirmed - Waste Dataflow Figure	36.5% NB: Figure based on estimated SCC residual and Material Recycling Facility output tonnages	Target - 50% Actual – 44.1%	 2015/16 –51.49%
Residual household waste collected	5,666.55 Tonnes Confirmed - SCC residual tonnage	4,946.59 Tonnes Confirmed - SCC residual tonnage	5,633.65 Tonnes Confirmed - SCC residual tonnage	4,953.50 Tonnes NB: Figure based on estimated SCC residual tonnages	<20,000 Tonnes – 2017.18 - 21,200 Tonnes	 2015/16 -18,752
Number of fly tipping incidents	123	121	81	100	No target - this is a measure only 2017.18 – 425 2016.17 - 484	Not reported in 2015/16

Strategic Objective					
Striving for cleaner, greener and attractive public environments across the District					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Explore delivery options for a new cemetery site</p> <p>There are no actions due in the first quarter of this year. The action to determine core operational requirements for the proposed new cemetery has been specifically included in the work programme for the Health Culture and Environment Scrutiny Committee during 2017-18 and their meeting to be held in November 2017.</p> <p>Quarter 2 Core requirements have been drafted for the new cemetery and are on track for the Health Culture and Environment Scrutiny Committee during 2017-18 and their meeting to be held in November 2017.</p> <p>Quarter 3 Core requirements and future approach were considered and agreed by Health Culture and Environment Scrutiny Committee on 6th November 2017 with the aim of soft market testing during Quarter 4.</p> <p>Quarter 4 Soft market testing undertaken in February 2018 and outcomes reported to Health, Culture and Environment Scrutiny Committee in March 2018</p>					
<p>Declare Air Quality Management Area (AQMA) no. 3 Five Ways Island, Heath Hayes.</p> <p>Quarter 1 – AQMA to be declared and operational</p> <p>Quarters 2, 3 and 4 - There are no specific actions identified in these quarters.</p>					




Strategic Objective					
Making the best use of limited resources					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>To relocate the CAB in to the Council offices so that their direct costs can be reduced to deliver savings.</p> <p>CAB has agreed to be located on the ground floor of the Civic Centre. Detailed discussions in progress re: timetable and moving issues</p> <p>On Target – CAB due to move into the Civic Centre on 15/3/2018</p>	FRP option				
<p>Deliver the staffed parks service in-house</p> <p>There are no actions due in the first quarter of this year. The action to review operational proposals for the parks service has been specifically included in the work programme for the Health Culture and Environment Scrutiny Committee during 2017-18 and their meeting to be held in November 2017.</p> <p>Quarter 2 Core operational proposals and current options are being reviewed.</p> <p>Quarter 3 Implementation of proposal to bring service back in-house is on track to start during Quarter 4</p> <p>Quarter 4 Transfer of service back in house mobilised and arrangements in place to bring the service back in-house from 2nd April</p>	FRP option				

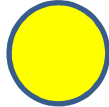
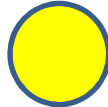

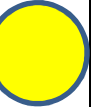
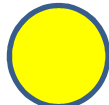
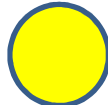
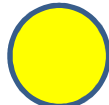
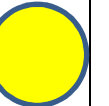
Summary of Progress in Delivering Projects/Actions:

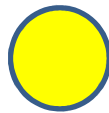
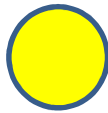
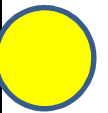

				No Rating
Project completed	Project on target	Project Timeline/scope/target date requires attention. Alterations considered by leadership team	Project aborted/ closed	
<p>3</p> <p>21.4%</p>	<p>11</p> <p>78.6%</p>	<p>0</p> <p>0%</p>	<p>0</p> <p>0%</p>	<p>0</p> <p>0%</p>

Appendix 3

Housing, Crime and Partnerships PDP 2017/18 End of Year Update

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual Total	Annual Target	Target Achieved / Trend	Performance compared to 2015/16
More and better housing: Increasing the supply of affordable housing								
Additional affordable housing	76	33	27	54	190	160		 2015/16 - 22
More and better housing: Planning for the housing needs of the District								
Number of affordable dwellings secured through S106 agreements	0	0	0	25	25 * <small>*It was anticipated that 3 S106 agreements may be signed for affordable housing during the year but only 1 did.</small>	45		 2015/16 - 203

