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6 September 2023

Dear Councillor,

Health, Wellbeing, & The Community Scrutiny Committee

6:00pm, Monday 18 September 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 17 July 2023 (enclosed).

4. Presentation

To receive a presentation from representative(s) of 'Beat the Cold'.

5. Presentation

To receive a presentation from Dave Prosser-Davies, Environmental Health and Public Protection Manager on the work of the Council's Environmental Health and Public Protection Service.

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

To receive the latest performance information for the Health, Wellbeing and The Community Priority Delivery Plan 2023/24 (Item 6.1 - 6.13).

7. Statutory Health Scrutiny Items

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

Please refer to Staffordshire County Council's [website](#) 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 17 July 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.	Foley, D.
Aston, J.	Johnson, P.
Bishop, L.	Jones, V.
Boyer, M.	Owen, P.
Buttery, M.S.	Stanton, P.

1. Apologies

An apology was received from Councillor P. Kruskonjic and Staffordshire County Council Councillor P. Hewitt.

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

Member	Interest	Type
Williams, D.W.G.	Member of the Health and Care Professions Council	Personal
	Member of the University Hospitals of Derby and Burton NHS Foundation Trust.	Personal
Jones, V.	Member of the Nursing and Midwifery Council	Personal

3. Minutes

Resolved:

That the Minutes of the meeting held on 14 March 2023 be approved.

4. Introduction to the Role of the Health, Wellbeing and The Community Scrutiny Committee

The Head of Operations gave a presentation to Members and introduced Lead Officers and the Democratic Services Officer to the Committee.

He advised the Committee when Local Government Scrutiny was formally introduced and the Localism Act. He discussed the purpose of Scrutiny and how effective Scrutiny should

be which would include focusing and being forward thinking, making positive changes rather than looking at negatives.

He then set out what the role of the Committee would be and the Terms of Reference. There were several aspects which included and notwithstanding, policy development and review and external scrutiny of partners.

The role of policy development and review included reviewing and scrutinising current Council policies, reviewing existing policies and the development of new policies.

The Head of Operations showed slides that provided information on the role of holding the executive to account, performance management and review and the external scrutiny of partners.

He referred to the remit of the Committee and detailed some of the Scrutiny work undertaken including the use of task and finish groups to deliver the work programme, analysing projects and delivery, site visits when needed and invites to external organisations to attend meetings.

Information was then provided to the Committee on how the review would be set out in different stages.

Members were given the opportunity to ask questions.

There were no questions.

The Environmental Health and Public Protection Manager gave a presentation to Members.

He provided information to the Committee on the County Council's Health and Care Overview and Scrutiny Committee including its aims and outcomes. He advised that the County would lead on matters best dealt with at a County level, although the County may ask the District to carry out Scrutiny of an issue.

He showed slides which provided information on the Integrated Care System which was introduced in July 2022 and explained details around the Local Authority (Public Health, Health and Wellbeing Board and Health Scrutiny) Regulations 2013.

The Environmental Health and Public Protection Manager then showed some examples of Scrutiny. One example included whether a Borough or District could scrutinise access to GP surgeries in their area. This would be undertaken countywide and scrutinised by the Staffordshire Health and Care Overview Scrutiny Committee.

Slides were then shown that provided information on the wider, or social determinants of health that included housing, employment, and level of education.

Members were given the opportunity to ask questions.

A Member discussed the power to ask external organisations to attend meetings to give updates etc. The Environmental Health and Public Protection Manager advised that external organisations could be asked to attend if a certain matter was being scrutinised. A Member commented that in the past it had been difficult despite the best efforts of the Committee.

5. 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 several items were discussed including primary care access and primary care dental overview.

Councillor P. Stanton commented and reported that most Councillors expressed concern with several aspects across the County, however it was hoped that some issues could be addressed at the next meeting.

6. Health Scrutiny: Joint Working Arrangements

Consideration was given to the Report of the Head of Law and Governance (item 6.1 - 6.11 of the Official Minutes of the Council).

Resolved:

That the report and revised Code of Joint Working Arrangements with Staffordshire County Council be noted.

7. End of Year Performance 2022/23

Consideration was given to the Health Wellbeing and The Community Priority Delivery Plans (item 7.1 - 7.20 of the Official Minutes of the Council).

Members discussed the End of Year Performance 2022-23, and several questions were raised.

Item No. 720 - Average re-let time for Voids

A Member referred to this and queried a number of the targets and yearly target.

