

Public Document Pack

20 November 2008

Dear Councillor

A meeting of the Executive will be held in the **Council Chamber, Civic Centre, Newcastle Road, Chester-le-Street, Co Durham, DH3 3UT on Monday, 1st December, 2008 at 3.00 pm**

Yours sincerely

A handwritten signature in black ink, appearing to read 'Roy Templeman', written over a light grey rectangular background.

R TEMPLEMAN

Chief Executive

AGENDA:

1. Apologies for Absence
2. Minutes of Meeting held 3 November 2008 (Pages 1 - 6)
3. Public Speaking
4. To Receive Declarations of Interest
5. Forward Plan and Work Programme (Pages 7 - 16)
6. Executive Decision Tracker (Pages 17 - 22)

People and Place

7. Implementing the Transition Plan: Developing 'People and Place' (Pages 23 - 38)

Report Of Director of Corporate Services

Usual Business

8. Corporate Performance Report July 2008 to September 2008 (Pages 39 - 104)

Report Of Director of Corporate Services

9. Position Statement in regard to Section 106 Agreements (Pages 105 - 114)

Report Of Development and Building Control Manager

10. Mid Year Financial Monitoring Position (Pages 115 - 128)

Report Of Head of Corporate Finance

Local Government Review

11. No Items

12. Exclusion of Public and Press. TO RESOLVE:

“That, in accordance with Regulation 21 (1) (b) of the Local Authorities (Executive Arrangements) (Access to Information) Regulations 2000, the public be excluded during the transaction of the following business because it involves the likely disclosure of exempt information as defined in paragraph 1 and 3 of Part 1 of Schedule 12A to the Local Government Act 1972.”

13. Land Matters (Pages 129 - 148)

Report Of Acting Head of Regeneration

THE DISTRICT COUNCIL OF CHESTER-LE-STREET

Report of the meeting of Executive held in the Council Chamber, Civic Centre, Newcastle Road, Chester-le-Street, Co Durham, DH3 3UT on Monday, 3 November 2008 at 3.00 pm

PRESENT:

Councillor L Ebbatson (Leader of the Council)

Councillor L Armstrong, (Portfolio Holder for Resources and Value for Money)
Councillor M Sekowski, (Portfolio Holder for Community Engagement and Partnerships)

Councillor C J Jukes, (Portfolio Holder for Regeneration and Strategic Planning)

Councillor S C L Westrip, (Portfolio Holder for Neighbourhood Services)

Officers: R Templeman (Chief Executive), C Potter (Head of Legal and Democratic Services), T Galloway (Director of Development Services), N Tzamarias (Assistant Director of Development Services), J Elder (Acting Head of Resources), J Lunn (Regeneration Programmes Manager), S Pearson (Personal Assistant) and D Humble (Democratic Services Assistant)

Also in attendance: Councillor A Turner, Linda Surtees (Sacriston Community Sports Trust), Michelle McCallum (Landscape Architect – Durham County Council).

The Leader introduced Linda Surtees from Sacriston Community Sports Trust and Michelle McCallum a Landcape Architect at Durham County Council who were present in relation to Item No. 12 on the Agenda Sacriston Heart of the Village Regeneration Scheme.

55. APOLOGIES FOR ABSENCE

There were no apologies for absence.

56. MINUTES OF MEETING HELD 6 OCTOBER 2008

The Chief Executive referred to Minute number 51 of the Executive Meeting held on 6 October 2008 and updated Members on the Disabled Facilities Grant application that had been approved at the meeting of the Capital Programme Working Group.

RESOLVED: "That the minutes of the meeting held 6 October 2008, copies of which had previously been circulated to Members, be agreed as a correct record, subject to the title on Minute number 52 being amended to Pelton Community Centre."

The Leader proceeded to sign the minutes.

57. PUBLIC SPEAKING

There were no questions or representatives received from members of the public.

58. TO RECEIVE DECLARATIONS OF INTEREST

There were no declarations of interest received from Members.

59. FORWARD PLAN AND WORK PROGRAMME

The Leader introduced the Forward Plan and Work Programme. It was agreed that a briefing note be provided on the implementation of the Hanlon Tracking System for the Executive by the Chief Executive.

The Leader referred to page 16 of the Work Programme on the Review of People and Place Action Learning Sets Budget and suggested that this be considered as part of Item 7 on the Agenda.

RESOLVED: "That the Forward Plan and Work Programme be noted and updated accordingly."

60. EXECUTIVE DECISION TRACKER

Consideration was given to the Decision Tracker. The Chief Executive gave an update on the Heart of the Village, Pelton Fell and advised that confirmation had now been received from the Lottery fund in terms of the support for the community centre build. He also advised that a new contractor had been appointed who was working with the local community on incorporating public artwork into the community centre and the play areas.

He advised that this scheme was attracting ministerial attention and that the Minister was due to visit the site on 10 November 2008 to look at how the Lottery funding had been applied. This was one of the first grants to come from the community assets fund.

He outlined the timescale for completion of the scheme including the environmental works which are now due to be completed May/June 2009.

The Chief Executive also gave an update in relation to the budget position for 2009/10. Budget prioritisation was due to take place within the County Council. This Authority was seeking to ensure there were no problems on the handover to the County Council.

The Leader requested that the Portfolio Holders be briefed on the budget provision for the services that they are responsible for by the relevant Directors or Heads of Service.

The Leader suggested that Item 3 on the Decision Tracker on updates on the Community Resource Centre at Sacriston could be considered as part of Item No. 12 on the Agenda.

Councillor Westrip gave an update in relation to Item number 4 on the mental health awareness training and advised that the last evaluation went very well and that MIND were now moving into the final phase of the project. He suggested that this item be removed from the Decision Tracker and the information be incorporated into a final report.

It was agreed that Item number 5 should remain on the Decision Tracker.

The Leader referred to Item 6, which was included on the Decision Tracker following the Meeting last month (minute no. 49 refers) when consideration was given to a petition on disabled parking and car park charges. Unfortunately Officers were unable to find the principal petitioner to respond to and therefore it was felt that no further action could be taken on this item.

The Director of Development Services advised that a response to the issues raised had been drafted and Councillor Westrip suggested that this be posted onto the Council's website.

RESOLVED: "That the Decision Tracker and the suggested amendments be noted."

61. IMPLEMENTING THE TRANSITION PLAN: DEVELOPING 'PEOPLE AND PLACE'

At this point Councillor A Turner entered at 3.25pm and was welcomed to the Meeting by the Leader.

The Chief Executive gave an update on the progress made on the People and Place Delivery Plan. On Partnerships for Futures he advised that there had been success in obtaining funding through One North East, which would be discussed at the next Board Meeting. Unfortunately the recruitment process for the Executive Officer had been unsuccessful and was to be re-advertised with a more targeted approach.

In relation to investment in the Town Centre he referred to a number of projects that were ongoing, particular mention was made of the market events.

On Strengthening Partnership and Neighbourhoods he outlined activities that had taken place and were due to take place. He advised of capacity issues particularly in this area and suggested that a review be undertaken to look at which activities would deliver specific outcomes over the course of the year and those that would form part of the 'handing over the baton' process.

