ITEM NO. 11.1

Report of:	Head of
	Governance and
	Corporate Services
Contact Officer:	A. Marklew
Telephone No:	01543 464598
Portfolio Leader	Corporate
	Improvement
Key Decision:	No
Report Track:	Cabinet: 23/08/18

CABINET 23 AUGUST 2018 QUARTER 1 PERFORMANCE REPORT 2018/19

1 Purpose of Report

1.1 To advise Members on the position at the end of Quarter 1 for 2018/19, in respect of the Priority Outcomes as set out in the Corporate Plan 2018-23 and the supporting Priority Delivery Plans (PDPs) for 2018/19.

2 Recommendations

- 2.1 To note the performance information relating to PDPs as detailed at Appendices 1-4.
- 2.2 To consider the actions that 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 1 2018/19 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 92% of actions/projects have been achieved or are on target to be achieved.

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 2018-23.

5 Report Detail

- 5.1 The Council's Corporate Plan 2018-23 was approved by Cabinet on 19 April 2018, superseding the previous Corporate Plan for 2015-18 and setting out the revised mission, priorities and strategic objectives of Cannock Chase District Council for the next five 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 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 1, good progress has been made in the delivery of projects/actions with 92% delivered or on target to be achieved. Work is in progress on 8% of actions, albeit they are behind schedule.
- 5.4 The Lead Officers have also provided data for performance indicators relating to each objective. It has been specified in the tables how frequently this information will be reported for each indicator (annually or quarterly) An assessment as to whether targets have been achieved will be made at the end of the year. These indicators can be found in the PDPs under the heading for each objective.

5.6

		PRO	JECTS/ACTIO	NS	
	1				No Rating
	Project completed	Project on target	Project Timeline/ scope/target date requires attention.	Project aborted/ closed	No rating provided/ action not due
Corporato	3	3	0	0	0
Corporate	50%	50%	0%	0%	0%
Improving Community Wellbeing – Health and Culture and Sport	1 50%	1 50%	0 0%	0 0%	0 0%

Improving Community Wellbeing – Environment, Partnerships and Community Safety	6	0	1	0	0
	85.7%	0%	14.3%	0%	0%
Promoting	7	2	1	0	0
Prosperity	70%	20%	10%	0%	0%
TOTAL	17	6	2	0	0
	68%	24%	8%	0%	0%

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.

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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 2018-2023 and the Priority Delivery Plans 2018/19 include targeted actions that will contribute to promoting community engagement and Best Value within the District.

7 Appendices to the Report

Appendix 1: Performance information for the Promoting Prosperity Delivery Plan

Appendix 2: Performance information for the Improving Community Wellbeing – Health and Culture and Sport Delivery Plan

Appendix 3: Performance information for the Improving Community Wellbeing – Environment, Partnerships and Community Safety Delivery Plan

Appendix 4: Performance information for the Corporate Delivery Plan

Previous Consideration

None.

Background Papers

Corporate Plan and Priority Delivery Plans 2018/23 Report to Cabinet, 19 April 2018
Corporate Priority Delivery Plan 2018/19 Report to Cabinet, 14 June 2018
Performance Reporting Process Equality Impact Assessment, July 2012

Appendix 1

Promoting Prosperity PDP 2018-19 Quarter 1 Performance Update

	(Overall Performan	ce	
				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
7	2	1	0	0
70%	20%	10%	0%	0%

Establishing Mill Green Designer Outlet Village as a major visitor attraction and maximise the benefits it will bring to the District

Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	Q3	Q4
Number of local jobs created: a) Construction	Q	0	TBC. Waiting for contractor to agree.				