The Housing Maintenance Manager explained that the original priority was voids and some information would be available for the next meeting for quarter 1. In response to a further question, the Housing Maintenance Manager explained that the reduction between re-let times over a few months could depend on the type of void, he then referred to the lettable standard and what could be allocated to voids.

The Member also asked about emergency accommodation and how it related to voids.

The Housing Maintenance Manager explained the process to Members and indicated that discussions would be taking place with both Tenancy Management and Housing Options to look at properties and how they could be allocated. He advised that in the future the Council hoped that the process would be more streamlined, and those deemed as homeless a top priority.

Item No. 7.18 - Household Waste/Missed bin collections

A Member referred to this and commented on the low rates for bin collections. She was keen to know if the rates were low when any changes were implemented.

The Head of Operations responded and explained that recycling rates were reducing due to the light weight of packaging and materials changing. He commented that residual waste

was reducing, and the focus was on reducing waste even further. He explained that the Government were considering changing metric and discussed this further. He also advised that the type of items being recycled had changed over the years. He discussed with Members the recent presentation given to Cabinet on recycling and the steps that would be needed to reduce residual waste such as 3 to 4 weekly collections.

The Member also discussed the collection of food waste and the impact this would make. She also commented that several councils across the country were charging to remove garden waste.

The Head of Operations discussed legislation in terms of reducing bin capacity and the idea of making changes was not always something people accepted. In terms of garden waste, he commented that if charges were implemented it may encourage more people to compost. He then discussed with Members that the Welsh Government had set a recycle target of 70% by 2025 and were currently close to target.

In response to a Member question, the Head of Operations informed the Committee that cross contamination of waste had occurred around the Covid pandemic. This was due to the public placing PPE items in the blue bins. However, he advised that this had not occurred since August 2020. He explained that the Council and the waste contractor had undertaken a Deed of Variation which would mean that both parties would share any risk due to the past cost of rejected loads.

A Member asked if there would be any concession available on 'green' waste, when the charge was introduced.

The Head of Operations advised that this was a non-statutory and there was no legal requirement for the Council to collect it. He stated that some people would not pay for the service and undertake removal themselves. However, evidence would suggest that a number of residents often return to the Council and pay for the service over time. He indicated that a report would be going to Cabinet in September/October.

Members noted the contents of the update.

8. Health Wellbeing and The Community Scrutiny Committee Work Programme 2023-24

Consideration was given to the Report of the Head of Wellbeing (Item 8.1 - 8.21 of the Official Minutes of the Council).

The Head of Operations outlined the report and the proposed reviews at appendix 4. He gave a brief outline of what each of the suggestions for review were based around.

Impact of resources and Waste Strategy on Waste Collection and Disposal

The Council were currently awaiting the results of a consultation with this impacting the contract in the future.

Council's Role in Environmental Sustainability

This suggestion was more around information and what the Council were doing in terms of sustainability. The report on the Costed Action Plan was mentioned which provided further information.

Lettable Standard - Empty Properties

The process and standard were discussed and how changing the standard could impact on resources and costs. Ideas would need to be sought on how to achieve a good lettable standard.

Customer Journey Mapping - Telephone enquiries answered at first point of contact

This would involve trying to resolve issues, queries, and problems on first contact.

Collection of Former Tenant Arrears

Further information would need to be circulated to Members of the Committee.

Additional suggestion - Nature Recovery and Re-Wilding Public Open Spaces/Areas

The Head of Operations informed Members that the Council were considering a nature recovery declaration. He explained that there was now a requirement for housing developers to include an additional minimum 10% biodiversity net gain on their sites.

He then asked Members for suggestions on what they would wish to include for the forthcoming year. Ideas were then sought that included the following:

- Chair/Councillor L. Bishop - interest around in affordable housing.
- Chair - interest around social isolation.
- Chair - interest around Inclusivity and how inclusive the Council is (raised by another Member through the Chair).
- Councillor L. Arduino - interest around lettable standard - empty properties - suggested it would fit well with affordable housing.
- Councillor M. Boyer - interest around environmental sustainability - discussed social prescribing, people connecting, seeking advice and loneliness.
- Customer Journey Mapping - the Head of Operations referred to this and advised that the Head of Housing and Corporate Assets had included this suggestion. However, he advised that this would be better suited for the Responsible Council Scrutiny Committee to consider.