Councillor Westrip advised of a Local Democracy Speed Dating event held at Park View School that he had taken part in which had been a very successful event and he took the opportunity to thank the Officers who stepped to fill the gaps at short notice. After speaking to the pupils at this event he was pleased to note that work was being carried out at Park View School on raising the profile of Mental Health issues.

Councillor Westrip also spoke in relation to the Chester in Bloom project and suggested that advice be offered on the planting of the oak trees, which was a matter that had been raised within his Ward.

In response to a query from Councillor L Armstrong, the Director of Development Services confirmed that Resident Associations would be consulted in the next phase of consultation on the Chester in Bloom project.

The Chief Executive advised of an informal meeting that had been held with the Officers involved in the People and Place priorities Action Learning Sets who had indicated their expenditure requirements until 31st March 2009 including the potential underspend that could occur in the projects both on Capital and Revenue.

It was suggested that the Revenue funding be ringfenced for the purpose of revisiting any future priority needs. In terms of Capital Programme he advised that this surplus had been transferred to the General Fund (capital) pot to be considered by the Capital Programme Working Group

In light of the information provided on the budgetary position, the Leader requested that two additional recommendations be added as set out below.

RESOLVED:

- “1) That Members note the progress to date on implementing the Transition Plan;
- 2) That the progress made in respect of individual progress be noted.
- 3) That the Executive agrees to the transfer of the Capital residue from the Action Learning Set budget to the General Fund.
- 4) That the remaining Revenue funding be ring fenced and remain as it is until the Executive reviews that position.”

62. CLIMATE CHANGE STRATEGY

The Leader spoke to the report and welcomed the Climate Change document. She advised of issues she would be raising with the Senior Sustainability Officer on the lack of inclusion of the business sector and raising awareness with them on reducing carbon omissions and increasing energy efficiency.

Councillor Sekowski referred to the issues on page 55 of the report on reducing energy consumption and highlighted the importance to keep raising awareness of these issues both within the home and at work. Councillor

Westrip who also supported this Strategy queried who would be provided with a copy of this Strategy.

The Chief Executive outlined a number of initiatives that the Senior Sustainability Officer was involved in and the influence he had on the County Wide Strategy. He also discussed the initiatives planned to target different people and organisations in the strategy including use of a DVD/CD. It was noted that this data would be used as part of the 'handing over the baton' report.

RESOLVED: "That the Executive approves the Climate Change Strategy for submission to Council."

63. EXCLUSION OF PUBLIC AND PRESS. TO RESOLVE:

RESOLVED: "That, in accordance with Regulation 21 (1)(b) of the Local Authorities (Executive Arrangements) (Access to Information) Regulations 2000, the public be excluded during the transaction of the following business because it involves the likely disclosure of exempt information as defined in paragraph 1 and 3 of Schedule 12A of the Local Government Act 1972."

64. REGENERATION QUARTERLY REPORT

The Chief Executive gave a verbal update on the Regeneration projects including Pelton Fell Heart of the Village and Sacriston Heart of the Village. In relation to the Sacriston Heart of the Village he advised that discussions were scheduled to be held with the Developers to consider how the land assembly work was taking place and to look at a scheme for the surrounding area of Sacriston village, which he would report back on.

He referred to the Town Centre Masterplan Regeneration Scheme and advised that this would be presented to the Council Meeting in January to incorporate the formal adoption into the Local Development Framework process and Core Strategy, which was acknowledged as a priority area.

He advised of the progress being made on the Co-operative Building Development which was now well underway and that he would report back with further details following a meeting with the Developer's Agents.

He advised of an application that had been received through the planning process for the Development at Riverside, which was now at formal consultation stage prior to the formal submission of a planning application.

RESOLVED: "That the update on the Regeneration Quarterly Report be noted."

65. SACRISTON HEART OF THE VILLAGE REGENERATION SCHEME

The Regeneration Programmes Manager gave a brief presentation on Sacriston Heart of the Village and spoke on the following issues:

- Background to the Scheme
- Links to Corporate Plan and Priorities
- Community Consultation
- Funding
- The Design

Michelle McCallum the Landscape Architect from Durham County Council and Linda Surtees from Sacriston Community Sports Trust spoke in relation to the design of the scheme incorporating the clock feature, paving, landscaping features, tree planting, car parking and the community art project.

Discussion ensued on the timescales for delivery and funding of the scheme and the relocation of the War Memorial. The Leader requested that the traffic management of the scheme including road closures be looked at well in advance of the work commencing on the project.

In relation to the funding of the scheme, the Regeneration Programmes Manager confirmed that funding had been secured from CDENT and reassured members that the SHIP funding would not be lost if the scheme continued after the end of the financial year.

The Chief Executive advised that there was a need to ensure that proper authorisation from the County Treasurer was in place with regard to any financial implications arising from new contracts which were outside the agreed 'business as usual' procedure.

RESOLVED: "That the Executive approves the design of the scheme and the subsequent commissioning of the scheme subject to the business as usual decision being agreed between the County Council and the District Council."

The meeting terminated at 4.40 pm



Chester-le-Street
District Council

Executive Forward Plan and Work Programme



December 2008

10 November 2008

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About this document

Chester-le-Street District council is committed to continuous improvement. We want to make sure that we engage people in the decisions we make wherever we can. We want to let people know what decisions we are going to make and when.

The council's Executive, which is made up of the Leader and five Executive Members have powers to make certain decisions on behalf of the council. This document aims to go further than what the law requires us to do and let people know as far in advance what decisions the Executive is to make on the councils behalf. Where possible and in relation to what are called key decisions, it will let you know how you can make representations and who they can be made to. This document will be published every month at the Civic Centre and on the council's website at www.chester-le-street.gov.uk.

This document is in two parts:

Part One: Chester-le-Street District Council's formal Executive Forward Plan

Part Two: the Executive's Decision Work Programme for the next year

Part One

The Executive Forward Plan is a statutory document which the council must produce every month covering a four month period. It is published fourteen days before it comes into effect. This is the first day of each month. It includes:

- a list of all 'key decisions' the councils will make on the council's behalf;
- details of the nature of the decision;
- details of the decision taker, which in the councils case is normally the council's Executive;
- when the decision is to be made;
- who are the principal consultees and the means by which consultations will be undertaken;
- a list of documents to be considered by the decision maker; and
- details of how and by when representations can be made.

What are 'key decisions'?

'Key decisions' are defined as executive decisions which are:-

- decisions likely to result in the District Council incurring expenditure which is, or the making of savings which are, significant, having regard to the District Council's budget for the service or function to which the decision relates, or
- significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the Council

Part Two

The Executive's work programme is not a statutory document which the council must produce. It is advance notice of all other important decisions the Executive will take either on behalf of the council or in making recommendations to the council. It includes:

- a list of the non 'key decisions the councils will make;

- details of the nature of the decision;
- details of the decision taker, which in the council's case is normally the council's Executive as a group;
- when the decision is to be made;
- who are the principal consultees and the means by which consultations will be undertaken;
- a list of documents to be considered by the decision maker; and
- details of how and by when representations can be made.

Who are the Executive?

