

**SUBMISSION TO COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH
OVERVIEW AND SCRUTINY COMMITTEE**

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Agenda item: 9

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**REPORT OF THE CABINET MEMBER FOR COMMUNITY, HOUSING AND
ENVIRONMENTAL HEALTH**

PERFORMANCE MANAGEMENT OF ONE YEAR ACTION PLANS

1. PURPOSE OF THE REPORT

- 1.1 To advise Members that in future they will be provided with performance monitoring reports which are relevant to the terms of reference of this Committee; reports will be produced twice a year and will provide an update on progress against projects and milestones in the One Year Action Plan. Statistical information relating to activity will also be included
- 1.2 The first of these reports, the performance outturn of the Community, Housing and Environmental Health Portfolio against the District Council's One Year Action Plan 2012 / 13, is attached. Members are invited to raise questions and comment (or where appropriate, request a more detailed report)

2. BACKGROUND AND RATIONALE

- 2.1 Each year, the District Council produces a One Year Action Plan which sets out the key activities and projects, measures and targets that the Council intends to deliver over the coming twelve months. The Plan is considered by Council each year in February at the same time that the budget is approved.
- 2.2 The One Year Action Plan itself is a product of the discussions which take place each autumn when Member Panels consider the Service Plans produced by teams across the Council. Members can use this as an opportunity to influence the direction of travel for the coming year and in some cases use the result to influence the Work Programme of the Overview and Scrutiny Committee. An extract of the One Year Action Plan 13/14 which relates to this Committee is attached at **Appendix A**.
- 2.3 It has been the usual practice for a six month and full year report on progress against each One Year Action Plan to be reported to Strategic O&S Committee. Although this means that this Committee can take an overview of progress and performance across the Council, it does mean that the other Committees, all of which helped to contribute to the content of the Plan, are not routinely provided with a performance update.
- 2.4 Following discussion at the Overview and Scrutiny Co-ordinating Group, it has been agreed that in future, the relevant activities and projects are included within

a routine progress report to each O&S Committee in June (which will provide the performance outturn for the previous financial year) and in January (which will provide the performance outturn for the preceding 6 months).

- 2.5 A composite of all the performance reports will be provided to Cabinet at the same time that they receive the mid year and end of year financial outturn reports.

3. PERFORMANCE HIGHLIGHTS

- 3.1 A copy of the outturn report for the Community, Housing and Environmental Health portfolio is attached at **Appendix B**. This Committee has contributed to several of the activities and projects which featured in the Work Programme for the 12/13 Municipal Year including:

- Development of Tenancy Strategy; approved by Cabinet in May 2012
- Review of Housing Allocation Policy; approved by Cabinet in March 2013
- Development of Housing Strategy and Tenancy Strategy (Member Task Group); approved by Cabinet in March 2013
- Review of impact (including unintended consequences) of taking a commissioning approach to funding the community and voluntary sector (reconvened Member Task Group)
- Troubled Families and Supporting Families in Lichfield District
- Submitting comments on the interim Police and Crime Plan

The outturn report also highlights several improvements in performance including:

- a 20% reduction in reports of anti social behaviour
- reduced time from enquiry to completion of disabled facilities grants (from 31 to 25.5 weeks in 11/12)
- 213 homelessness preventions (compared to 145 in 11/12)
- 53 affordable homes delivered (in excess of the target of 25)

- 3.2 Service Managers routinely monitor activity and performance delivered by their teams; a comprehensive list of indicators is attached at **Appendix C**. Some data is collected monthly, others quarterly. Where available, the outturn for 12/13 is indicated

4. RECOMMENDATION

- 4.1 Members are requested to consider and comment on the outturn report for 12/13 which is attached at **Appendix B** and the statistical analysis attached at **Appendix C**

5. COMMUNITY BENEFITS

- 5.1 The effective scrutiny of performance reports and data drives performance improvement leading to direct benefits for the community through improved services and value for money based on achieving key priorities.

6. FINANCIAL IMPLICATIONS

- 6.1 None arising directly from this report; the Portfolio outturn for 12/13 was within budget. A more detailed report on the corporate outturn position will be considered at Strategic Overview & Scrutiny Committee 3rd September 2013 and Cabinet 10th September 2013.

7. PLAN FOR LICHFIELD DISTRICT IMPLICATIONS

- 7.1 The report identifies some of the key areas of achievement during 12/13 as reports back on the progress made against the activities / projects and measures / targets set out in the District Council's One Year Action Plan 12/13.

8. CRIME AND COMMUNITY SAFETY ISSUES

- 8.1 The report refers to this area of performance, particularly in relation to incidence of anti social behaviour.