(Councillor J. Aston left the meeting - 7.22pm).

- Councillor M. BATTERY - interest around how to achieve net zero by 2023.
- Councillor L. Bishop - interest around encouraging children to be more active by biking to school.

The Head of Wellbeing referred to the suggestions and advised that a wider piece of work could be undertaken around lettable standards and affordable housing.

Work Programme Items for 2023-24

Following discussion, the following Work Programme items was agreed for 2023-24:

- Lettable Standard (Empty Properties) and Housing Affordability.

It was also agreed that a separate working group meeting be arranged in 2 weeks to receive a presentation from the Head of Operations around Sustainability. This would also provide

Members the opportunity to discuss and decide if they wished to undertake a second review.

Members of the Committee were also asked to email the Senior Committee Officer if they wished to be part of the Lettable Standard (Empty Properties) and Housing Affordability Working Group. When received, a meeting of the Working Group would be arranged.

Resolved:

- (A) That Lettable Standard (Empty Properties) and Housing Affordability would be undertaken as the Scrutiny Working Group for 2023-24.
- (B) That Members were asked to email the Senior Committee Officer if they wished to be included in the membership for the review.
- (C) That the first meeting of the Working Group should be arranged prior to the next Committee meeting on 18 September.
- (D) That a separate Working Group meeting be arranged for 2 weeks' time to receive a presentation on Sustainability from the Head of Operations and decide whether a second Working Group should be established.





The meeting closed at 7:50 p.m.

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 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	
1	9	1		5	16


Summary of Successes as at Quarter 1

The Cannock Chase Can health and wellbeing app was recognised as a finalist in the Innovation category at this year's LGC Awards held in June.


The Chase Creatures augmented reality trail has been launched within Cannock Chase Forest. This partnership project links to Cannock Chase Can with various challenges aimed at young people and encourages younger visitors to be aware of, and to follow, the Cannock Chase Code when visiting the forest.

A grant of £87,120 has been awarded by the National Lottery Heritage Fund to help digitise the collections at the Museum of Cannock Chase.



Summary of Slippage as at Quarter 1





Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Provide opportunities for residents to lead healthy and active lifestyles and recognise the importance of mental health and wellbeing							
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	<ul style="list-style-type: none"> 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	<p>Leisure Centres</p> <p>Chase and Rugeley Leisure centres have organised a variety of gym member challenges during the quarter.</p> <p>Wellbeing</p> <p>A range of activities have been delivered this quarter including:</p> <ul style="list-style-type: none"> - Trained volunteer walk leaders to enable delivery of new walks. - Worked with cardiac rehab, Staying Well Service, Diabetes Prevention Programme. - Health promotion events for prostate cancer awareness, stroke awareness and Steps to Living delivered. - With grant funding received from the AONB, took delivery of inclusive bikes and storage for bikes. <p>Bids</p> <ul style="list-style-type: none"> - £87,120 from National Lottery Heritage Fund for creation of an online catalogue that can be used as a basis for new displays, engagement activities and research. 	

Item No. 6.3




Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
						<ul style="list-style-type: none"> - £45,000 from 'Know your Neighbourhood' – an 18- month district wide project to tackle loneliness. - Funds secured to deliver SPACE summer offer. 	
<p>Promote the use of the Cannock Chase Can online app to support people in leading healthy lifestyles</p>	<ul style="list-style-type: none"> • Develop evaluation tool - Cannock Chase Can Portal • Develop new app features and functionality • Deliver activities within the community - bespoke projects • Organise Cannock Chase Can showcase event • Establish a Cannock Chase Can zone at Hednesford's annual festival • Embed Cannock Chase Can into the infrastructure of IHL (Wellbeing offer) • Create a Cannock Chase Can Wellbeing Hub using existing leisure and cultural venues 	<p>X</p>	<p>X</p>	<p>X</p>	<p>X</p>	<p>Funds have been secured and the Wellness Wheel Tool is now in development.</p> <p>The Cannock Chase Can health and wellbeing app was recognised as a finalist in the Innovation category at this year's LGC Awards held in June.</p> <p>Several projects have been completed including Chase Creatures and the Stadium Bug Explorer Trail which are now on the app.</p>	