The Executive is made up of the Leader of the Council and five other Executive Members as follows:

Cllr. Linda Ebbatson	Tel: 0191 387 2090
Leader of the Council with responsibility for Human Resources, Equalities, and Young People	E-Mail: lindaebbatson@chester-le-street.gov.uk
Cllr. Simon Westrip	Tel: 0191 387 2090
Deputy Leader and Neighbourhood Services Portfolio Holder	E-Mail: simon.westrip@bigfoot.com simonwestrip@chester-le-street.gov.uk
Cllr. Chris Jukes	Tel: 0191 389 1136
Regeneration and Strategy Planning Portfolio Holder	E-Mail: chris.jukes1@btopenworld.com
Cllr. Lawson Armstong	Tel: 0191 3873195
Resources and Value for Money Portfolio Holder	E-Mail: lawsonarmstrong@chester-le-street.gov.uk
Cllr Mike Sekowski	Tel: 0191 3703416
Community Engagement and Partnerships Portfolio Holder	E-Mail: m.sekowski@metronet.co.uk michaelsekowski@Chester-Le-Street.gov.uk

How do I find out when the Executive is meeting?

Information about the time and venue for a particular meeting of the Executive may be obtained from the agenda available from the Reception Desk at the Civic Centre, from the District Council's website or from the Executive Assistant. Public Speaking is allowed at Executive meetings so long as you comply with the council's procedures. To find out more contact Democratic Services.

How do I contact Members of the Executive or the Council Chief Officers?

Contact details for Members of the Executive and for the Council's Chief Officers are set out in this Forward Plan.

If you have any queries about the Forward Plan, please contact the Executive Assistant at the Civic Centre on 0191 387 2010 or e-mail the Executive Assistant at: amandastephenson@chester-le-street.gov.uk.



Chester-le-Street
District Council

Part One: Executive Forward Plan



December 2008

10 November 2008

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Executive Forward Plan

Summary of Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Land Matters	Executive	December 2008	Leila Dawson 0191 3872233	Portfolio Holder Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk
Bad Debt report Quarterly Report	Executive	January 2009	Jim Elder 0191 3872300	Acting Head of Resources Head of Corporate Finance Internal Auditor	In writing or by telephone, to the Acting Head of Revenue and Benefits or by email to jimelder@chester-le-street.gov.uk
Land Matters	Executive	January 2009	Leila Dawson 0191 3872233	Portfolio Holder Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk

Summary of Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Land Matters	Executive	February 2009	Leila Dawson 0191 3872233	Portfolio Holder Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk
Land Matters	Executive	March 2009	Leila Dawson 0191 3872233	Portfolio Holder Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk



Chester-le-Street
District Council

Part Two: Executive Work Programme



People & Place

December 2008



Chester-le-Street

District Council

Executive Work Programme

Summary of Non Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Corporate Performance Report July 2008 to September 2008	Executive Corporate Performance and covering report	December 2008	Ian Forster 0191 3872130	Relevant Executive Members Corporate Management Team Internal consultation e-mail	In writing or by telephone to the Director of Corporate Affairs or by email to ianforster@chester-le-street.gov.uk
New power to establish Parish Councils (including Town Councils)	Executive	December 2008	Ian Forster 0191 3872130 Chris Potter 0191 3872011	Corporate Management Team Portfolio Holder Executive Members	In writing or by telephone to the Director of Corporate Affairs or by email to ianforster@chester-le-street.gov.uk or to Head of Legal and Democratic Services or by email chrispotter@chester-le-street.gov.uk

Summary of Non Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Communities for Health - Mental Health Project – Final report	Executive	March 2009	Tony Galloway 0191 3872100	Corporate Management Team Portfolio Holder Health Improvement Sub Group	By phone, or in writing to the Director of Development Services or by email to Tonygalloway@chester-le-street.gov.uk
Corporate Performance Report October 2008 to December 2008	Executive Corporate Performance and covering report	March 2009	Ian Forster 0191 3872130	Relevant Executive Members Corporate Management Team Internal consultation e-mail	In writing or by telephone to the Director of Corporate Affairs or by email to ianforster@chester-le-street.gov.uk

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EXECUTIVE DECISION TRACKER

	<u>Date of decision</u>	<u>Decision</u>	<u>Progress/ Key Date</u>	<u>Status</u>	<u>Comments</u>	<u>Officer Lead</u>
1	6 February 2006 3 December 2007	<p><u>Development Framework Principles for the Heart of Pelton Fell</u></p> <ul style="list-style-type: none"> ▪ That the Executive confirm the support given to the Pelton Fell Community Association to date and the principle of them seeking to establish the community facility, but it be recognised that the Council is unable to commit to any additional funding and that in order for them to move forward they be required to produce a sustainable business plan which is viable. ▪ Negotiations to take place for the purchase and disposal of land. Report back to Executive prior to any acquisition. ▪ The revised plans for the Heart of the Village, Pelton Fell will be presented to the people of Pelton Fell for consultation. 	Verbal update December 2008	Progressing	Negotiations under way with landowners and prospective interested parties in the village.	Leila Dawson
2	2 June 2008	<p><u>Budget 2009/10 Update</u></p> <ul style="list-style-type: none"> ▪ Update on financial planning on the formal budget process. 	December 2008	Progressing	Ongoing	Ian Herberson
3	1 October 2007	<p><u>Updates Community Resource Centre at Sacriston</u></p> <ul style="list-style-type: none"> ▪ Regular updates to be given to Executive on the progress on the Community Resource Centre 	December 2008	On schedule	Ongoing	Leila Dawson

	<u>Date of decision</u>	<u>Decision</u>	<u>Progress/ Key Date</u>	<u>Status</u>	<u>Comments</u>	<u>Officer Lead</u>
4	6 October 2008	<p><u>Petition re Disabled Parking</u></p> <ul style="list-style-type: none"> Tony Galloway agreed to add a response to the Council's website due to no contact details being present on the petition. 	December 2008	Ongoing	Ongoing	Tony Galloway
5	6 October 2008	<p><u>Employee Survey</u></p> <ul style="list-style-type: none"> It was agreed an update on the Employee Survey would be given to Executive. It was agreed this would be included in the 'handing over of the baton report'. 	December 2008	Ongoing	Ongoing	Ian Forster
6	6 October 2008	<p><u>Hanlon Tracking Report</u></p> <ul style="list-style-type: none"> Roy Templeman agreed to provide a briefing note for Executive members (see Appendix 1 attached) 	December 2008	Ongoing	Ongoing	Roy Templeman

Appendix 1

Item No. 6 of the Decision Tracker

Executive Meeting 1st December Progress Report on Hanlon Skills Register

1 Introduction

- 1.1 The purpose of this report is to provide an update on the implementation of Hanlon Skills Register in the District.
- 1.2 Hanlon Skills Register is an initiative being led by Tyne & Wear City Region (T&WCR) Employment Consortium and it is proposed that the system is implemented across all local authority areas in the Tyne and Wear City Region.
- 1.3 The overall objective of the Hanlon Skills Register is to implement a single client tracking and management information system across the City Region is to track an individual's journey to employment across Local Authority boundaries and across multiple organisations including training providers. A single system would remove many of the problems that multiple client tracking systems create, including duplicate records resulting from multiple registrations and double counting of outcomes and outputs by different providers.