Strategic Objective					
Increasing the supply of affordable housing					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Progress the redevelopment of the Reema flats on the Moss Road Estate, Chadsmoor</p> <p>Scheme has progressed well and is currently ahead of programme. During Q2 there were 10 completions, with only a further 4 properties left to complete from the total of 65 properties for affordable rent by the Council.</p> <p>All 65 properties have now been handed over and let. The last 4 were completed in Q3.</p> <p>During Q4 a completion event was held; attended by members, officers and representatives of Keepmoat and Homes England. The full scheme is expected to complete in early 2018/19, with works to the small Play Area and Public Open Space, and environmental improvements to existing flats still to be finished.</p>	<ul style="list-style-type: none"> • Meet the need for additional affordable housing • Increase the Council’s housing stock • Complete the implementation of the Moss Road Estate Regeneration Strategy. • Enhance the appearance of the Moss Road Estate • Provide local employment and training opportunities 				
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Progress the redevelopment of 25 properties on former garage sites and other areas of Council owned land.</p> <p>At the end of 2016/17 Cabinet gave approval for the scheme to be extended to 39 properties on 11 sites, with the use of GBSLEP Unlocking Housing Sites Fund. Planning permission was granted for a further six sites during Q1.</p> <p>Construction was ongoing in Q2 and 3.</p> <p>During Q4 handovers were received on two sites, totalling 11 properties. Construction is ongoing on the remaining sites. Scheme completion is expected by the end of Q3 2018/19.</p>	<ul style="list-style-type: none"> • Meet the need for additional affordable housing • Increase the council’s housing stock • Enhance the appearance of the Council’s housing estates 				

Strategic Objective																										
Improving the Council's social housing stock and raising standards in the private rented sector																										
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating																					
<p>Implement a range of improvements works as provided for in the 2017-18 HRA Capital Programme.</p> <p>Most programmes met or exceeded the target for the year. The kitchen and double glazing programmes were just short due to tenant refusals, these properties will be picked up on void. The bathroom upgrade programme was just short too due to more interest in the higher valued Shower or Level Access Shower options compared to the option of a Bath.</p> <table border="1"> <thead> <tr> <th>Programme</th> <th>Annual Target</th> <th>Total at Q4</th> </tr> </thead> <tbody> <tr> <td>No. of properties having gas heating replaced</td> <td>275</td> <td>308</td> </tr> <tr> <td>No. of properties benefitting from external envelope work</td> <td>635</td> <td>635</td> </tr> <tr> <td>No. of properties benefitting from electrical upgrading works</td> <td>600</td> <td>636</td> </tr> <tr> <td>No. of properties benefitting from kitchen replacement</td> <td>60</td> <td>57</td> </tr> <tr> <td>No. of properties benefitting from bathroom upgrade</td> <td>260</td> <td>241</td> </tr> <tr> <td>No. of properties benefitting from double glazing works</td> <td>525</td> <td>516</td> </tr> </tbody> </table>	Programme	Annual Target	Total at Q4	No. of properties having gas heating replaced	275	308	No. of properties benefitting from external envelope work	635	635	No. of properties benefitting from electrical upgrading works	600	636	No. of properties benefitting from kitchen replacement	60	57	No. of properties benefitting from bathroom upgrade	260	241	No. of properties benefitting from double glazing works	525	516	<ul style="list-style-type: none"> • Meet the needs and aspirations of the Council's tenants. • Maintain the Council's housing stock to the Decent Homes standard. • Reduce the need for responsive repairs • Improve the energy efficiency of the Council's housing stock • Enhance the appearance of the Councils housing estates. 				
Programme	Annual Target	Total at Q4																								
No. of properties having gas heating replaced	275	308																								
No. of properties benefitting from external envelope work	635	635																								
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	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual Total	Annual Target	Target Achieved / Trend	Performance compared to 2015/16
Cleaner and safer environments: Working with partners to foster safer and stronger communities								
Satisfaction with local area (Feeling the Difference Survey)								
Committed Crime Over Time (Variation) All crime groupings – Acquisitive crime, Violence against the person, Sexual Offences, Police generated crime and oth	Q1 (24.07.17) Previous 12 months = 5,673 Last 12 months = 6,506 Change Over 12 Months = 15% increase (833) For information only, data provided by Staffs Police.	Q2 (10.10.17) Previous 12 months = 5,828 Last 12 months = 6,730 Change Over 12 Months = 15% increase (902) For information only, data provided by Staffs Police.	Q3 (19.01.18) Previous 12 months = 5,967 Last 12 months = 6,782 Change Over 12 Months = 14% increase (815) For information only, data provided by Staffs Police.	Q4 (17.04.18) Previous 12 months = 6,318 Last 12 months = 6,577 Change Over 12 Months = 4% increase (259) For information only, data provided by Staffs Police.			These are all measures only and will be reported quarterly.	Measure has changed





