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27 November 2023

Dear Councillor,

Health, Wellbeing, & The Community Scrutiny Committee

6:00pm, Tuesday 5 December 2023

Council Chamber, Civic Centre, Cannock

You are invited to attend this meeting for consideration of the matters itemised in the following Agenda.

Yours sincerely,

T. Clegg

Chief Executive

To: Councillors:

Williams, D.W.G. (Chair) Kenny, B. (Vice-Chair)

Arduino, L. Johnson, P. Aston, J. Jones, V. Bishop, L. Kruskonjic, P. Boyer, M. Owen, P. Buttery, M.S. Stanton, P.

Foley, D.

Staffordshire County Council Appointee for the purposes of the Committee's Statutory Functions under the National Health Service Act 2006:

County Councillor P. Hewitt

Independent Co-opted Representative:

Healthwatch Staffordshire

Agenda

Part 1

1. Apologies

2. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members

- (i) To declare any interests in accordance with the Code of Conduct and any possible contraventions under Section 106 of the Local Government Finance Act 1992.
- (ii) To receive any Party Whip declarations.

3. Minutes

To approve the Minutes of the meeting held on 18 September 2023 (enclosed).

4. PDP 2023/24 - Quarter 2 Performance Update - Health, Wellbeing and The Community

To receive the Quarter 2 performance information for the Health, Wellbeing and The Community Priority Delivery Plan 2023/24 (Item 4.1 - 4.16).

5. Presentation

The Head of Operations will give a short presentation on the results from the Resources and Waste Strategy.

6. Update - Scrutiny Review

A brief update on the work currently being undertaken by the Lettable Standard (Empty Properties) and Housing Affordability working Group will be given by the Chair and Head of Housing and Corporate Assets.

7. Statutory Health Scrutiny Items

(i) Staffordshire County Council's Health and Care and Overview Scrutiny Committee

Please refer to Staffordshire County Council's <u>website</u> for details of all recently held meetings of the Health and Care Overview & Scrutiny Committee. Alternatively, the Chair may provide verbal updates on any recent meetings attended.

Cannock Chase Council

Minutes of the Meeting of the

Health, Wellbeing and The Community Scrutiny Committee

Held on Monday 18 September 2023 at 6:00 p.m.

In the Council Chamber, Civic Centre, Cannock

Part 1

Present: Councillors:

Williams, D.W.G. (Chair) Kenny, B. (Vice-Chair)

Arduino, L. Johnson, P.

Bancroft, J. (Substitute) Mawle, D. (Substitute)

Bishop, L. Owen, P. Buttery, M.S. Stanton, P.

Foley, D.

9. Apologies

Apologies for absence were received from Councillors J. Aston, M. Boyer, V. Jones, P. Kruskonjic, and Staffordshire County Council Councillor P. Hewitt.

Notification had been received that Councillor J. Bancroft would substitute for Councillor P. Kruskonjic and Councillor D. Mawle would substitute for Councillor M. Boyer.

10. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations

No declarations of interests in additions to those already confirmed by Members in the Register of Members Interests were made.

11. Minutes

Resolved:

That the Minutes of the meeting held on 17 July 2023 be approved.

12. Presentation - 'Beat the Cold'

Members received a presentation which was given by Anthony Walters from 'Beat the Cold.' He explained that the organisation was a charity which aimed to reduce fuel poverty, and cold related ill health.

The presentation consisted of information about the support that was offered through the organisation around energy use, tariffs, energy debt, solar PV and much more.

He reported that 69% of enquires were receiving help with strong growth in wellbeing improvement and Beat the Cold enquiries were in line with the County fuel poverty percentage share.

Information was also shown about age group enquires and housing tenure by age. He discussed several case studies and how problems would need to be solved and talked about the carbon net impact and the community fund driving net positive carbon.

He then showed a slide which provided information around the expansion proposal with University Hospital North Midlands and the solar to the County hospital site which would generate up to 46% of site consumption in the peak summer months.

Members were given the opportunity to ask questions.

A Member was keen to know if referrals were received from other organisations/bodies.

Anthony Walters advised that referrals would be received from Council employees, through social prescribing, and charities.

He also referred to a question raised by a Member concerning Chase Community Solar and explained the position regarding solar panels installed on several bungalows. He advised that savings were not being made, however the charity were working with Chase Community Solar to help them identify energy savings.