2 Progress

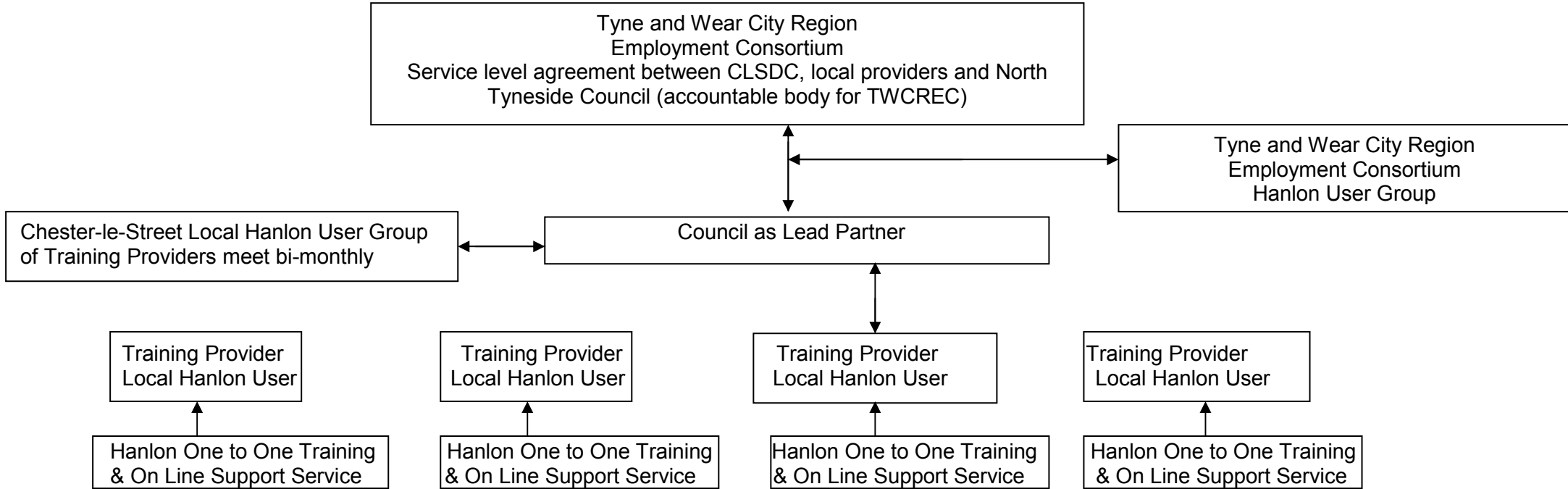
- 2.1 A report was taken to Corporate Management Team in July where authorisation was given for Chester-le-Street District Council to act as the lead partner and to make arrangements to progress with the system for implementation in the District.
- 2.2 A local partnership has since been formed with providers who have made a commitment to implement the system in their organisation to monitor specific projects. This includes:

- Groundwork
- Skill Training
- WEA
- New College Durham
- Acumen
- Learning Links
- Partnerships for Futures
- The Wise Group
- CVS
- Contact Centre Professional

- 2.3 Chester-le-Street District Council, as lead partner will be responsible for undertaking a central monitoring role and providing reports to Tyne and Wear City Region Employment Consortium. The Council will therefore be required to sign up to a service level agreement with the accountable body for Tyne and Wear City Region Employment Consortium (North Tyneside Council). Partner agencies who are using the system in their organisations will also be responsible for signing up to the service level agreement.
- 2.4 Tyne and Wear City Region Employment Consortium have allocated £13,000 to the lead organisations responsible for implementing the system to support with the purchase of site licenses.
- 2.5 The Service Level Agreement is anticipated to be issued to lead partner organisations by the end of November, and the £13,000 payment will be made once this has been done.
- 2.6 Development work has been ongoing with partner organisations to understand their specific requirements in implementing the system including cost requirements and training needs. A site structure has been submitted to Hanlon Software Solutions for the District with a view to going live on the 1st December.
- 2.7 The local partnership of providers will continue to meet on a bi-monthly basis to ensure effective implementation of the system in the District. The meeting will also be attended by the Economic Development & Tourism Officer at the Council, the LSP Learning District Partnership Co-ordinator, the Tyne and Wear City Region Data Management Officer and Tyne & Wear City Region Hanlon Consultant.
- 2.8 Given Chester-le-Street District Council will act as lead partner and will enter into contractual arrangements with Hanlon Software Solutions and will enter a Service Level Agreement with Tyne and Wear City Region Employment Consortium and local providers it will be essential there will be service continuation of Hanlon Skills Register in the District post vesting day. The Area Based Regeneration and Employment Workstream have been informed of this work.

Jenny Johns
Economic Development & Tourism Officer
jennyjohns@chester-le-street.gov.uk
0191 387 2084

Proposed Hanlon System Flowchart



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Chester-le-Street
District Council

REPORT TO: Executive

DATE OF MEETING: 1st December 2008

REPORT OF: Director of Corporate Services

SUBJECT: Implementing the Transition Plan; Developing 'People and Place'

ITEM NUMBER: 7

1 Purpose and Summary

- 1.1 In March 2008 the council adopted its Transition Plan for 2008/2009. Since that time early progress has since been made on the implementation of plan. The purpose of this report is to update members on progress specifically on the '**People and Place**' Priority and to seek Members agreement to progress made on developing the '**People and Place**' Delivery Plan
- 1.2 So far the following progress has been made. The council has:
- agreed the principles and financial allocations within the 2008/2009 Corporate budget setting process;
 - agreed the '**People and Place**' priorities and four areas of focus as part of the adopted 'Transition Plan';
 - set up the four action learning sets and appointed leads, Executive support and sponsors;
 - provided guidance and support to leads;
 - Executive has agreed the delivery plan by the action learning set leads;
 - carried out a launch event on 13th May 2008
 - worked with Overview and Scrutiny Management Board to undertake a workshop in May;
 - agreed to a single '**People and Place**' Scrutiny Panel with a task and finish approach to undertake work to support the delivery of the '**People and Place**' Delivery Plan which had its first meeting in June;
 - agreed a Draft '**People and Place**' Scrutiny Work programme
 - agreed an approach to monitoring and reporting progress to the Executive on the '**People and Place**' Delivery Plan of which this report is the sixth
 - agreed an approach to delivering the '**People and Place**' Personal Profile for all employees and launched the project .

- Commenced time lining and crosscutting work to re-evaluate the scale and practicality of delivering the **'People and Place'** Delivery Plan;
- Set up a resource centre and commenced a programme of weekly member engagement opportunities in early July.

1.3 With specific regard to the **'People and Place'** Delivery Plan specific progress has been made on developing the high level proposals and details of proposals are set out in Appendix 1.

1.4 Members are recommended to:

- 1) Note the progress to date on implementing the Transition Plan;
- 2) Note the progress made in respect of individual progress and comment on the issues raised

2. Consultation

2.1 Executive Members, the Chief Executive, Directors, relevant Service Team Managers, Action Learning Set Members (including external stakeholders) have been engaged in the development of the **'People and Place'** Delivery Plan and its implementation to date.

2.2 No other consultations were considered necessary at this stage including external consultations or engagement.

3. Transition Plan and People and Place Priority

3.1 The Transition Plan, in effect, replaces the Corporate Plan 2007/2010. The Transition Plan includes a schedule of proposals from the previous seven priorities which ought to be and can be achieved in the remaining life of the council.

3.2 The council's choice to move towards a single priority of **'People and Place'** priority was considered as part of the budget setting process and forms a firm part of the Transition Plan. This report tracks progress to date and puts forwards proposals to take forward the delivery of the **'People and Place'** priority.