	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual Total	Annual Target	Target Achieved / Trend	Performance compared to 2015/16
ASB Incidents Over Time (Variation) – Police data	Q1 (24.07.17) Previous 12 months = 3,235 Last 12 months = 2,914 Change over 12 Months = -10% reduction (-321)	Q2 (10.10.17) Previous 12 months = 3,108 Last 12 months = 3,062 Change over 12 Months = -1% reduction (-46)	Q3 (19.01.18) Previous 12 months = 2,957 Last 12 months = 3,179 Change over 12 Months = 8% (222)	Q4 (17.04.18) Previous 12 months = 2,808 Last 12 months = 3,132 Change over 12 Months = 12% (324)				
ASB – Number of referrals to ASB Champion – Victim Support data	Q1 - 15 on going cases, 6 closed cases 2 x Council referrals 4 x Police referrals 6 x Self referrals 3 x Other agencies 19 victims and vulnerabilities identified 1 x case declined due to out of area	Q2 – 13 on going cases, 13 closed cases 6 x Council referrals 1 x Police referrals 5 x Self referrals 0 x Other agencies 19 victims and vulnerabilities identified 2 x case declined due to out of area	Q3 – on going cases 4, 18 closed cases 5 x Council Referrals 0 x Police referrals 3 x Self Referrals 1 x Other 13 victims and vulnerabilities identified 1 x case declined	Q4 – 16 on going cases, 4 closed cases 12 x Council Referrals 0 x Police referrals 3 x Self Referrals 1 x Other (Adult Social Care)				Measure has changed

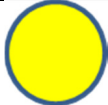
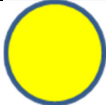
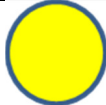
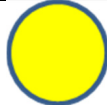
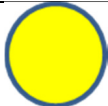
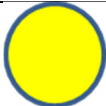
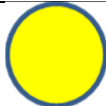
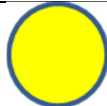
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual Total	Annual Target	Target Achieved / Trend	Performance compared to 2015/16
Hate Crime Incidents Over Time (Variation) – Police data	Q1 (24.07.17) Previous 12 months = 89 Last 12 months = 100 Change over 12 Months = 12%	Q2 (10.10.17) Previous 12 months = 88 Last 12 months = 116 Change over 12 Months = 32%	Q3 (19.01.18) Previous 12 months = 90 Last 12 months = 123 Change over 12 Months = 33%	Q4 (19.04.18) Previous 12 months = 93 Last 12 months = 114 Change over 12 Months = 23%				
Hate Crime – Number of self referrals to CACH – CACH data agreements	Q1 24 Individuals from Cannock Chase District reported approx. 120 incidents, The motivation behind these incidents were thought to be: 1 Religion 2 Sexual Orientation 2 Disability – Physical 3 Disability – Learning 17 Race	Q2 33 Individuals from Cannock Chase District reported approx. 150 incidents, The motivation behind these incidents were thought to be: 3 Religion 2 Sexual Orientation 2 Disability – Physical 1 Disability – Learning 24 Race 3 Gender Identity	Q3 29 Individuals from Cannock Chase District reported approx. 110 incidents, The motivation behind these incidents were thought to be: Race 20 Sexual Orientation 4 Disability Learning 2 Disability Physical 2 Religion 1 Gender ID 1	Q4 Individuals: 27 Incidents: c.160 Motivation: Race 17 Sexual Orientation 1 Disability Learning 3 Disability Physical 1 Religion 2 Gender ID 5 (1 person felt they were targeted for reasons on their religion and race)				Measure has changed

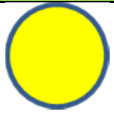
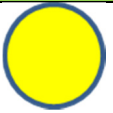
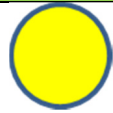
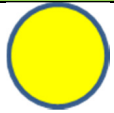
	(1 individual thought they were targeted for reasons of race and religion)	1 Mental Health (2 individuals felt that they were targeted for more than 1 reason).	(1 person felt they were targeted for reasons on their sexual orientation and race)					
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Strategic Objective

Working with partners to foster safer and stronger communities


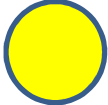


Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Explore the feasibility of introducing charges for CCTV evidence requested by Staffordshire Police and insurance companies</p> <p>Q1 – This action has not been progressed due to focusing on the procurement of the new CCTV Control Room. During Q2 the level of information requested from the police will be collated to enable us to calculate the cost to inform discussions regarding the feasibility of charges.</p> <p>Q2 - The level of information requested from the police has been collated, work is underway to calculate the cost to inform discussions regarding the feasibility of charges. There has been a delay due to capacity. A meeting with Staffs Police (Digital Services Manager) scheduled to discuss Technology, Systems and Partnerships 201.10.17</p> <p>Q3 - CCTV Police Reviews data is being collected July 2017 - 32 August 2017 - 39 September 2017 - 38 October 2017 – 34</p>	FRP option				