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Implement all associated Mill Green S106	Employ Town Centre Officer and Support Town Centre Initiatives	Recruit Town Centre Officer position	Achieved in post from 4.6.18	/			
planning obligations		Establish stakeholder interest in new Town Centre Partnership.	In progress initial consultation complete, results positive will look to hold first mtg Nov/Dec 18 – on profile			x	
		Cabinet report to confirm structure of partnership	Looking to table for Cabinet in Qtr 3 2018 – ahead of profile			х	
		Formal establishment of Board and wider partnership.	Post Cabinet approval Qtr 4 2018 however, already identified key Board members – ahead of profile				x

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
	Establish Employment and Skills Plan and	Selection of college provider made.	Achieved – Walsall College				
	ig.comem ;	Agreements signed with all parties.	Will be complete Qtr 2 2018.				
		Monitoring established with construction contractors	In progress on profile.				х
		Local recruitment and training commenced.	In progress on profile.				х
	Improvements to Cannock Railway Station	Abellio Platform extensions – Dec 18.				х	
		Masterplan production including feasibility assessment					x

Increase the skill levels of residents and the amount of higher skilled jobs in the District										
Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	Q3	Q4			
Increase in qualifications at NVQ Level 3/4	А	NVQ3 – 47.2%	Aim to increase levels year on year							
	A	NVQ4 – 25.4% (2016)	Aim to increase levels year on year							

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Work pro- actively with partners to	Work with partners to establish retail skills academy	Agree provider for Retail Academy	Achieved – Walsall College	\			
increase skill levels and access to	,	Agree Retail course content and promote to recruit local employees	In progress on programme.				X
higher skilled jobs in the District		Commence delivery of Retail Academy courses.	Ahead of profile looking to commence in 2018		2019-2	20	
	Work with partners to establish engineering skills academy	Scope and develop a proposal for an Engineering Skills Academy	Ahead of profile bidding in progress to attract external funding.				x

Create strong and diverse town ce	Create strong and diverse town centres to attract additional customers and visitors									
Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	Q3	Q4			
Town Centre Vacancy Rates	Q	Cannock 9%		11.9%						
	Q	Rugeley 4.3%	Aim to keep below national rate of 12%	5.6%						
	Q	Hednesford 3.3%	10.00 01 1270	2.2%						

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Provide a	Produce strategic plans	Cannock Town Centre	Bidding to complete phase 2				
strategic view on	for Cannock and Rugeley	Prospectus Produced by	work currently taking place.				
the future	Town Centres	December 2018	On profile.				
requirements of							
the District in							
relation to the							
changes in retail,							
leisure and						Х	
residential						^	
requirements of							
the Town Centres							
and how the							
benefits of Mill							
Green Designer							
Outlet Village can							
be captured							

Increase access to employment opportunities									
Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	Q3	Q4		
Employment Levels	Q	Employment rate 77.9%	Aim to keep above West Midlands rate 72%	78.7% WM 72.7%					
Unemployment Levels (JSA)		Unemployment rate 0.7%	Aim to keep below West Midlands rate 1.5%	1.0% WM 1.4%					

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Engage with LEPs, the business	Employment Pilot Project in Cannock North area. This tackles	Procurement carried out to select preferred provider.	Walsall College awarded contract	1			
community, West Midlands Combined	unemployment and low pay in local communities.	Delivery commenced – June 2018.	Contractual issues – delayed will happen Qtr 2				
Authority and national bodies		Promotion and referral of clients.	In progress on profile.			X	
to secure investment in the District	In conjunction with partners embed local delivery of skills hub. This targets unemployed	ERDF/ESF funding secured to roll out skill hubs in both LEP areas.	SSLEP bid submitted awaiting response. GBSLEP awaiting formal approval – on profile		X		
	and employed skill needs.	Promotion of skills hubs commenced and referral of clients begun.					X

Create a positive environment in which businesses in the District can thrive											
Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	QЗ	Q4				
Number of Growth Hub enquiries from Cannock Chase businesses	A	GBSLEP(hub) - 58	60								
	A	SSLEP (hub and landline) 280	300								