9. RISK MANAGEMENT ISSUES

Risk Description	Likelihood / Impact	Status	Risk Category	Countermeasures
Information provided to Members is too 'high level' and inadequate for robust scrutiny	Medium / medium	Material	Reputation	The Cabinet Member, Director and Service Managers are in attendance at the O&S meeting and can elaborate on the content of the report Members can request further details or a separate report on any item referred to in the report

A Plan for Lichfield District - 2013/14 One Year Action Plan

Performance Report to Community, Housing & Environmental Health (Overview and Scrutiny) Committee

This table sets out an extract from the District Council's 2013/14 One Year Action Plan and contains only those actions and projects that relate to the areas covered by this Committee

Activities and Projects 2013/14	Measures and Targets 2013/14
Strategic Theme: Supporting People <i>A district where everyone shares in an improved quality of life and community wellbeing</i>	
Long Term Outcome: We'll help people to be and to feel secure in their homes, neighbourhoods and town and city centres by tackling crime and anti-social behaviour	
Co-ordinate low level intervention activities (e.g. mediation / problem solving) to prevent escalation of anti social behaviour <i>(Councillor Greateorex)</i>	Incidence of anti social behaviour maintained at performance level achieved in 12/13
Support the local implementation of the national Troubled Families programme 'Supporting Families in Lichfield District' <i>(Councillor Greateorex)</i>	Support partners towards reducing school exclusions, anti social and offending behaviour and moving off of out of work benefits in targeted families
Long Term Outcome: We'll support and encourage individuals and groups to take responsibility for shaping and improving their communities through voluntary effort and social action, and support a thriving and diverse community and voluntary sector	
Performance manage the Service Level Agreements with in the voluntary and community organizations to ensure agreed outcomes and value for money are achieved <i>(Councillor Greateorex)</i>	SLA targets achieved by March 2014
Long Term Outcome: We'll help and support vulnerable adults, families and children to live independent and fulfilled lives in their own homes and communities, and prevent homelessness wherever we can	
Consider options for alternative sources of funding for Disabled Facilities Grants (DFG's) to supplement the Council's capital programme <i>(Councillor Greateorex)</i>	Options considered and potential opportunities identified for alternative funding sources. September 2013
Review the methodology used to monitor customer satisfaction with the delivery of DFG's <i>(Councillor Greateorex)</i>	Methodology reviewed September 2013
Continue to deliver the homelessness prevention and assistance policy <i>(Councillor Greateorex)</i>	Preventions increased @ 10% from 2012/13 baseline
Review homelessness and publish a revised Homelessness Strategy <i>(Councillor Greateorex)</i>	Stakeholder consultation completed September 2013 Strategy published December 2013
Target the areas identified for improvement in meeting our commitment to the Public Sector Equality Duty <i>(Councillor Greateorex)</i>	Annual Equality Statement updated and published by January 2014
Help unemployed people get back to work by supporting and developing Work Clubs across the District <i>(Councillor Greateorex)</i>	100 unemployed people helped into work, training or volunteering
Long Term Outcome: We'll improve health and wellbeing of the whole population making sure we make the biggest improvement for people with the lowest life expectancy	
Develop a local strategy to respond to harm caused by alcohol <i>(Councillor Greateorex)</i>	Strategy produced by June 2013
Strategic Theme: Shaping Place <i>A district where people love to live work and visit with a high quality residential, community and commercial environment</i>	
Long Term Outcome: We'll enhance and protect the District's built environment assets, its historic environment, open spaces and local distinctiveness	
Develop a strategy to respond to Heritage Crime <i>(Councillor Greateorex)</i>	Strategy completed by September 2013