3.3 The Delivery Plan content identified in the appendices in this report address all four areas of the **'People and Place'** priority focus i.e.

- Partnerships for Futures;
- Investment in the Town Centre;
- Strengthening Partnerships; and
- Neighbourhoods

4. Implications

4.1 Financial implications and value for money statement

The Transition Plan takes account of the 2008/2009 budget process. Specific resources have been made available for both the contribution to setting up the new organisation and the implementation of the '**People and Place**' priority. It is considered that the council has properly reviewed its priorities in the light of Local Government Re-organisation and its abilities to deliver services during the transitional period. The view is taken that in doing so the council will achieve value for money in a year of significant challenge. In delivering '**People and Place**' resources may need redirecting during the forthcoming year. Action Learning Set leads and relevant Executive members are responsible for the allocated budgets to deliver the four strands of the '**People and Place**' priority

4.2 Local Government Reorganisation Implications

The Transition Plan and the '**People and Place**' Delivery Plan is the council's response to the challenges it faces in the final year of its existence. It is considered that the plan commits the council to working within its capacity to provide human and financial resources to help establish the council while delivering 'Business as usual'. It is considered that the Plan meets the guidance and recommendations provided by the Audit Commission set out in their Annual Audit and Inspection Letter. The subject of this report is principally progress against this plan and specifically the '**People and Place**' priority. It is not considered that the subject matter of the '**People and Place**' Delivery Plans at this stage requires any consultation or approval of the County Council because the proposals have been part of the budget process. Should potential resource issues change e.g. further unbudgeted resources caught within the direction occur then appropriate consultation with the County Council will take place.

4.3 Legal

The Transition Plan includes a factual statement of legal guidance to managers and Members. This remains under preparation and will be added to the Plan when complete. It is considered that the Transition Plan provides vehicle to enable the council to work within its legal powers during the transition period.

4.4 Personnel

How the council supports its employees through the transition process is a key part of the Plan. The Transition Plan revises the Organisational Development Strategy commits the council to supporting its employees through the process and help them take advantage of opportunities that will occur in the new authority. A key part of this is the development of a '**People and Place**' Personal profile for all employees. It is important to note that the Transition plan and the '**People and Place**' Delivery Plan are both living and developing documents and will be reviewed as a result of consultations undertaken and progress made. The approach to '**People and Place**' is through an 'action learning set approach' which has been a key tool used to deliver the council's improvement programme over the last three years. A key risk to delivery of business as usual next year is the capacity of the organisation to deliver. The council is faced with depleting human resources and account will be taken as to the ability of the council to deliver by regularly reviewing the strategic planning documents.

4.5 Other Services

The Transition Plan and the '**People and Place**' priority have implications to all services delivered by the council.

4.6 Diversity

There are no specific diversity issues in respect of the Transition Plan. The Plan does not replace the Equality Plan which will continue to be implemented through the lifetime of the council. In terms of developing In the '**People and Place**' Delivery Plan, action learning set leads are having regard to ensuring the projects are fully inclusive and projects regarding engagement with otherwise excluded groups and social cohesion are included within the delivery plan proposals.

4.7 Risk

There are clear risks to the organisation in failing to continue to maintain and improve on its progress in its remaining year. The council remains committed to improving its services although it faces difficult capacity challenges through the transition period. The council will be undertaking a strategic risk assessment once the delivery plans in relation to '**People and Place**' have been developed. A key risk to delivery of business as usual next year is the capacity of the organisation to deliver. The council is faced with depleting human resources and account will be taken as to the ability of the council to deliver by regularly reviewing the strategic planning documents. The timelining and cross cutting work currently being undertaken is intended to help evaluate the councils ability to deliver on its '**People and Place**' priority while continuing to deliver improving services to communities within the District.

4.8 Crime and Disorder

It is not felt there are any specific implications of the report on Crime and Disorder. Actions agreed through the delivery of the '**People and Place**' priority include proposals to positively address crime and disorder issues.

4.9 Data Quality

Every care has been taken in the development of this report to ensure that the information and data used in its preparation and the appendices attached are accurate, valid, reliable, timely, relevant and complete. The council's Data Quality Policy has been complied with in producing this report.

4.10 Other Implications

The report does not relate to a key decision. It is considered that the information will be communicated to the community and stakeholders by inclusion on the web-site. The Transition Plan has already been made available to staff and Members through the intranet and a web-site has been developed. The Transition Plan has been made available to the County Council. An Intranet site for 'People and Place' has been established and work has been undertaken to update the council's own website to communicate the new priority. Should Members adopt the delivery plan progress towards achieving the '**People and Place**' priority will be significantly promoted and communicated. A '**People and Place**' brand has been developed and this will be used to co-ordinate, communicate and celebrate achievements in the coming months. Appendix 1 includes achievements that need to be communicated and celebrated and work is ongoing with the Communications Team to ensure that this happens.

5. **Background, Position Statement and Options Appraisal**

5.1 As a result of Local Government Reorganisation Chester-le-Street will cease to exist as a council from April 2009. In order to set a framework as to how the council will conduct its business during this final year a 'Transition Plan' has been approved by the council in March 2008 The Transition Plan aims to:

- state the Council's aims, objectives and priorities during the transition period;
- build on the councils learning and continue its improvement programme;
- set out revised corporate activity and funding arrangements for transition period;
- clarify corporate transition programme management arrangements;
- identify how we will support and motivate and support staff through the process;
- set out the values and principles by which the Council will operate during transition; and

- establish terms of engagement with 'County Durham Council' Change Programme

- 5.2 In doing so the Transition Plan incorporates a review of the Corporate Plan 2007/2010. It also takes account of the 2008/2009 budget process and provides a summary of the budget agreed. It sets out the council's new single priority of '**People and Place**'. The Plan includes the council's Corporate Improvement Plan following its learning through Comprehensive Performance Assessment last year. The new priority of '**People and Place**' is being implemented through an 'Action Learning Set' approach, an approach which has brought the council significant success as part of its improvement journey to date. The Plan includes proposals to develop delivery plans to secure sustainable change to the people and places within the district and customer focused outcomes which can be used to influence the agenda of the new unitary council.

- 5.3 This Transition Plan is the overarching plan for Chester-le-Street District Council during the transition period, and as such sets out how services and projects will be facilitated, delivered and resourced. It is a rationalisation of the Council's Corporate Plan (incorporating the Best Value Performance Plan) 2007-2010, published in June 2007, and associated Medium Term Financial Plan, Organisational Development Strategy and Corporate Improvement Plan. As such, it represents the Council's contribution to the Districts Sustainable Community Strategy, the Local Area Agreement and the Strategic Vision for County Durham

- 5.4 The Council has already made progress in implementing the plan which is summarised as follows. The Council has:
 - agreed the principles and financial allocations within the 2008/2009 Corporate budget setting process;
 - agreed the '**People and Place**' priorities and four areas of focus as part of the adopted 'Transition Plan';
 - set up the four action learning sets and appointed leads, Executive support and sponsors;
 - provided guidance and support to leads;
 - Executive has agreed the delivery plan by the action learning set leads;
 - carried out a launch event on 13th May 2008
 - worked with Overview and Scrutiny Management Board to undertake a workshop in May;
 - agreed to a single '**People and Place**' Scrutiny Panel with a task and finish approach to undertake work to support the delivery of the '**People and Place**' Delivery Plan which had its first meeting in June;
 - Agreed a Draft '**People and Place**' Scrutiny Work programme

- agreed an approach to monitoring and reporting progress to the Executive on the '**People and Place**' Delivery Plan of which this report addressees
- agreed an approach to delivering the '**People and Place**' Personal Profile for all employees and launched the project .
- Commenced time lining and crosscutting work to re-evaluate the scale and practicality of delivering the '**People and Place**' Delivery Plan;
- Set up a resource centre and commenced a programme of weekly member engagement opportunities in early July.