<p>November 2017 – 37 December 2017 – 27 Due to the relocation of the CCTV Control Room progress on identifying the cost of these reviews has been delayed.</p> <p>Q4 – Staffordshire Police are going through a period of transformation which is now delaying this.</p>					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Explore offer from West Midlands CA (Transport for WM) re CCTV provision</p> <p>Q1 – This action is on hold until the procurement of the new CCTV Control Room has been completed.</p> <p>Q2 - This action is on hold until the procurement of the new CCTV Control Room has been completed.</p> <p>Q3 - This action is on hold until the procurement of the new CCTV Control Room has been completed.</p> <p>Q4 – This action is on hold until capacity has been found to carry forward this action.</p>	FRP option				
<p>Lead and roll-out the “Let’s Work Together” project across the District</p> <p>Q1 - A Let’s Work Together Event took place on Monday 3rd July 2017 in the Ballroom at Cannock Chase Council. The theme of the event was children and young people, highlighting one of the priorities of the Chase Community Partnership.</p> <p>38 partners attended the event, many of which promoted their organisations in the marketplace.</p>	The programme will be designed to deliver against the Cannock Chase LSP priorities.				

<p>Q2 – A review of the resources used in Let’s Work Together to ensure the services and agencies signposted to are still in existence, as there has been many commissioning changes across the county.</p> <p>The plan moving forward is to look at common trends emerging from the Community Safety Hub to ensure we are focusing on the local need and challenges that are posed in our District.</p> <p>Q3 - Let’s Work Together resources have been reviewed and updated.</p> <p>Reviewed information will be circulated to all partners which include warning signs and contact / signposting information.</p> <p>Q4 – This action is on hold until capacity within the partnership team has been found to pick this up.</p>					
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Develop a District Wide Anti Social Behaviour & Hate Crime Policy</p> <p>Q1 – It was agreed at the Housing, Crime and Partnerships Scrutiny Committee that an ASB Working Group would be set up to progress the development of a corporate ASB Policy.</p> <p>Nominated elected members are: Cllr Paul Snape, Cllr Mike Hoare, Cllr Zaphne Stretton, Cllr Alan Pearson and Cllr Alan Dean.</p> <p>Partners will also be invited to be part of this sub group.</p> <p>Q2 - The first meeting of the ASB sub group met Monday 9th October from 16.00.</p> <p>The Partnership Team are currently looking at both Tamworth and Lichfield’s policy which are held up as best practice across Staffordshire for the corporate ASB policy.</p>	<ul style="list-style-type: none"> • Consistent approach to handling reports of anti social behaviour • Managing Partner expectations • Number of ASB Victims and witnesses supported • Increased reassurance • Number of referrals and from where 				

<p>One of the elements of the policy will include collective serving of Community Protection Notice Warning (CPNW) Letters & Community Protection Notices (CPNs) on partnership headed paper. The notice or letter will be deemed to be served by all partners and it is their collective responsibility to collect any evidence of breach. The onus on serving the paperwork would still sit with Police, Housing, Env Health but the response to issues being addressed under the Community Safety Hubs authority.</p> <p>The corporate policy will demonstrate good partnership working and multi-agency opinions would hopefully ensure that the terms of any notices were proportionate and practical.</p> <p>Additionally, it would solve our ongoing issues re: accurate monitoring of who has received such notices, whilst also raising greater awareness amongst partners to assist with evidencing breaches.</p> <p>Q3 – A draft ASB Policy has been circulated to key partners both internally and externally. We are awaiting feedback, comments and amends from all parties.</p> <p>Q4 – Feedback and comments have been received from WMT however this policy is now on hold due to the need for further discussions at a senior level.</p>					
<p>Action & Progress Update</p>	<p>Outcomes</p>	<p>Q1 Rating</p>	<p>Q2 Rating</p>	<p>Q3 Rating</p>	<p>Q4 Rating</p>
<p>Raise awareness of the Community Trigger by providing workshops for staff, members and partners.</p> <p>Q1 – Identified training provider, training to be schedule Q3. Q2 - Identified training provider, training to be schedule Q3. Q3 - There has been a delay due to capacity Q4 – There has been a delay due to capacity</p>	<p>Increased awareness and use of the Community Trigger.</p>				

Summary of Progress in Delivering Projects/Actions:

				No Rating
Project completed	Project on target	Project Timeline/scope/target date requires attention. Alterations considered by leadership team	Project aborted/ closed	
<p>1</p> <p>12.5%</p>	<p>6</p> <p>75%</p>	<p>1</p> <p>12.5%</p>	<p>0</p> <p>0%</p>	<p>0</p> <p>0%</p>