Activities and Projects 2013/14	Measures and Targets 2013/14
Long Term Outcome: We'll work with others to provide access and choice to a range of market specialist and affordable homes that meet the needs of our existing and future residents	
Review and revise the Tenancy Strategy (<i>Councillor Greateorex</i>) Develop Housing Strategy 2013/17 (<i>Councillor Greateorex</i>) Deliver the replacement of the UChoose Housing Register (<i>Councillor Greateorex</i>) Deliver increased levels of affordable housing to meet varied requirements across the District (<i>Councillor Greateorex</i>)	Approved by September 2013 Approved by Cabinet, April 2013 System launched by July 2013 90 affordable homes delivered including Friary Outer, Hawksyard and the Maltings schemes by March 2014
Long Term Outcome: We'll reduce carbon emissions and promote energy efficiency and renewable energy within the home & workplace.	
Following the introduction of the Green Deal, review the ongoing delivery of the Warmer Homes Greener District Scheme (<i>Councillor Greateorex</i>)	Reviewed by May 2013
Strategic Theme: Boosting Business and our Economy <i>A district where businesses and enterprise can flourish and there is a vibrant local economy</i>	
Long Term Outcomes: We'll grow our local economy with an improved retail offer in both Lichfield and Burntwood and encourage a spread of sectors with more high-quality manufacturing and service sector jobs	
Prepare for the integration of incoming forces to DMS Whittington in support of the Armed Forces Community Covenant (<i>Councillors Greateorex and White</i>)	To be defined
Long Term Outcome: We'll position the District as a good place to do business and maintain its position as one of the highest employment areas in the West Midlands by encouraging entrepreneurship, innovation, inward investment, wealth creation and skills development	
Actively participate in initiatives on regulatory reform as part of the Greater Birmingham Local Enterprise Partnership and its regulatory pilot 'Better Business for All' (<i>Councillor Greateorex</i>)	Input into the GBSLEP Regulatory Pathfinder Work programmes evidenced
Long Term Outcome: We'll build a more prosperous district through heritage, tourism, and culture and by encouraging the development of creative, visitor and leisure industries	
Embed the new Service Level Agreements relating to creating a prosperous District through tourism, heritage, arts & culture (<i>Councillors Mrs Flowith and Greateorex</i>)	SLA targets achieved by March 2014
THIS WILL BE UNDERPINNED BY BEING A WELL MANAGED COUNCIL <i>A good council that provides community leadership and delivers value for money services that people want</i>	
Long Term Outcome: We'll strengthen our community leadership and influencing role especially through effective relationships with partner organisations	
Develop and strengthen partnership arrangements especially through leadership of the District Board (<i>Councillor Greateorex</i>)	Action Plan 2013/14 delivered
Long Term Outcome: We'll maximise the council's performance, innovation and efficiency, so we use our resources well and deliver good quality and better value services	
Implement a new Customer Relationship Management system as part of a Staffordshire-wide procurement and introduction of greater self-service through the website (<i>Councillor Greateorex</i>)	Phase 1 implemented, April 2013 Phase 2 implemented, July 2013 Existing CRM decommissioned, October 2013

A Plan for Lichfield District - 2012/13 One Year Action Plan

End of Year Performance Overview

The purpose of this report is to update Members on progress achieved against the activities and projects set out in the District Council's 2013/14 One Year Action Plan and to invite questions and comment (or where appropriate, for members to request a more detailed report). This report contains only those actions and projects that relate to the areas covered by this Committee

✓	On Target
=	In Progress
✗	Behind target

Activities and Projects 2012/13	Measures and Targets 2012/13	On Target?	Current Performance (including comparative data where available)
Strategic Theme: Supporting People A district where everyone shares in an improved quality of life and community wellbeing			
Long Term Outcome: We'll help people to be and to feel secure in their homes, neighbourhoods and town and city centres by tackling crime and anti-social behaviour			
Co-ordinate low level intervention activities (e.g. mediation / problem solving) to prevent escalation of anti social behaviour (Councillor Greateorex)	The incidence of anti social behaviour in 2012/13 to be a reduction on the 11/12 outturn of 1807 incidents	✓	1,753 incidents – 455 (or 20%) fewer than in 2011/12, and with a 50% reduction over the last 5 years.
Long Term Outcome: We'll support and encourage individuals and groups to take responsibility for shaping and improving their communities through voluntary effort and social action, and support a thriving and diverse community and voluntary sector			
Refocus community development team to support District wide strategic projects, whilst continuing to prioritise areas of social disadvantage e.g. promoting health and wellbeing and lifestyle improvement (Councillor Greateorex)	Achieve project milestones	=	Some refocusing achieved including extension to cover Lichfield city and agreement reached with funders for more flexible use of resource. Additional income negotiated with Bromford, Lichfield City Council, Armitage with Handsacre Parish Council and Fazeley Town Council (reported to Cabinet @ May 2012). After a funding review by partners, a different approach will be taken in the Burntwood area; a reduction in income means that the service can no longer be provided in the way it had been configured in the past. Team focusing on getting people back into employment through Work Clubs; 58 gained employment during 2012/13 with 89 helped into training and 11 into volunteering. 348 individuals were registered to work clubs and attendances totalled 1,157 over the course of the year.
Support voluntary and community organisations to embed the new Service Level Agreements and, monitor the delivery of the agreed outcomes (Councillor Greateorex)	SLA targets are achieved	=	Six monthly monitoring meetings with 9 voluntary and community sector providers were completed in the autumn and again in March. Performance is reported separately on covalent. Evaluation of commissioning process in progress; included consultation with reconvened CHH OSC Member Task Group in January 2013.