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Develop a new Economic Prosperity strategy. This will	Produce a local Economic Prosperity Strategy	Scope out content required and agree timeline for production.				Х	
also consider the benefits that can be gained from Mill Green Designer Outlet Village	Ollatogy	Draft content and commence consultation process.					X
Ensure there is an adequate supply of land for housing and employment	Production of the new Local Plan and associated Supplementary	As set out in the Local Development Scheme. Initial consultation Summer 2018	On target. Consultation underway.		X		
omproyment.	Planning Documents	Issues and Options consultation February 2019					X
	Undertake Housing Needs Survey	Produce updated housing needs assessment. December 2018				Х	

Commencement of	Commencement of the regeneration of Rugeley power Station											
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4					
The Council will work with private and public bodies	In conjunction with Lichfield DC to develop, consult and approve	Complete production of the SPD	SPD fully approved by both Councils	/								
to maximise the regeneration of the 139 hectare Rugeley Power	Supplementary Planning document setting out the strategic uses of the site together with monitoring of	Commencement of demolition			X							
Station site	progress on delivery of the development site.											

Increase housing choice							
Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	Q3	Q4
Total number of net new dwellings completed.	A	372 net dwellings completed (2016/17)	Average of 241 dwellings per annum				
Number of additional units delivered (Council Housing)	Q	35	28	14			
Number of additional units (Affordable Housing)	Q	155 *cumulative total of 190	82* cumulative target is 110	42* cumulative affordable homes total Q1 = 56			

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
The Council will invest £12.6m to provide	Develop options appraisal to deliver additional Council housing	Create long list of potential development sites	Long list of potential sites produced.	√			
additional affordable		Assessment and short list of preferred sites.			Х		
homes across the district		Consultation with Planning / Highways etc				X	
		Final selection of sites to progress / project brief					х
	other Council Owned Land Development Schemes	Completion of Coulthwaite Way and Woodland Close	Both sites completed April/May.	1			
		Completion of Speedy Close, Cornhill and Petersfield			Х		
		Completion of Wood View, George Brealey, Cannock Wood St and Brunswick Road –programme completion				x	

Increase housi	ng choice						
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Rationalisation of Hawks Green Depot site for potential housing	Hawks Green Depot Review	Receive outcome of funding bid to Homes England	Bid was submitted in February 2017 and no formal announcement has yet been made by Homes England of successful bids.				
		Consultation with Planning			X		
		Development of Project Brief if bid successful				х	
		Tender preparation					Х

Appendix 2

Improving Community Wellbeing PDP (Health and Culture & Sport) 2018-19 Quarter 1 Performance Update

	(Overall Performan	ce	
				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
1	1	0	0	0
50%	50%	0%	0%	0%

Opportunities for healthy and active lifestyles							
Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	Q3	Q4
Total number of people using all of our facilities	Q	952,884	959,754	266,298			
Take up for the inclusive cycling pilot scheme	Q	N/A	TBC				

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
To provide a range of culture and leisure facilities that are accessible for everyone	Development of new facilities at Chase Leisure Centre	Design Development Procurement	Outline designs and procurement approach determined. Legal documentation on track to be signed during Quarter 2	/			
(all ages and abilities)		Contract Award and mobilisation			х		
		Phase 1 – Bowling Green conversion to studio			х		
		Phase 2 – Temporary gym formation				Х	
		Phase 3 – Gym Refurbishment				Х	
		Phase 4 – Studio refurbishment					х

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
	Continue with development of facilities at the Community Sport and Recreation Hub at the Stadium	Complete Phase 1 Works	The majority of works within Phase 1 have been completed with the exception of the entrance and fencing and CCTV connections				
		Complete Gates and Fencing			х		
		Official Opening			Х		
	Develop the ATP at Rugeley Leisure centre to full size	Investigate funding opportunities to support the development of the ATP				х	
Work with out leisure partners to facilitate	Deliver Inclusive cycling scheme pilot at the Stadium with IHL	Set up Infrastructure and container on site			х		
initiatives and projects to	Otadidiii widi ii iE	Commence cycling programmes				Х	
encourage people to participate in healthy activities	Commission a review to understand why people don't participate in healthy activities and how we can encourage them to do so	Explore the options to undertake this review					x
	Produce Playing Pitch, Indoor and Outdoor facilities strategy and Open Space Strategy	Gather supply and demand information for Winter and Summer sports			x		