Members thanked Anthony Walters for his presentation.

13. Presentation - Environmental Health and Public Protection Service

Members received a presentation which was given by Dave Prosser-Davies, Environmental Health and Public Protection Manager and Officers, on the work of the Council's Environmental Health and Public Protection Service.

Aids and Adaptations - Martin Peake, Senior Housing Officer.

Slides were shown that provided information about the purpose of the team and why homes were adapted and the reasons for delivery, this included a chart showing a summary of costs and benefits.

The Senior Housing Officer explained the roles of the team, key challenges, key actions, and achievements which included delivering £1.5 million of works in 2023-24 against an allocation of £1.05m, reducing underspend.

He showed a slide that provided information on enquiries received, cancellation and pilot, value of work approved and a number of case studies.

Members asked questions regarding the referral criteria, statistics on cancellations and why, and also the projected spend figure by the end of the financial year.

The Senior Housing Officer referred to the questions and reported that assessments would be made through Staffordshire Social Care service. He explained that visits would be required and further explained the process.

In terms of why cancellations were made, he advised that the standard grant of £30K would be means tested. Financial information would be required and depending on the financial

position of the applicant, they would either be required to contribute towards the proposed works, or this would be carried out with no contribution needed. There were other circumstances as to why people changed their minds, this could include not wanting to provide financial information, death, and issues around land charges.

He advised that the Council were projected to spend around £2million by the end of the financial year.

Members thanked the Senior Housing Officer for his presentation.

Housing Standards - Dave Prosser-Davies, Environmental Health and Public Protection Manager.

Environmental Health and Public Protection Manager showed a slide around housing standards and other areas that included houses in multiple occupation, empty homes, illegal eviction and more.

He provided information to Members about the team and the key achievements which included responding to 369 service requests and consulting on six planning applications, and information on enforcement action.

A slide was shown which outlined the key challenges and a slide shown which provided some information on damp and mould with information around complaints within the private sector.

He then talked about houses in multiple occupation and discussed the key actions and priorities faced by the team.

Members were asked to provide any questions separately following the meeting.

Members thanked Environmental Health and Public Protection Manager for his presentation.

Licensing and Public Protection - Sean O'Meara, Senior Licensing Officer

The Senior Licensing Officer presented slides which provided information about the team, what the functions of the licensing unit were and the licensing service demand.

He reported that the team worked closely with the Council's Responsible Authorities such as local and licensing police, trading standards, civil contingencies unit and others, and provided examples of partnership working.

A slide was shown about compliance and enforcement and the achievements and challenges faced. He also provided examples of how the Council helped to ensure public safety.

In response to Member questions, the Senior Licensing Officer reported that those businesses operating as tattooists, acupuncturists, salons offering Botox/fillers etc were all currently unlicensed/unregulated. These would need to come under a review and have some form of registration.

Members thanked the Senior Licensing Officer for his presentation.

Food Safety Team - Laura Nichols, Senior Environmental Health Officer.

The Senior Environmental Health Officer explained the role of the Food Safety Team and showed some food safety data between the period 2020-2023 and reported that some unsafe food products were removed from the market, this included children's lollipops.

She showed a slide which provided information around health and safety and public health, and the interventions taken because of an unsafe workspace. She also discussed several case studies with Members.

A slide was shown which presented the challenges faced and the priorities moving forward.

Members were given the opportunity to ask questions, however no questions were asked.

Members thanked Senior Environmental Health Officer for her presentation.

Environmental Protection Team - Julie Turner and Hal Sambrooke, Environmental Protections Officers.

Hal Sambrooke, Environmental Protection Officer explained the role of environmental protection and information about the team.

A slide was shown which showed a summary from 2022/23 of overall fixed penalty notices issued, those where prosecutions had taken place, service requests raised, and notices issued.

He reported on the key achievements and challenges and the future actions which included tackling fly tipping, updating the contaminated land strategy and more.

A slide was shown and discussed around the Duty of Care Project and several case studies shown including unkempt and verminous properties and the actions taken.

A Member referred to the slides of homes that had not been taken care of and the issues faced from a cost perspective that the Council encountered with clearing properties, and asked what measures were in place to stop the continual cycle.

Julie Turner, Environmental Protection Officer responded and referred to the Care Act and suggested that Social Services would consider this a lifestyle choice, however some people were vulnerable, and others had some sort of mental health issues that required intervention.