Item No. 6.4

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
<p>Encourage residents to walk or cycle to and from work and school</p>	<ul style="list-style-type: none"> Adopt and work towards the objectives within the Council's green travel strategy 		X	X	X		N/A
	<ul style="list-style-type: none"> Work with partners to create attractive and safe walking and cycling routes 	X	X	X	X	<p>Council officers working with IHL to look at installing secure cycle storage at our leisure centres.</p> <p>Works have been completed on pathways through Laburnum Avenue open space encouraging more people to cycle across the site.</p>	
	<ul style="list-style-type: none"> Work with schools to promote walking and cycling to school 		X	X			N/A
	<ul style="list-style-type: none"> Opportunities to be identified as part of the planning application process 			X			N/A
<p>Deliver lasting legacy projects from the Commonwealth Games' mountain biking event (i.e. Perry's Trail and Pedal and Play trail)</p>	<ul style="list-style-type: none"> Encourage and incorporate cycle and wheeled sports play and areas into play areas/parks where possible 	X	X	X	X	<p>Designs for the Council's first Bike Play Plaza at Cannock Chase Stadium will be consulted on with the public during Q2/Q3.</p>	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Embed health and wellbeing into all of our policies and everything that we do							
Develop a Health and Wellbeing Strategy (HWB)	<ul style="list-style-type: none"> Present strategy to Cabinet for adoption 	X	X			HWB strategy under review.	
	<ul style="list-style-type: none"> Integrate strategy actions/milestones into mainstream service delivery 			X	X		N/A
Work with partners to address health inequalities across the District							
Work with Staffordshire County Council to deliver the Better Health Staffordshire (BHS) Pilot Project	<ul style="list-style-type: none"> Provide constructive input, advice and assistance with the project to SCC and other partners 	X	X	X	X	BHS project actions currently under review with SCC to identify synergies with CCDC projects	
	<ul style="list-style-type: none"> Ensure opportunities for the Cannock Chase Can initiative and app to contribute to BHS continue to be aired and maximised. 	X	X	X	X	Meeting held with BHS to demonstrate work of Cannock Chase Can. Further work ongoing to share the impact of the app with wider health partners.	
Support residents that need our help							
Work with partners to encourage the take up of benefits by residents with low incomes	<ul style="list-style-type: none"> 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.	





Item No. 6.6

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
						Support Staffordshire's work for the year includes ensuring support is provided to residents as a result of the cost of living crisis.	
Work with Support Staffordshire and Staffordshire County Council to support residents who need our help	<ul style="list-style-type: none"> 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 has taken place during Q1.	
Work on fuel poverty with partners, such as Staffordshire Warmer Homes	<ul style="list-style-type: none"> Project Team to identify and assist households suffering fuel poverty, through awareness campaigns and promotion activity 	X	X	X	X	Charity Beat The Cold has now been engaged for a two year period to work on this project.	
Work with partners to safeguard the most vulnerable people within our district	<ul style="list-style-type: none"> Deliver partnership campaigns to raise awareness of key issues and support pathways for key issues affecting the district. 	X	X	X	X	Campaigns are now being delivered by the Commissioner for Police, Fire & Rescue and Crime and no longer in-house.	N/A
Provide funding to voluntary organisations to provide free independent, impartial, and confidential advice to our residents	<ul style="list-style-type: none"> Grant Agreement in place 	X				Funding provided to Citizens Advice	

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 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	
	8		2	8	18

Summary of Successes as at Quarter 1



The Council continues its ongoing work around sustainability, internally and with partners, including a number of its schools. It also continues to look to interlink its sustainability and health and wellbeing work together where it can.





Summary of Slippage as at Quarter 1


Work on the LDS has slipped 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 October 2023 with proposed new LDS.

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Ensure our neighbourhoods 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	<ul style="list-style-type: none"> Carry out capital play area refurbishments as per the programme 	X	X	X	X	The Council has continued to work on the play areas and open play spaces as identified in its 4-year capital programme.	
Provide support and opportunities to community groups wishing to take on more responsibility for improving and developing open spaces and play areas	<ul style="list-style-type: none"> Improve links with existing Friends Groups and create a 'Friends of Parks Groups' Strategy 	X	X	X	X	Council officers are continuing to liaise with a number of friends groups and build stronger relationships with them.	
Encourage residents to live a sustainable lifestyle							
Work with partners and the local community to support appropriate tree and planting schemes	<ul style="list-style-type: none"> Work with internal and external partners, local schools etc to identify suitable sites for community planting schemes 		X	X	X		N/A