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
		Assess Information and Finalise Assessment Report			х		
		Develop and Finalise Strategy				Х	
With partners we will encourage and support	Develop a strategy to make it easier for residents to make healthy food choices	Identify Project Team, key partners and Produce PID for sign off;			Х		
residents in taking responsibility for their food choices and dietary behaviours	when eating out and when buying, cooking and eating food at home	Using current research, best practice and local insight, identify key settings and potential areas of influence;					x

Appendix 3

Improving Community Wellbeing PDP (Environment, Partnerships & Community Safety) 2018-19

Quarter 1 Performance Update

Overall Performance Not rated Project Project aborted/ closed Project completed Project on target Action not rated Timeline/scope/target date requires attention. Alterations considered by leadership team 6 0 0 0 0% 85.7% 0% 14.3% 0%

Sustaining safe and secure communities										
Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	Q3	Q4			
Number of good news stories/ case studies	А		4							
Number of ASB complaints dealt with via the Community Safety Hub	Q	85		20						
Number of CCTV case reviews provided to Staffordshire Police	Q	340		101						

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Manage residents perception of fear of crime and anti social behaviour	Publish and promote positive good news stories and case studies	Identify & Promote One Good News Story	Purse Bells Campaign to safeguard vulnerable residents due to an increase in purse thefts in the town centre - press release issued. A number of arrests were made.	/			
		Identify & Promote One Case Study			Х		
		Publish Anti Social Behaviour Policy				Х	
		Publish Community Safety Hub Referral Data					х

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
CCTV to deter crime and support the	Upgrading CCTV technology	Project Team Set Up – Consider recommendations from CCTV Audit Report			Х		
police in prosecutions		Project Plan Developed & Procurement of Specialist Provider				Х	
		Award Contract to Specialist Provider					Х
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
We will work with partners to ensure our licensing	Review of compliance and enforcement policies in key areas of taxi	Benchmark our current policies and strategies with nationally recognised exemplar authorities;			x		
compliance and enforcement strategies for	and private hire licensing and sale of alcohol	Identify any critical gaps in our approach;					
persons, premises and vehicles are							х
risk based and make best use of local intelligence							

Support vulnerable people							
Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	Q3	Q4
Increased number of referrals to the Community Safety Hub	A	189 Cases					
Number of tenancies sustained (No. of cases (council tenancies) completed with sustainment outcomes)	Q	34	38	16			
Following implementation of Housing Reduction Act (HRA) % of Main duty Homelessness cases accepted as homeless	Q	N/A		0% (All cases dealt with at prevention or relief stage, none progressed to main duty in Q1)			
Number of referrals to support agencies from the Community Safety Hub	Q			A process is being established to capture this data			
Number of new universal credit claimants within the period	Q	531	N/A	117			
Number of Discretionary Housing Payments awards	Q	141 cases Value – £84,171.24	Value of Govt allocation £172,583	104 cases Value – £22,623.05			

Support vulnerab	le people						
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Signpost to appropriate support	Annual Awareness Campaign across the District on how people	Develop the Awareness Campaign			х		
agencies car ansup Int Sa	can support themselves and access appropriate support	Publish Awareness Campaign – Chase Matters; Website & Social Media				x	
	Introduction of Safeguarding Champions across the Council.	Recruit Safeguarding Champions			Х		
	across the Council.	Develop & Deliver Training Session				Х	
		Publish Number of Referrals Made					X
Work with Local Strategic Partners to	Implement Shared Accommodation Pilot	Appoint Preferred Provider		/			
support vulnerable		Evaluate success of the Project					х
people	Provide Intensive Tenancy Support	Appoint additional Tenancy Sustainment Officer resources (37hrs pw)	2 part-time posts: p/t secondment was extended into 2018/19 and a 2 day post was recruited to in June – starting soon.	/			