Member thanked the Environmental Protection Officers for their presentation.

Animal Welfare - Julie Turner, Environmental Protection Officer

The Environmental Protection Officer reported on the role undertaken around animal welfare and discussed the use of enforcement powers.

A slide was shown that provided information from 2018 to 2023 of the number of animals seized or surrendered. So far this year, there had been 43 complaints.

She discussed with Members several case studies and the wider outcomes that included raising awareness.

She reported on the struggles experienced that included emotional and mental, the lack of resources and more.

(Councillor B. Kenny left the meeting at 7.41pm.)

Members were given the opportunity to ask questions, however no questions were asked.

Members thanked the Environmental Protection Officer for her presentation.

(Councillor M. Buttery left the meeting at 7.44pm.)

14. PDP 2023/24 - Quarter 1 Performance Update - Health, Wellbeing and The Community

Consideration was given to the latest performance information for the Health Wellbeing and The Community Priority Delivery Plan 2023/24 (Item 6.1 - 6.13)

The Head of Wellbeing referred to the performance information for Health and Wellbeing and informed Members that Chris Derbyshire, MD of Inspiring Healthy Lifestyles (IHL) would soon be leaving the organisation and was keen to update Members on the current position.

Chris Derbyshire reported that he last came to the Committee 12 months ago and challenges were faced. He reported that he was pleased that the last 12 months had seen improvements. There had been increased engagement, an increase in swimming and the take up of memberships had risen, this followed from the Covid pandemic. He reported that there were various programmes and activities and engagement with new people, these were seen to be making an impact and a difference. He then referred to the Cannock Chase Can App and introduced Lisa Shephard, Community Wellbeing Manager.

He hoped that he would still be linked in some way with IHL and encouraged Members to have some engagement. He advised that some communications would be shared jointly with the Council over the next few days and hoped the good work would continue.

Lisa Shephard updated the Committee on the Cannock Chase Can App and reported that work was being undertaken to evaluate the baseline data and a tool to measure the impact of the App. She advised that work had been taking place behind the scenes with users to see where the App needed to position itself. She reported that one of the findings was around sleep data which suggested that sleep was not good in the district.

She also reported on other projects that had taken place including Chase Creatures and Foul Play and discussed the importance of combining such projects.

The Chair suggested that any questions in relation to the Quarter 1 Performance Update, should be emailed directly to the Heads of Service responsible.

Members noted the Quarter 1 performance update.

15. Statutory Health Scrutiny Items

Update – Staffordshire County Council's Health and Care Overview and Scrutiny Committee

The Chair reported that Councillor P. Stanton had attended the last meeting where the Good Mental Health in Staffordshire Strategy - draft action plan had been discussed and a report

from the Integrated Care Board on Mental Health Performance. She commented that the data for Cannock Chase from the Integrated Care Board was difficult to dissect.

The Chair reported that further information was available on the County Council's website and all meetings were recorded.

The meeting closed at 8:00pm.

Chair	

Priority Delivery Plan for 2023-24

PRIORITY 2 - HEALTH & WELLBEING "To encourage and support residents to lead healthy and independent lives"

Summary of Progress as at end of Quarter 2

*	√			N/A	Total Number of Projects
Action completed	Work on target	Work < 3 months behind schedule	Work > 3 months behind schedule	Action not yet due	
3	8	1	1	2	15

Summary of Successes as at Quarter 2

Good progress is being made with the planning of the Council's first bike play area at the Stadium Park site in West Chadsmoor with work starting on it during Q3/Q4. IHL is already entering into discussions with school and community groups around training potential at the site. Successful delivery of the SPACE Scheme over the summer holidays by IHL, including teaching a number of children how to ride a bike.

Summary of Slippage as at Quarter 2

The Council has not yet finalised and adopted its green travel strategy due to resourcing issues, however, it continues to work towards its finalisation and the objectives that it is planned will be contained within it. It is also continuing to work with the County Council around its Staffordshire wide green travel strategy, especially around LEVI funding and other infrastructure improvement projects.

The Health & Wellbeing Strategy is being redrafted to ensure the data and intelligence on health indicators in Cannock Chase District is reflected and informs the priorities and delivery.