Activities and Projects 2012/13	Measures and Targets 2012/13	On Target?	Current Performance (including comparative data where available)
Long Term Outcome: We'll help and support vulnerable adults, families and children to live independent and fulfilled lives in their own homes and communities, and prevent homelessness wherever we can			
Contribute to improving the life chances of troubled families living within the District <i>(Councillor Greateorex)</i>	Number of troubled families confirmed Families who interface with the District Council identified	=	A data analysis exercise has identified 44 'troubled families' living in the District; a report was received at the September meeting of CHH O&S and Members advised that this initiative will be rebranded 'Supporting Families in Lichfield District'
Improve the experience of customers through earlier completion of Disabled Facilities Grants <i>(Councillor Greateorex)</i>	Target 30 % of DFG's to be dealt with the through the fast track process..	✓	The average time from enquiry to completion of Disabled Facilities Grants is 25.5 weeks during 2012/13 (31.1 weeks during 2011/12). 49% of DFG's have been completed through the fast track process (19% during 2012/13)
Continue to deliver the homelessness prevention and assistance policy <i>(Councillor Greateorex)</i>	10% increase in preventions from 2010/11 baseline	✓	213 households had their homelessness prevented during this period compared to 145 in 2011/12 a 46% increase. 37 households were assisted through the homeless prevention fund (20 in 2011/12)
Target the areas identified for improvement in meeting our commitment to the Public Sector Equality Duty including improved reporting on how services delivered meet the needs of people identified in the Act (also relevant to other people outcomes) <i>(Councillor Greateorex)</i>	Equality Impact Assessments (EIAs) completed	=	A total of 11 EIAs were completed in 2012/13, including the new Council Tax Scheme. Managers also made specific reference to compliance with the Public Sector Equality Duty in departmental service delivery plans for 13/14.
	Relevant equality information monitored and actions taken and published in the annual Equality Statement with a focus on Housing, Leisure and Benefits area	✓	Equality Statement published in January 2013 statement. Work underway to reformat into a more "user friendly" version. Housing, Leisure and Benefits areas prioritised. Considerable work undertaken to improve access to and uptake of staff training. Internal audit undertaken January 2013.
Long Term Outcome: We'll improve health and wellbeing of the whole population making sure we make the biggest improvement for people with the lowest life expectancy			
Continue to identify and address home and lifestyle risks through the Lichfield One Place projects <i>(Councillor Greateorex)</i>	Achieve project deliverables	✓	10 training events delivered (11 in 2011/12) with 132 home visitor attendances (239 in 2011/12). Member training event delivered in May attended by 31 elected Members.
Strategic Theme: Shaping Place <i>A district where people love to live work and visit with a high quality residential, community and commercial environment</i>			
Long Term Outcome: We'll work with others to provide access and choice to a range of market specialist and affordable homes that meet the needs of our existing and future residents			
Develop Tenancy Strategy <i>(Councillor Greateorex)</i>	Approved by May 2012	✓	Tenancy Strategy considered by CHH O&S Member Task Group and approved by Cabinet in May; an annual review of the Strategy was agreed.
Develop Housing Strategy 2012/16 <i>(Councillor Greateorex)</i>	Approved by February 2013	✓	Draft Strategy considered by CHH O&S in January 2013 and recommended for approval by Cabinet. The Strategy was approved by Cabinet in March 2013 and approved by full Council in April 2013.

Activities and Projects 2012/13	Measures and Targets 2012/13	On Target?	Current Performance (including comparative data where available)
<p>Revise Housing Allocation Policy (<i>Councillor Greateorex</i>)</p> <p>Deliver increased levels of affordable housing to meet varied requirements across the District (<i>Councillor Greateorex</i>)</p>	<p>Approved by March 2013</p> <p>Target of 25 affordable homes delivered District-wide plus a further 54 units of supported housing and 6 shared ownership homes upon the completion of the Friary Outer Scheme</p>	<p>✓</p> <p>✓</p>	<p>The revision of the Housing Allocation Policy was dependent on how the Housing Register will be delivered in the future. Options for future delivery together with a draft allocation policy were considered in conjunction with Bromford Housing at a Member Task Group in January 2013. The allocation policy and the move to Homes Direct were approved by Cabinet in March 2013.</p> <p>53 affordable homes were delivered last year which exceeded the target. These comprised:</p> <ul style="list-style-type: none"> • 22 rented (18 Hawksyard village in Armitage and 4 in Clifton campville) • 7 shared ownership(Hawksyard) • 4 mortgage rescue • 20 First buy (15 Hawksyard/ 3 Laurel house Fazeley/ 2 Victoria hospital site) <p>Friary Outer scheme is currently on site which will deliver 54 sheltered and 6 shared ownership apartments in late summer 2013.</p>
<p>Long Term Outcome: We'll reduce carbon emissions and promote energy efficiency and renewable energy within the home & workplace</p>			
<p>Review Warmer Homes Greener District (WHGD) scheme in preparation for the introduction of the Green New Deal (<i>Councillor Greateorex</i>)</p>	<p>Reviewed by November 2012</p>	<p>✗</p>	<p>CHH O&S in September 2012 recommended that a Member Task Group be set up to review the WHGD scheme and consider the options for future delivery, the first task group meeting was held in October 2012, where the existing scheme delivery was considered.</p> <p>Due to delays over the implementation of the Green Deal (it was not officially launched until 28.1.13) more time to fully consider the future options has been required. Lessons learnt from several projects enabled through the successful bid for Green Deal pioneer places funding will feed into the review</p> <p>A second Member task group meeting to fully consider the Council's future options is scheduled for July 2013 followed by consideration of the options at CHEH O&S in September.</p>
<p>Strategic Theme: Boosting Business and our Economy <i>A district where businesses and enterprise can flourish and there is a vibrant local economy</i></p>			
<p>Long Term Outcome: We'll position the District as a good place to do business and maintain its position as one of the highest employment areas in the West Midlands by encouraging entrepreneurship, innovation, inward investment, wealth creation and skills development</p>			
<p>Develop Working Together for Business Growth in partnership with the Local Better Regulation Office (LBRO) (<i>Councillor Greateorex</i>)</p>	<p>Proposal developed, grant secured, application produced and In2Gov website developed</p>	<p>✓</p>	<p>'Talk to Reg' website launched in September; this site signposts business customers to named services, named officers and contact numbers based on the postcode of the business. Demonstration of the website provided to CHH O&S in September. Now being rolled out to other LEPs across the UK with further improvements planned.</p>