	Early help and intervention for Children and Families Prevention and Early help for adults	Local Strategic Partnership (LSP) Agree Local PBA Plan		X		
	through the Place Based Approach (PBA)	Report Outcomes to LSP				X
Managing the impact and rollout of Universal Credit	Manage and monitor roll out to new claimants from November 2018 (including management of hardship)				X	x

Promoting attractive and healthy environments									
Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	Q3	Q4		
Retain 6 Green Flags	A	6	6						
Number of fly tipping incidents	Q	470		100					

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
To provide clean, well maintained and	Deliver high quality/maintained parks	Participate in Green Flag Inspections and Assessments			х		
well managed streets, town		Green Flag Awards				X	
centres and parks & open spaces	Continue to deliver Hednesford Park (IHLF) project	Produce Hednesford Park book and CD	CD produced and booklet drafted for completion in Quarter 2	/			
		Finalise Design – new toilet facilities	Design has been finalised and planning application submitted and approved 20 th June	√			
		Procurement and Contract Award			Х		
		Commence construction			Х		
		Complete construction				X	

Car Park improvement schemes	Prioritise and draw up scheme(s)	Schemed have been drafted and prioritised	/			
	Permission to spend			X		
	Commence scheme				Х	
	Completion of scheme					Х
Deliver new cemetery for the District	Report outcome of soft market testing to Cabinet to determine next steps	Report drafted and on track to be submitted to Cabinet during Quarter 2.				
	Develop project plan in accordance with Cabinet's decision			X		

Appendix 4

Corporate PDP 2018-19 Quarter 1 Performance Update

	(Overall Performan	се	
				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
3	3	0	0	0
50%	50%	0%	0%	0%

Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	Q3	Q4
Customer contact data – response to telephone calls	Q	93.4%	94%	90%			
Use of Online Forms	Q		475	481			
E – Payments Transactions – Payments made via the Council's website	Q	Actual – 23,740 Value - £2,580,791	6,000 per quarter	Actual – 6,864 Value - £801,920			
Payments made via the Council's automated telephone payment system	Q	Actual – 22,858 Value - £2,359,237	5,750 per quarter	Actual – 6,460 Value - £730,494			
Payments made by Direct Debit (Council Tax)	Q	302,501 transactions Value - £36,438,134.18	310,000 transactions Value- £40M	87,055 transactions Value - £11,028,893.25			

Delivering Council services that are customer centred and accessible - giving choice to our customers in how they access our services

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Giving choice to our customers in how they access our	Procurement of a new telephony system	Identify framework and use to procure new telephony software	A framework agreement has been identified and a specification is being drafted.				
services		Install new software, test and train relevant staff			Х		
	Develop and implement a Customer Access Strategy	Draft core requirements of strategy and discuss with Leadership Team				x	
		Draft strategy for approval by Cabinet					Х
	Procurement of a customer portal / CRM system	Identify requirements for new customer portal/ CRM system and agree with Leadership Team					x

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Managing our people, money and assets	Review of Environmental Services	Procurement of Consultant to undertake the review	A consultant has been appointed and work has commenced on the review.				
		Undertake Stage 1 of Review (May to July)			Х		
		Report to Cabinet and decision on whether to proceed to Stage 2				x	
	Protection of Customers' personal data in accordance with GDPR	Data Protection Policy updated and approved by Cabinet	A new Data Protection Policy has been produced and approved by Cabinet	√			
		Provision of training for employees and Members			X		
		Completion of data audit	An audit of personal data held by the Council has been completed	1			
		Privacy Notices template agreed and published on website	Privacy notices have been prepared and published for all personal data sources	√			

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
	Simplify Members' access to committee papers and emails	Draft system to be tested by officers	Test website setup. Software installed. System available for testing by officers.				
		System to be piloted with sample of Members			Х		
		System to be rolled out to all Members				х	
	Update the IT Security Policy to reflect cyber security threats and GDPR and provide training to staff	Review of current policies			Х		
		Revise policies to Leadership Team for approval				X	