Item No. 4.2

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Provide opportunities for wellbeing	or residents to lead healthy a	nd activ	e lifesty	les and	recogr	nise the importance of mental health a	and
Work with Inspiring Health Lifestyles (IHL) leisure trust and other stakeholders to deliver campaigns/ programmes to promote the benefits of being active and living healthily	Work with IHL, partners, stakeholders and schools on increasing participation in sports and wellbeing activities and bid for funding where appropriate	X	X	X	X	IHL activities were actively promoted at the Hednesford Festival. As part of the SPACE Scheme (activities for young people during the school summer holidays) IHL teams delivered 'Pop Ups in the Park' (colouring and nature based activities) as well as football camps, swimming, gym and mountain biking activities.	✓
Promote the use of the Cannock Chase Can online app to support	Develop evaluation tool - Cannock Chase Can portal		Х	X	Х	Evaluation tool is currently in development and testing will commence in December 2023.	✓
people in leading healthy lifestyles	Develop new app features and functionality	X	Х	X	X	Data dashboard has been created and can be used to gain local insight to inform delivery.	
	Deliver activities within the community - bespoke projects	X	Х	X	X	Projects ongoing and new projects being developed i.e., Cannock Chase Knits Together, Treasured Times and Warm Hubs.	
	Organise Cannock Chase Can showcase event		Х	X	X		

Item No. 4.3

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
	Establish a Cannock Chase Can zone at Hednesford's annual festival		Х	X	X	Cannock Chase Can zone was present at Hednesford Festival and the team has also attended local summer events to promote it.	
	Embed Cannock Chase Can into the infrastructure of IHL (Wellbeing offer)		Х	X	X	This is ongoing and work is underway on how we capture data.	
	Create a Cannock Chase Can Wellbeing Hub using existing leisure and cultural venues		Х	X	X	Work is progressing on this.	
Encourage residents to walk or cycle to and from work and school	Adopt and work towards the objectives within the Council's green travel strategy		Х	Х	Х	The Council is yet to finalise and agree its green travel strategy	
	Work with partners to create attractive and safe walking and cycling routes	X	X	X	X	CCDC officers continue to develop plans for cycle ways around Norton Canes and work with County Council colleagues on wider cycleway projects such as those around Cannock's railway station and transport networks, as part of the ongoing investment into Greener Travel.	

Item No. 4.4

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
	Work with schools to promote walking and cycling to school		X	X		IHL and CCDC officers have been working with community groups and schools in preparation for the opening of the above, alongside British Cycling, looking at training opportunities that the new facility will offer. As part of the SPACE scheme IHL has taught a number of children how to ride a bike.	
	Opportunities to be identified as part of the planning application process			Х		Action not yet due.	N/A
Deliver lasting legacy projects from the Commonwealth Games' mountain biking event (i.e. Perry's Trail and Pedal and Play trail)	Encourage and incorporate cycle and wheeled sports play and areas into play areas/parks where possible	X	X	Х	X	Plans for the Council's first cycle play area at the Stadium site, West Chadsmoor, are progressing well, with the intention of looking to include such areas into major parks developments going forward.	√
Embed health and wellb	eing into all of our policies a	nd ever	ything t	hat we	do		
Develop a Health and Wellbeing Strategy (HWB)	Present strategy to Cabinet for adoption	X	X			Further work has been carried out to identify and interpret data to inform the strategy. This, alongside a comprehensive review of the draft strategy has delayed the presentation of the strategy to Cabinet for adoption. Work is well underway in drafting the strategy.	*

Item No. 4.5

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
	Integrate strategy actions/milestones into mainstream service delivery			Х	X	Action not yet due	N/A
Work with partners to a	ddress health inequalities ac	ross the	Distric	t			
Work with Staffordshire County Council to deliver the Better Health Staffordshire (BHS) Pilot Project	Provide constructive input, advice and assistance with the project to SCC and other partners	X	X	X	X	Work progressing well with the County Council to demonstrate the contribution that Cannock Chase Can makes to delivering BHS.	√
	Ensure opportunities for the Cannock Chase Can initiative and app to contribute to BHS continue to be aired and maximised	X	X	X	Х	Work progressing well with the County Council to demonstrate the contribution that Cannock Chase Can makes to delivering BHS.	***
Support residents that r	need our help						
Work with partners to encourage the take up of benefits by residents with low incomes	Ensure Service Level and Grant Agreements include support for residents on low incomes	X				The Citizens Advice Bureau provides a range of support for residents on low incomes and for those in financial difficulty, including benefit take up. Support Staffordshire's work for the year includes ensuring support is provided to residents as a result of the cost-of-living crisis.	*