Activities and Projects 2012/13	Measures and Targets 2012/13	On Target?	Current Performance (including comparative data where available)
Long Term Outcome: We'll build a more prosperous district through heritage, tourism, and culture and by encouraging the development of creative, visitor and leisure industries			
Align Rate My Place with the national Food Hygiene Rating scheme (<i>Councillor Greatorex</i>)	Completed June 2012	✓	Grant of £71k awarded by Food Standards Agency for joint development work of the scheme with 7 Local Authorities with LDC leading the project. System being well used by customers with over a 1000 hits each month.
THIS WILL BE UNDERPINNED BY BEING A WELL MANAGED COUNCIL <i>A good council that provides community leadership and delivers value for money services that people want</i>			
Long Term Outcome: We'll strengthen our community leadership and influencing role especially through effective relationships with partner organisations			
<p>Prepare and run the election of the Police and Crime Commissioner and actively support the new Police and Crime Panel (<i>Councillors Mrs Stanhope and Greatorex</i>)</p> <p>Develop and strengthen partnership arrangements especially through leadership of the District Board (<i>Councillor Greatorex</i>)</p> <p>Develop and strengthen relationships with the Defence Medical Establishment, Whittington</p>	<p>Successfully administer the Police Commissioner Elections in November 2012</p> <p>Review of structures to enable effective working relationship with Commissioner and Panel</p> <p>Delivery of District Board 2012/13 Action Plan</p> <p>Sign the Armed Forces Community Covenant</p> <p>Arrange a Member Visit to Whittington</p> <p>Develop an action plan with partners</p>	<p>✓</p> <p>✓</p>	<p>Council approved Councillor Greatorex as its representative on the Police and Crime Panel (May 2012); he has been appointed as Vice Chairman of the Panel. LDC has represented all Staffordshire Community Safety Partnerships in 1-2-1 briefing meetings with prospective Police and Crime Commissioners</p> <p>The District Board endorsed both the Plan for Lichfield District 21012/16 and the Partnership Action Plan 12/13 for Lichfield District in March 2012. Progress against the Plan is monitored periodically through reports to the Board.</p> <p>Full Council endorsed the Armed Forces Community Covenant pledge in April and Covenant was signed at National Memorial Arboretum in May 2012. Approximately 20 Members visited Whittington on 18th October. Councillor Derrick has been appointed as Armed Forces Liaison Member.</p>
Long Term Outcome: We'll maximise the council's performance, innovation and efficiency, so we use our resources well and deliver good quality and better value services			
Implement a new Customer Relationship Management system as part of a Staffordshire-wide procurement (<i>Councillor Greatorex</i>)	Development system installed by October 2012; process redesign for street scene, waste management and environmental health completed by March 2013; new CRM installed by March 2013.	✓	New Customer Relationship Management system on track to go live in July 2013.