5.5 In terms of the delivery of the '**People and Place**' priority the Action Learning Sets have been working with Executive Members to develop and implement Delivery Plans. This remains work in progress and the delivery plans are continuing to be developed. Progress to date in the four Action Learning Sets and key issues are as follows:

Partnerships for Futures

- On-going development of Hanlon Skills Register to support the project
- Sub-project proposal to be developed for training academy at Ambic
- Research of recruitment agencies being undertaken to identify if this would be a beneficial option for recruitment of the Executive Director
- Job description will also be circulated to appropriate organisations to advertise the post as a secondment

Investment in the Town Centre

- The multi cultural celebration focused on Divali held 25 October 2008 was a great success despite being cancelled at lunchtime due to bad weather
- Christmas Lights to be switched on 22 November 2008 accompanied by a mass sing - along
- Meeting held between the Leader, Chief Executive and Town Centre Development Manager to discuss the development of the BID
- Finance for development of BID has now been released and the process to recruit an assistant has commenced
- The final draft of the research report on the 'Future of the Market' considered by the Task and Finish group on 17 November 2008
- Locator board maps designed and presented to Business Forum meeting on 12 November 2008
- Monies allocated for Footfall counters used to purchase new timers for Christmas Lights and installed in November 2008.

Strengthening Partnerships

- What Wonderful Women website is now live
- A significant number of stories of women's achievements stories have been collated and filming is underway
- Nomination forms for membership of the Youth Forum sent to local schools and groups and 7 completed forms returned
- Publicity for the Youth Forum undertaken via local newspapers, Council website and Leisure & Community Centres
- Action Packed Futures event to take place on 13 December 2008
- Initial collation of information regarding Third Sector organisations complete
- Meeting held on 12 November 2008 to agree the way forward for Third Sector project
- Durham Sport have commenced research work and begun a programme of consultation meetings for the Sports and Activity Network
- Grange Villa hosted first meeting of 3 community centres on 17 November 2008
- ICT support Service Level Agreement's ready to be signed by the community centres

Neighbourhoods

- One more live performance to be undertaken as part of the Local Democracy week activities
- Feedback on the activities has been well received and 'Who runs this Place' workshop generated great support from Elected Members and Senior Managers
- Local case studies are being developed to highlight aspects of community involvement in neighbourhoods
- Daffodil bulbs have been planted in all parished areas as part of the Chester in Bloom project
- Location of seating arrangements and tree planting due to be completed by mid December 2008
- Anti-Social Behaviour Event held at Riverside on 23 October 2008 was successful and well attended
- Work on ASB questionnaire and other related projects successfully continuing

5.6 A significant amount has already been achieved in setting up the Action Learning Sets, developing and rationalising the delivery projects and implementing the projects agreed. The delivery plans are living documents and built to cope with change. The Community Cohesion Officer, responsible for implementing the Community Cohesion project under the Strengthening Partnerships Action Learning Set has given notice to terminate his employment and the authority is currently giving consideration to the replacement of this position. Alternative options are also currently being explored to recruit the Executive Director as part of the Partnerships for Futures project and recruitment for an assistant for the Town Centre Development manager has commenced.

5.7 Successes to celebrate include performances by the Solent people's Theatre on 'Who runs this Place', bulb planting in the parishes, Anti-Social Behavioural Event at the Riverside, filming and completion of website for What Wonderful Women, 7 completed nominations received for the Youth Forum, initial data collection for third sector organisations complete and ICT support service level agreements ready to be signed by the community centres.

6. **Recommendations**

6.1 Members are recommended to:

- 1) Note the progress to date on implementing the Transition Plan;
- 2) Note the progress made in respect of individual progress and comment on the issues raised

7. **Background Papers/Documents referred to**

7.1 Transition Plan March 2004

7.2 Corporate Plan 2007/2010 – June 2007

7.3 Budget reports to Council dated 28th February 2008

7.4 Report to Executive 12th May 2008

7.5 '*People and Place*' Action Learning Set Monthly monitoring reports

Ian Forster
Director of Corporate Services
14 November 2008
Version 1.0

Ian Forster Tel 0191 3872130 e mail IanForster@chester-le-street.gov.uk



'People and Place' Action Learning Set Monthly Monitoring Report

ALS Ref	Action Learning Set 1
'People and Place' Theme	Partnerships for Futures
Milestone and outcome achievement	On-going development of Hanlon Skills Register to support the project. Sub-project proposal to be developed for training academy at Ambic.
Actions behind target and remedial measures proposed	Appointment of Executive Director – recruitment agencies are to be researched to identify if this would be a beneficial option and job description to be circulated to appropriate organizations to advertise the post as a secondment.
Issues to be resolved and who by	Jenny Johns
Successes to communicate and celebrate	<p>Both public and private sector support has been gained for the project, with the following organisations agreeing to sit on the board to guide and provide strategic oversight to Partnerships for Futures. Board members consist of:</p> <ul style="list-style-type: none"> • Beamish Museum • Durham County Cricket Club • Enterprise Agency • Hermitage School • New College Durham • Ambic Ltd • Chester-le-Street District Council <p>The initial establishment of the project could be promoted internally though team talk/intranet. Once further development work has taken place and a clear framework is in place for delivery of Partnerships for Futures it can be promoted externally.</p>
Comments	



'People and Place' Action Learning Set Monthly Monitoring Report

ALS Ref	ALS2
'People and Place' Theme	Investment in Town Centre
Milestone and outcome achievement	<p>The programme of events</p> <p>Plans for October included an honest food festival on 18th but this had to be cancelled due to lack of take up from traders and due to being let down at the last minute by a marquee company.</p> <p>The multi cultural celebration focused on Divali on the 25th was a great success; large crowds were drawn to the civic heart to be entertained and educated about Diwali and it's significance to the Hindi community and other religions.</p> <p>Unfortunately the event had to be cancelled at 1300hrs because the wind started to gust at over 50mph. The emergency evacuation plan was instigated and the sheets on the marquee were removed within 5 minutes. The stewards and Town Centre Development Manager safely encouraged the public and performers walk from the civic heart to South Burns until the area was safe. However again the rain started up and it was decided to cut our losses and end the event.</p> <p>The Christmas Light Switch On event will take place on Saturday 22 November involving 5 local school choirs and singers from Chester-le-Street Civic Chior, Churches together and others. A mass sing-along is planned, led by a group from Birmingham – Beautiful Black Voices. The Chairman of the Council will make a speech and the lights will switch on at 1630hrs. Singers have been asked to bring hand torches so that they can spread light around the civic heart when the lights are switched on. It will be (hopefully) the largest public singing event seen in Chester-le-Street.</p>
Milestone and outcome achievement	<p>Work to develop a Business Improvement District has moved on a little</p> <p>A meeting took place between the Leader, Chief Executive and Town Centre Development Manager to discuss the direction of the terms of reference and purpose of a private sector led Steering Group and it's purpose relating to Town Centre Master Plan.</p> <p>Finance for developing the BID has now been released and the process to recruit a part-time temporary assistant has begun by consulting and communicating with businesses across the town centre. An inaugural meeting of a Town Centre Forum and BID Steering Group will take place when political membership has been decided.</p>