Item No. 4.6

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Work with Support Staffordshire and Staffordshire County Council to support residents who need our help	Engage in partnership working to ensure Cannock Chase residents benefit from support available from county wide organisations and schemes	X				Distribution of slow cookers to residents who need them took place during Q1	*
Work on fuel poverty with partners, such as Staffordshire Warmer Homes	Project Team to identify and assist households suffering fuel poverty, through awareness campaigns and promotion activity	X	X	X	X	Awareness campaigns and promotion of support and advice available delivered	•
Work with partners to safeguard the most vulnerable people within our district	Deliver partnership campaigns to raise awareness of key issues and support pathways for key issues affecting the district	Х	Х	Х	Х	Campaigns are now being delivered by the Commissioner for Police, Fire and Rescue, and Crime and therefore no longer in-house	N/A
Provide funding to voluntary organisations to provide free independent, impartial, and confidential advice to our residents	Grant Agreement in place	X				Funding provided to Citizens Advice	*

Appendix 1c

Priority Delivery Plan for 2023-24

PRIORITY 3 - THE COMMUNITY "To ensure Cannock Chase is a place that residents are proud to call home"

Summary of Progress as at end of Quarter 2

*	1		*	N/A	Total Number of Projects
Action completed	Work on target	Work < 3 months behind schedule	Work > 3 months behind schedule	Action not yet due	
	10	1	2	5	18

Summary of Successes as at Quarter 2

Play areas refurbishment is on track and two of the Council's Friends groups (supporting our parks) have successfully become registered charities.

Summary of Slippage as at Quarter 2

Local Plan progress has been affected by proposed changes to NPPF and Levelling Up and Regeneration Bill, and the gathering of evidence.

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Ensure our neighbourho	ods are safe, clean, and tidy						
Engage with young people at risk of engaging in ASB through targeted diversionary activities across the district	Deliver annual programme of diversionary activities across the district	X	X	X	X	Achieving Goalz and Dreams has been commissioned through Locality Deal Funding to deliver this initiative. Areas for engagement are determined based upon known peaks/hotspots, with additional flexibility to respond to emerging themes and trends as required.	
Maintain our local parks	and green spaces						
Undertake a review of all our play areas	Carry out capital play area refurbishments as per the programme	X	X	X	Х	Play area refurbishment programme on track, currently working on projects in Laburnum Avenue, Cannock Stadium Phase 2A, Barnard Way, Cannock Park play area. Planting works to be completed at Wellington Drive during Q3 (at the start of the tree planting season).	
Provide support and opportunities to community groups wishing to take on more responsibility for improving and	Improve links with existing Friends Groups and create a 'Friends of Parks Groups' Strategy	Х	Х	X	X	Officers working with a number of friends groups on park and play area development projects. Two of the Council's Friends groups have successfully become registered charities since the start of the new financial year.	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
developing open spaces and play areas							
Encourage residents to	ive a sustainable lifestyle						
Work with partners and the local community to support appropriate tree and planting schemes	Work with internal and external partners, local schools etc to identity suitable sites for community planting schemes		X	X	X	During Q2 planning has been undertaken for planting at the start of the planting season (Q3 and Q4) around open spaces and parks/play area developments	1
	 Carry out community planting at suitable identified sites 			Χ	Х	Action not yet due	N/A
	Look to create wild planting areas on parks and open spaces	X	X	X	X	A number of wild planting areas have been identified for development. Some sites have not been mowed/cut back as they would have been previously and left fallow to increase biodiversity. However, it has become apparent that some residents do not understand this approach and more work needs to be undertaken	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
						communicating the re-wilding message.	
Undertake campaigns to raise awareness of the ways in which residents can reduce their impact on the environment	Carry out annual waste reduction/recycling/ climate change campaigns	X	Х	Х	X	Waste and Recycling Officer is signing up to 'Take the Jump' campaign to then work with community groups, schools etc to encourage reduce, reuse and recycling during the next year.	1
	Work with schools, other educational establishments and partners, to promote sustainability, environment, and climate change awareness		X	Х		Foul Play campaign delivered to five local schools (yr 3 pupils). Small Change Big Difference campaign completed, eco film premiere held at Staffordshire University Academy to 200 school children.	1
Develop a Sustainability	Adopt a Council Sustainability Strategy			Х		Action not yet due	N/A
to reduce the Council's impact on the climate • Work towards the objectives of the Coul				Х	Х	Action not yet due	N/A
Encouragement of District wide Sustainability	Work with local government and external partners on improving the district's sustainability and lowering its carbon emissions	Х	Х	Х	X	Continuing to work with Staffordshire Sustainability Board, Staffordshire Climate Commission, Sustainability West Midlands and a number of other partners on	1