Housing Performance Indicators 2013/14

PI Code & Short Name	2012/13	April 2013	May 2013	2013/14
	Value	Value	Value	Value
LH (Adapt) 001 Number of Grants Approved	81	4	4	8
LH (Adapt) 002 Amount of Grant Funding Approved	£614,584.45	£28,346.34	£46,534.82	£74,881.16
LH (Adapt) 003 Number of Grants Completed (monthly)	79	5	7	12
LH (Adapt) 004 Amount of Grant Funding Completed (monthly)	£579,099.81	£21,226.47	£33,300.13	£54,526.60
LH (Adapt) 008 Average Time from Enquiry to Completion	25.5	13.7	16.8	16.8
LH (Adapt) 015 Number of referrals received from Social Care & Health	112	5	12	17
LH15 % of Disabled Facilities Grant Budget Spent (Accumulative) quarterly	96.50%	4.10%	10.50%	10.50%
LH (Adapt) 021 Length of time from Enquiry to Completion (Fast Track)	17.4	13.7	16.1	16.1
LH (Adapt) 022 Number of Fast-Track enquiries received	38	2	6	8
LH (Adapt) 023 Number of fast-Track cases completed	39	5	1	6
LH (HHO) 001 Number of Mortgage Repossession Notifications (monthly)	90	10	7	17
LH3 Number of housing applications registered within the period (monthly)	1,660	137	121	258
LH8 Year to Date Length of stay in temporary accommodation (B&B) - year to date (quarterly)	1.45 wks	Not measured for Months		
LH8b Year2Date Length of stay in temporary accommodation (Hostel) (Year To Date)	14.42 wks	Not measured for Months		
LH11 % of enquiries that become a Homeless Application monthly	5.00%	4.00%	2.00%	2.00%
LH14 Homeless Prevention cases likely to be successful for at least 6 months monthly	213	18	16	34
LH16 Total B&B direct expenditure	£4572	£597	£706	£1303
LH23 Total number of households placed in B&B during the period (monthly)	8	2	1	3

PI Code & Short Name	2012/13	April 2013	May 2013	2013/14
	Value	Value	Value	Value
LH25 Total number of households placed in RSL Stock during the period (monthly)	51	4	7	11
LH27 Total number of Housing Advice Enquiries (monthly)	1572	144	151	295
LH28 Total number of referrals to the Sanctuary Scheme (monthly)	0	1	1	1
LH28a Amount spent via the Sanctuary Scheme (monthly)	£4,761.20	£0.00	£4,618.11	£4,618.11
LH30 Number of Homeless applications that are repeat (quarterly)	0.00	Not measured for Months		
LH31 Number of Homeless Applications within the period (quarterly)	92	Not measured for Months		
LH34 Number of Households helped by the Homeless Prevention Fund (monthly)	37	2	1	3
LH35 Amount of Homeless Prevention Fund Spent (monthly)	£38949	£1462	£450	£1912
LH43 Homelessness (Accepted Stat) (monthly)	89	6	10	16
LH49 Homelessness (Total decisions)	101	008	013	021
LH51 Homelessness (Percentage of decisions made within 25 days) (quarterly)	85.7%	75.0%	76.9%	76.0%
LH RPF 001 Amount spent via the Repossessions Prevention Fund	£15,335.67	£0.00	£0.00	£0.00
LH RPF 002 Number of households assisted by the Repossessions Prevention Fund	10	0	0	0

Environmental Health Key Activities & Outcomes 2013/14

PI Code & Short Name	2012/13	April 2013	May 2013	Q1 2013/14	2013/14
	Value	Value	Value	Value	Value
LEH7(a) No. of food establishments inspected in the last month that were broadly compliant	Not previously measured	32	22	54	54
LEH7(b) No. of food establishments inspected in the last month that were not compliant	Not previously measured	1	0	1	1
LEH7(c) Total number of food safety inspection visits made in the last month	Not previously measured	33	22	55	55
LEH7(d) % all food establishments within the District which are broadly compliant - moving figure (monthly)	Not previously measured	95.25%	95.44%	95.35%	95.35%

PI Code & Short Name	2012/13	April 2013	May 2013	Q1 2013/14	2013/14
	Value	Value	Value	Value	Value
LEH7(e) Total number of new food premises that have started up since the last month	Not previously measured	9	5	14	14
LEH7(f) No of new food premises start ups in the last month which have been provided with regulatory advice that achieve 4* or above	Not previously measured	5	4	9	9
LEH7(g) % of new food premises start ups in the last month which have been provided with regulatory advice that achieve 4* or above	Not previously measured	83.3%	80%	81.65%	81.65%
LEH7(o) Food Safety Simple Cautions	Not previously measured	0	8	8	8
LEH7(p) Food Safety Legal Proceedings	Not previously measured	0	0	0	0
LEH9(a) Environmental Protection - Noise - Service Requests	529	56	36	92	92
LEH9(b) Regulatory - Noise - Fixed Penalty/Notices Issued	Not previously measured	0	2	2	2
LEH9(c) Regulatory - Noise - Simple Cautions	Not previously measured	0	0	0	0
LEH9(d) Regulatory - Noise - Legal Proceedings	Not previously measured	0	0	0	0
LEH010(a) Environmental Protection - Smoke - Service Requests	Not previously measured	11	6	17	17
LEH010(b) Regulatory - Air - Fixed Penalty/Notices Issued	Not previously measured	0	0	0	0
LEH010(c) Regulatory - Air - Simple Cautions	Not previously measured	0	0	0	0
LEH010(d) Regulatory - Air - Legal Proceedings	Not previously measured	0	0	0	0
LEH013(a) Dog Fouling - Service Requests Received	Not previously measured	18	13	13	13
LEH013(b) Regulatory - Dog Fouling Fixed Penalty/Notices Issued	Not previously measured	1	0	1	1
LEH013(c) Regulatory - Dog Fouling Simple Cautions	Not previously measured	0	0	0	0
LEH013(d) Regulatory - Dog Fouling Legal Proceedings	Not previously measured	1	0	1	1
LEH014(a) Environmental Protection - Stray Dogs - Service Requests	361	24	33	57	57
LEH014(b) Stray Dogs - Taken to Kennels	62	3	6	9	9