Item No. 6.9

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
	<ul style="list-style-type: none"> Carry out community planting at suitable identified sites 			X	X		N/A
	<ul style="list-style-type: none"> Look to create wild planting areas on parks and open spaces 	X	X	X	X	Wild planting and the establishment of nature areas continues to be a theme around play area and open space development.	
Undertake campaigns to raise awareness of the ways in which residents can reduce their impact on the environment	<ul style="list-style-type: none"> Carry out annual waste reduction/recycling/ climate change campaigns 	X	X	X	X	Work has begun on the 2023/24 annual waste annual waste reduction/recycling/ climate change campaigns, once again including working alongside a number of schools across the district.	
	<ul style="list-style-type: none"> Work with schools, other educational establishments and partners, to promote sustainability, environment, and climate change awareness 		X	X			N/A
Develop a Sustainability Strategy and action plan to reduce the Council's impact on the climate	<ul style="list-style-type: none"> Adopt a Council Sustainability Strategy 			X			N/A
	<ul style="list-style-type: none"> Work towards the objectives of the Council's sustainability strategy 			X	X		N/A

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Encouragement of District wide Sustainability	<ul style="list-style-type: none"> Work with local government and external partners on improving the district's sustainability and lowering its carbon emissions 	X	X	X	X	<p>The Council continues to work with Staffordshire Sustainability Board and a number of other partners on sustainability, including local schools.</p> <p>Partners from a number of organisations are to be invited to the Council's planned 'Let's Talk - Our Environment' event to be held during Q3.</p>	
Improve the housing offer across the District							
Increase housing choice	<ul style="list-style-type: none"> Deliver sufficient supply of homes to provide for housing choice and ensure all people are able to live in a decent home 	X	X	X	X	<p>Policies on housing choice and a proposed uplift in the delivery of affordable housing have been included in the Regulation 19 Local Plan.</p> <p>New timetable to be devised and Cabinet report to approve next stage of consultation.</p>	
	<ul style="list-style-type: none"> Help meet local need for a wide variety of housing, including: <ul style="list-style-type: none"> affordable dwellings; and aspirational housing 	X	X	X	X	<p>Affordable Housing policies are set out within Reg19 Local Plan. Consultation has been delayed (see below in relation to the new Local Plan).</p>	
Work with other housing providers and landlords to ensure that their properties are safe and healthy	<ul style="list-style-type: none"> 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 	X	X	X	X	<p>Review of relevant policies completed; extensively revised private sector housing enforcement policy prepared, which will be presented to Cabinet in Q2.</p>	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Ensure our communities are well designed, accessible, and have inclusive environments							
Adopt a new Local Plan for the district	<ul style="list-style-type: none"> 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 October 2023 with proposed new LDS.	
	<ul style="list-style-type: none"> Examination in Public summer 2023 		X			To be revised.	N/A
Support and build strong connections within our local communities							
Work with partners to support community events	<ul style="list-style-type: none"> Regular meetings with town and parish councils 		X		X		N/A
	<ul style="list-style-type: none"> Identify options for supporting community events 				X		N/A




Key Performance Indicators (KPIs) for 2023/24 - as at end of Quarter 1

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					✓	This figure includes visits to Chase and Rugeley Leisure Centre, Cannock Park Golf Course, Fives Pavilion, Museum of Cannock Chase, Prince of Wales Theatre and Wellbeing activities.
Number of individuals engaged through Cannock Chase Can activities and initiatives, including the App	N/A	1,092 app users					N/A	446 attendances to events during the quarter

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 <i>Breakdown:</i> <i>Recycling (dry)</i> <i>Composting (garden)</i>	50%	50.07%					★	
Missed bin collections (including assisted)	2021-22 out-turn 732	140					✓	

Indicator	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year	Symbol	Comments
Environmental Health								
% of food businesses inspected which are broadly compliant (rating of 3 or better)	N/A	98%					N/A	
Homelessness								
% of homeless cases resolved through prevention assessed under prevention duty	N/A	71%					N/A	
% of homeless cases assessed under relief duty	N/A	29%					N/A	
Housing								
Rent collected as proportion of rent due	100%	98.74%						Working towards, by year-end target should be achieved. Cost of living crisis impacts some tenant's ability to pay, but proactive work of Income Management team tries to mitigate to increase rent collection rate.
Rent arrears - former tenants (FTA)	£500,000	£401,345						
Average re-let time for Voids	52	46.10						
% emergency repairs completed in time	100%	100%					