Milestone and outcome achievement	Work to Research the Future of the Market . The final draft of the research report will be delivered on Monday 17 November. This will be taken to the Task and Finish Group to use during a facilitated discussion, so that Members recommendations and comments can be recorded and added to the report.
	The locator board maps have been designed and were presented to the business forum at its meeting on 12 November. The planning application has been made and we will soon learn whether we can go ahead with the installation. So far no objections have been made.
	The money set aside for footfall counters will be used to purchase new timers for the Christmas lights, which were at the end of their safe working life. They were installed throughout the town centre during the first week of November.
Actions behind target and remedial measures proposed	None
Issues to be resolved and who by	
Successes to communicate and celebrate	
Comments	



'People and Place' Action Learning Set Monthly Monitoring Report

ALS Ref	Action Learning Set 3
'People and Place' Theme	Strengthening Partnerships
Milestone and outcome achievement	<p>What Wonderful Women's Project</p> <ul style="list-style-type: none"> - A significant number of stories have been collated regarding women's achievements throughout Chester-le-Street district. - Filming of women's achievements stories is now underway. On course to be completed by the end of November. DVD planned to be ready by end of December. - Article planned for next issue of District News to further identify women of achievement throughout the district. - Further work required to prepare hard copies of stories for presentation within ring bound files and electronic CD versions. - What Wonderful Women website now live (www.whatwonderfulwomen.org.uk/)
	<p>Youth Forum</p> <ul style="list-style-type: none"> - Nomination forms for membership of the forum have been sent to local schools and local groups working with young people throughout the district. - So far 7 completed nomination forms have been received regarding joining the forum. - Nominations process open until 21st November. - Press release sent to local newspapers and published on council website. - Poster for encourage joining the Youth Forum to be sent to Leisure and Community Centres across the district. - First meeting of the forum will take place after 21st November. - Youth forum project team considering other methods to encourage take up, including going into school assemblies, building stalls in local schools and putting in place incentives for young people.

	<p>Action Packed Futures</p> <ul style="list-style-type: none"> - The event has been re-scheduled for December 13th at the Civic Heart. Original event for 18th October cancelled due to problems with the hire of the marquees. - The event is planned to include :- <ul style="list-style-type: none"> o A local food and sustainable use theme. o Working with Northumbrian larder, there will be a cookery demonstration throughout the day using local produce. o High quality local producers will have stalls selling their wares and there will be general sustainability advice available. o Planning to have an environmental magician holding three to four shows. <hr/> <p>Strengthening the Voluntary/Community Sector</p> <ul style="list-style-type: none"> - Initial collection of information regarding 'not for profit' organisations in Chester-le-Street District complete. - Next meeting organised for 12th November to begin next stage of work to identify examples of best practice within 'not for profit' organisations throughout the district. - Further work required to produce specific case studies of best practices in 'not for profit' organisations. - Best practice examples will be grouped in themes to fit with the directorate responsibilities of the new unitary authority. - Further work required to identify methods in which the best practice 'not for profit' organizations will be promoted to the new unitary. One method will include the 'Handing over the Baton' document. <hr/> <p>Sports and Activity Network</p> <ul style="list-style-type: none"> - Durham Sport has commenced background desk research on the project at Sacriston to build a strategic case for the development of sporting facilities. Durham Sport have begun a programme of consultation meetings with various stakeholders/interested parties. <hr/> <p>Community Cohesion</p> <ul style="list-style-type: none"> - Planning application now made to the authority regarding the Grange Villa changing facilities. - Current Community Cohesion Officer; Alan McKay has gave notice to terminate employment. The authority is considering a replacement to this position. - Grange Villa hosting first get together meeting of three centres (Sacriston, Grange Villa and Pelton Fell) on 17th November. - Further work being undertaken to set up a community allotment at Stella Gill and extending credit union to Lilac House and Pelton Fell. - ICT support service level agreement ready to be signed by community centres; Sacriston; Grange Villa and Chester-le-street CVS. Further SLA planned for Lilac House once ICT provision is in place. - Further development undertaken on the online booking systems.
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Actions behind target and remedial measures proposed	Content needed to build the Sacriston Community Centre website.
Issues to be resolved and who by	Decide on replacement to Community Cohesion Officer position.
Successes to communicate and celebrate	<p><u>What Wonderful Women's Project</u></p> <p>Filming underway for What Wonderful Women.</p> <p>Significant material collated for women's achievements project.</p> <p>Website for What Wonderful Women now live with first stories being published.</p> <p><u>Youth Forum</u></p> <p>7 completed nominations received so far, for Youth Forum membership.</p> <p><u>Strengthening Voluntary/Community Sector</u></p> <p>Initial data collection of 'not for profit' organization in Chester-le-Street complete.</p> <p>Clear way forward agreed to raise profile of best practice 'not for profit' organizations in Chester-le-Street district to the new unitary.</p> <p><u>Community Cohesion</u></p> <p>ICT support agreements for Grange Villa, Sacriston and Chester-le-Street CVS ready to be signed.</p>
Comments	



'People and Place' Action Learning Set Monthly Monitoring Report

ALS Ref	Action Learning Set 4
'People and Place' Theme	Neighbourhoods
Milestone and outcome achievement	Local Democracy Week - this project has 1 more live performance to undertake in early December. The feed back on undertaken activities has been well received and the 'Who runs this Place' workshop generated great support and participation from Elected Members and Senior Managers
	DIY Neighbourhoods Toolkit - A draft toolkit booklet has been developed and is being reviewed. Local case studies are being compiled to highlight aspects of community involvement in neighbourhoods
	Chester in Bloom - 100 000 daffodil bulbs have been planted in all Parished areas. Locations of seating arrangements and tree planting will be timed to completion by Mid December
	Respect & Anti Social Behaviour - The ASB event held at Riverside 23 rd October has been successful and well attended. Work on ASB questionnaire and subsidiary mini projects are successfully continuing
Actions behind target and remedial measures proposed	There are no actions behind schedule and all projects will be delivered by Mid December as per the project plan
Issues to be resolved and who by	-
Successes to communicate and celebrate	Who runs this Place Bulb Planting ASB Event
Comments	



Chester-le-Street
District Council

REPORT TO: Executive

DATE OF MEETING: 1st December 2008

REPORT OF: Director of Corporate Services

SUBJECT: Corporate Performance Report Summary
April 2008 – September 2008

ITEM NUMBER: 8

1 Purpose and Summary

- 1.1 This is the final year of the council as an organisation in its own right. One of the key risks is that performance may drop and it is distracted to its other commitment and duty to support Local Government Re-organisation. Ensuring the council retains a robust performance management structure is key to its direction of travel in its final year. The council remains committed to improvement and this report is part of this commitment. The document attached in Appendix 1 is a summary of a more detailed document which is available as a background Paper. It includes full details of performance on the new National Indicator set Indicators for the quarter. It is considered that the council continues to make progress on corporate issues although there remains a great deal to be done.
- 1.2 The first six months of 2008/2009 show a mixed level of performance. The Transition Plan is on track but only half of the new National Indicators are achieving target. While Local Indicators are showing improvement we do not perform well on corporate health local indicators compared to other councils in the county. Staff sickness is reducing and fewer people are leaving the organisation. Complaints are reducing and time taken to deal with complaints, MP enquiries and Freedom of Information requests are improving. There were fewer abandoned calls during the first six months of the year although as a result it has taken more time to respond to them. The Audit Commission published its report on Access to Service Inspection. While this shows some good practice in Chester-le-Street it is generally not positive across the county. Strategic Risks have been re-assessed and progress is being made in terms of Corporate Governance, Data Quality and Health and Safety.