PI Code & Short Name	2012/13	April 2013	May 2013	Q1 2013/14	2013/14
	Value	Value	Value	Value	Value
LEH014(c) Stray Dogs - Returned to owner	Not previously measured	7	8	15	15
LEH014(d) Stray Dogs - Collected by owner	28	1	2	3	3
LEH014(e) Stray Dogs - Re-homed	Not previously measured	0	1	1	1
LEH014(f) Stray Dogs - Euthanased	9	0	0	0	0
LEH014(g) Stray Dogs - Awaiting Info From Kennels	23	0	0	0	0
LEH015 Dirty Premises - Number of Service Requests	Not previously measured	14	11	25	25
LEH016 Odour - Number of Service Requests	Not previously measured	2	0	2	2
LEH016(b) Regulatory - Private Sector Housing - Fixed Penalty/Notices Issued	Not previously measured	9	11	20	20
LEH016(c) Regulatory - Private Sector Housing - Simple Cautions	Not previously measured	0	0	0	0
LEH016(d) Regulatory - Private Sector Housing - Legal Proceedings	Not previously measured	0	0	0	0
LEH17 Total Number of Service Requests Received (CRM)	Not previously measured	125	99	206	206
LEH18(a) Shift in Compliance - Number of premises improving from 0, 1 & 2 to 3 or above rating	Not previously measured	Not measured for Months		Not measured for Quarters	
LEH18(b) Shift in Compliance - Number of premises falling into the lower 0, 1 & 2 rating	Not previously measured	Not measured for Months		Not measured for Quarters	
LEH19(a) No. Of Licenses Issued - Taxis - Vehicles	147	13	17	30	30
LEH19(b) No. Of Licenses Issued - Taxis - Drivers	164	5	11	16	16
LEH19(c) No. Of Licenses Issued - Taxis - Operators	22	2	8	10	10
LEH19(d) No. Of Licenses Issued - Horse Riding	Not previously measured	0	0	0	0
LEH19(e) No. Of Licenses Issued - Pet Shop	3	1	0	1	1
LEH19(f) No. Of Licenses Issued - Dog/Cat Boarding	23	0	0	0	0
LEH19(g) No. Of Licenses Issued - Dog Breeding	3	0	0	0	0
LEH19(h) No. Of Licenses Issued - Acupuncture	26	1	0	1	1
LEH19(i) No. Of Licenses Issued - Ear Piercing	61	1	0	1	1
LEH19(j) No. Of Licenses Issued - Electrolysis	6	0	0	0	0
LEH19(k) No. Of Licenses Issued - Reuse of Info	1	0	0	0	0
LEH19(l) No. Of Licenses Issued - Zoo	2	0	0	0	0

PI Code & Short Name	2012/13	April 2013	May 2013	Q1 2013/14	2013/14
	Value	Value	Value	Value	Value
LEH19(m) No. Of Licenses Issued - EP Permits	26	0	0	0	0
LEH19(n) No. Of Licenses Issued - HMO's	4	1	0	1	1
LEH19(o) No. Of Licenses Issued - Caravans	1	0	0	0	0
LEH19(pl) No. Of Licenses Issued - Street Trading - Regular	0	0	0	0	0
LEH19(pll) No. Of Licenses Issued - Street Trading - Occasional	0	0	0	0	0
LEH20 Pest Control - Total Number of Requests	491	58	23	81	81
LEH20(a) Pest Control - Rats	300	52	13	65	65
LEH20(b) Pest Control - Mice	100	3	3	6	6
LEH20(c) Pest Control - Wasps	91	0	5	5	5
LEH20(d) Pest Control - Other	91	3	2	5	5
LEH20(e) Regulatory - Public Health/Pest Control/Litter - Fixed Penalty/Notices Issued	91	5	4	9	9
LEH20(f) Regulatory - Public Health/Pest Control - Simple Cautions	91	0	0	0	0
LEH20(g) Regulatory - Public Health/Pest Control - Summons Issued	91	0	0	0	0
LEH21 Planning Application Evaluations - Total	416	29	37	66	66
LEH21(a) Planning Application Evaluations - Initial	178	15	24	39	39
LEH21(b) Planning Application Evaluations - Follow Up	238	14	13	27	27