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
						reducing the Council's and district's carbon emissions.	
Improve the housing offe	er across the District						
Increase housing choice	Deliver sufficient supply of homes to provide for housing choice and ensure all people are able to live in a decent home	X	X	Х	X	Policies on housing choice and a proposed uplift in the delivery of affordable housing have been included in the Regulation 19 Local Plan. New timetable to be devised and Cabinet report to approve next stage of consultation.	√
	 Help meet local need for a wide variety of housing, including: affordable dwellings; and aspirational housing 	X	X	X	X	Affordable Housing policies are set out within Reg19 Local Plan. Consultation has been delayed (see below in relation to the new Local Plan).	**
Work with other housing providers and landlords to ensure that their properties are safe and healthy	Review and update policies and procedures, as legislation is updated, changes and/or is created in relation to health and safety in public and private sector housing	Х	Х	Х	Х	The current Housing Assistance Policy is being amended to reflect limited funding available for Home Adaptations and focus on mandatory grant assistance.	√

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Adopt a new Local Plan for the district	Council approval and Submission to Secretary of State for examination spring 2023	X				Dates reflect LDS 2022 timetable that were not achieved due to delays in obtaining evidence. Proposed changes to NPPF and Levelling Up and Regeneration Bill may impact on Local Plan timetable and further report to Cabinet programmed December 2023 with proposed new LDS.	*
	Examination in Public summer 2023		Х			To be revised - Cabinet report December 2023.	N/A
Support and build strong	g connections within our local	commu	nities				
Work with partners to support community events	Regular meetings with town and parish councils		X		Х	A meeting is being arranged for quarter 3.	
	Identify options for supporting community events				Х	Action not yet due	N/A

Appendix 2

Key Performance Indicators (KPIs) for 2023/24 - as at end of Quarter 2

Symbol	Description	Number of KPIs
*	Performance exceeds target	8
1	Performance on target	6
×	Performance below target	5

KPIs for Priority 2 - Health and Wellbeing

Indicator	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year	Symbol	Comments
Leisure								
Number of leisure and wellbeing service users	Out-turn (2022/23) 795,897	214,714	197,575				√	
Number of individuals engaged through Cannock Chase Can activities and initiatives, including the App	N/A	1,092 app users	1,263 app users				N/A	

KPIs for Priority 3 - The Community

Indicator	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year	Symbol	Comments
Waste Collection								
% Household waste sent for re-use, recycling and composting	50%	50.30%	59.70%				*	Q2 figures are based on a two- month average while September figures remain unconfirmed. Q2 actual figures will be updated once official confirmation is received.
Breakdown:								
Recycling (dry)		20.23%	26.95%					
Composting (garden)		30.07%	32.75%					
Missed bin collections (including assisted)	2021-22 out-turn 732	140	204				*	Figures include bins and blue bags. An increase of 64 missed collections is unacceptable and has been discussed with Biffa, with an expectation that this will decrease in Q3.
Environmental Health								
% of food businesses inspected which are broadly compliant (rating of 3 or better)	N/A	98%	97%				N/A	
Homelessness								

Indicator	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year	Symbol	Comments
% of homeless cases resolved through prevention assessed under prevention duty	N/A	71%	55%				N/A	
% of homeless cases assessed under relief duty	N/A	29%	45%				N/A	
Housing								
Rent collected as proportion of rent due	100%	98.74%	97.04%				**	Due to reporting timescales, figure had to be taken a week earlier than normal, which has resulted in a decrease as additional week's income not taken into account. By year end will be closer to target, if not exceeded.
Rent arrears - former tenants (FTA)	£500,000	£453,302	£459,514				*	
Average re-let time for Voids	52	46.10	43.30				*	
% emergency repairs completed in time	100%	100%	100%				1	