Community & Partnerships - Activity and Performance Monitoring 2013/14

PI Code & Short Name	2012/13	April 2013	May 2013	Q1 2013/14	2013/14
	Value	Value	Value	Value	Value
ComDev 001 Community Development - attendance at community events (noting seasonality)	5,148	Not measured for Months			
CS 001 Community Safety - Anti-social behaviour (ASB) - number of reported incidents	1,753	86	102	188	188
CTS 001 Community Transport Scheme - number of journeys (counting each round trip as one)	702	53	59	112	112
CTS 002 Community Transport Scheme - number of passenger journeys (note: repeat customers will be counted more than once)	8,728	666	767	1,433	1,433

PI Code & Short Name	2012/13	April 2013	May 2013	Q1 2013/14	2013/14
	Value	Value	Value	Value	Value
CTS 003 Community Transport Scheme - income (based on invoicing - not incl grant funding)	£31,973.05	£2,366.54	£2,906.77	£5,273.31	£5,273.31
CTS 004 Community Transport Scheme - number of volunteer hours (measures trip time only)	2,036	138.75	191.17	329.92	329.92
Equal 001 Equalities - total number for LDC of Equality Impact Assessments (EIAs) completed	11	Not measured for Months			
Equal 002 Equalities - total number of LDC employees accessing e-learning in Equalities	18	Not measured for Months			
JIG 001 Jigsaw - number of volunteering hours	1,690	Not measured for Months			
JIG 002 Jigsaw - income from room hire - based on invoicing	£2,308.00	£144.00	£330.00	£474.00	£474.00
JIG 003 Jigsaw - percentage uptake of meeting room hire availability	50%	Not measured for Months			
MLL 001 Mill Lane Link (MLL) - income from room hire - based on invoicing	£6,878.00	£192.00	£1,132.00	£1,324.00	£1,324.00
MLL 002 MLL - percentage uptake of meeting room hire availability	51%	Not measured for Months			
OMCC 001 % Occupancy rate for the Old Mining College Centre Units.	92%	Not measured for Months			
OMCC 002 Old Mining College Centre income from room hire - based on invoicing	£17,277.45	£750.00	£862.00		
OMCC 003 % uptake of meeting room hire availability for the Old Mining College Centre .	36%	Not measured for Months			
Safe 001 Safeguarding - total number of LDC employees accessing e-learning in Safeguarding	20	Not measured for Months			
Voice 003 Consultation - number of surveys on Voice It (LDC only - excludes partner surveys)	18	6	6	12	12
Voice 004 Consultation - number of responses to surveys on Voice It	1,876	6	0	6	6
Voice 005 Consultation - percentage of surveys completed online	50%	41%	42%	41.5	41.5
Voice 006 Consultation - Consultation - number of visits to live surveys on Voice It	1274	182	86	268	268
WRK 001 Work Clubs - total number registered (all work clubs)	348	Not measured for Months			
WRK 002 Work Clubs - total attendance figures (note: repeat clients will be counted more than once)	1,157	Not measured for Months			
WRK 003 Work Clubs - number of new clients registered as a percentage of total (all work clubs)	68%	Not measured for Months			

PI Code & Short Name	2012/13	April 2013	May 2013	Q1 2013/14	2013/14
	Value	Value	Value	Value	Value
WRK 004 Work Clubs - total number helped into employment (all work clubs)	58	Not measured for Months			
WRK 005 Work Clubs - total number helped into training (all work clubs)	89	Not measured for Months			
WRK 006 Work Clubs - total number helped into volunteering (all work clubs)	11	Not measured for Months			

Connects Key Service Indicators 2013/14

PI Code & Short Name	2012/13	April 2013	May 2013	2013/14
	Value	Value	Value	Value
LLC02 Lichfield Connects - Average waiting time in minutes for Revenues & Benefits (face to face enquiries)	Not previously collected	18.50	17.00	17.75
LLC05a Number of calls received during the period in the contact centre	147,559	16,611	13,821	30,432
LLC05a(2) Number of calls received for Environmental Health during the period in the contact centre	922	92	112	204
LLC05a(3) Number of calls received for Revs & Bens during the period in the contact centre	57,985	9,181	6,740	15,921
LLC06 Lichfield Connects - percentage of telephone calls not answered	6.1%	9.51%	9.26%	9.39%
LLC09 Total contact made in person	Not previously collected	2,449	2,092	4,541
LLC09(a) Contact made in person relating to Housing	Not previously collected	92	77	169
LLC09(e) Contact made in person relating to Revenues & Benefits	12,524	1,445	1,316	2,761