1.3 Members are recommended to consider and comment on the progress on improvements and the contents of the Performance Report in Appendix 1 of the Report, address the learning and remedial measures identified and identify any other areas where improvements are required to corporate performance.

2. Consultation

2.1 The Chief Executive and Directors, have been engaged in challenging the performance identified in the Corporate Performance Report and views have been accommodated in revised documents.

2.2 No other consultations were considered necessary at this stage including external consultations or engagement.

3. Transition Plan and People and Place Priority

3.1 The Transition Plan, will, in effect, replace the Corporate Plan 2007/2010. The Transition Plan includes a schedule of proposals from the previous seven priorities which ought to be and can be achieved in the remaining life of the council.

3.2 The council's choice to move towards a single priority of '**People and Place**' priority was considered as part of the budget setting process.

3.3 The performance management framework is a principle part of the Council's Transition Plan. This framework includes the reporting of performance to Executive and subsequently to Scrutiny on a quarterly basis. This report is part of the embedding of the framework.

3.4 The contents of this report not only includes progress on the plan but provides information on performance on corporate issues and all the priorities set out in the plan. Detailed reports on the progress of the '**People and Place**' priority are made to the Executive on a monthly basis.

4. Implications

4.1 Financial implications and value for money statement

While there are no specific financial implications to this report a summary of financial performance information is incorporated within it. Any corrective or remedial action required by under-performance may have financial impacts. These impacts will be picked up in any proposals to address under-performance by relevant service team managers. From a value for money point of view the report shows that performance across the organisation is generally good and there is evidence of continued improvement in many areas. The Annual Audit and Inspection letter includes specific positive comments about value for money.

4.2 Local Government Reorganisation Implications

There are no direct implications of the recommendations of this report to Local Government Review. The Corporate Performance Report will identify issues relating to progress and performance on LGR from the councils perspective. There are no issues within the report which require us to consult with or secure the approval of the County Council.

4.3 Legal

There are considered to be no direct legal issues of significance arising out of this report.

4.4 Personnel

While there are no specific human resource implications to this report any choice of action to address under-performance may have an impact on human resources. This impact will be taken into account by service team managers in addressing remedial action to address under-performance.

4.5 Other Services

The corporate performance relates to all Services within the Council and has implications for improvement in Service Delivery.

4.6 Diversity

Progress on Equality and Diversity is a key issue in respect of the report. The council is improving on equality and diversity issues. The report has no implications on excluding any customer from accessing services delivered by the council. This month's diagrams have been improved to provide greater accessibility when copied in black and white. In addition full details of Best Value Performance Indicators have been included to help better understanding of definitions.

4.7 Risk

There are clear risks to the organisation in failing to measure performance and not taking remedial action to put things right if they go wrong or stray off target. The purpose of this report is to assist in addressing this risk. The council is progressing well in terms of improving risk management and details are provided in Section 5 of Appendix 1.

4.8 Crime and Disorder

It is not felt there are any specific implications of the report on Crime and Disorder. However the report covers progress on agreed priorities and performance indicators relating to this area of the council's activities.

4.9 Data Quality

Every care has been taken in the development of this report to ensure that the information and data used in its preparation and the appendices attached are accurate, valid, reliable, timely, relevant and complete. The council's Data Quality Policy has been complied with in producing this report. The report specifically addresses the council's progress in respect of Data Quality and it is considered that good progress is being made. There are no proposals for remedial measures in respect of any Data Quality issue.

4.10 Other Implications

The report does not relate to a key decision. It is considered that the information can be communicated to the community by inclusion on the website. While the report has no specific impact on e-government proposals the work of the Modernisation Team was a key area of performance reported. The report raises no key issues in respect of procurement, service planning, sustainability, human rights or social inclusion outside the consideration of relevant performance indicators and corporate plan progress.

5. BACKGROUND, POSITION STATEMENT AND OPTION APPRAISAL

5.1 The report is the result of improvements the council continues to make in embedding its performance management framework. The Corporate Performance Summary Report attached as Appendix 1 is a summary of a more detailed document which has been made available as a background paper. Members may wish to refer to that document to understand how summarised conclusions have been drawn. This format is as agreed at the CMT/Executive Away Day on 1st July 2005. It now includes performance against:

- The corporate plan, where appropriate;
- Best Value Performance Indicators;
- Local Performance Indicators where available ;
- Financial monitoring when appropriate;
- Risk management;
- Human resources;
- Equality and Diversity;
- The Improvement and Recovery Plan;
- The Modernisation Team;
- Audit Reports;

- Partnerships;
- Data Quality;
- Health and Safety
- Contribution to Local Government Re-organisation;
- Corporate Governance; and
- Compliments, Comments and Complaints.

5.2 The Summary sets out achievement and non-achievements while identifying learning and remedial action where appropriate.

5.3 The first six months of 2008/2009 show a mixed level of performance. The Transition Plan is on track but only half of the new National Indicators are achieving target. While Local Indicators are showing improvement we do not perform well on corporate health local indicators compared to other councils in the county. Staff sickness is reducing and fewer people are leaving the organisation. Complaints are reducing and time taken to deal with complaints, MP enquiries and Freedom of Information requests are improving. There were fewer abandoned calls during the first six months of the year although as a result it has taken more time to respond to them. The Audit Commission published its report on Access to Service Inspection. While this shows some good practice in Chester-le-Street it is generally not positive across the county. Strategic Risks have been re-assessed and progress is being made in terms of Corporate Governance, Data Quality and Health and Safety. Key performance issues are summarised as follows:

- The Transition Plan proposals are on track with 30% targets achieved, 69% on target and only 1% behind target;
- Progress against the National Indicator set is not good with only 50% on target;
- Progress against Local Indicators is much better with 61% on target and 71% showing improvement although the council does not compare well against other districts on corporate health indicators;
- Staff Sickness rates have continued to improve slowly as sickness rates is now at 10.7% compared with 11% at the same time last year;
- The Audit Commission has reported on their inspection of Access to Services. While this shows some good practice it is not a positive picture across the county. The report will however assist the new authority to improve;
- Fewer complaints and few Ombudsman complaints were received although the number of compliments also fell;
- Response times in dealing with complaints from the public and the MP improved;
- No issues are to report in terms of Risk Management, Equality and Diversity, Partnerships, Data Quality or Corporate Governance;
- In terms of safety, progress is being made. While the number of employee recorded accidents has fell from last year accidents by the public has increased.

5.4 Members are advised that the report includes summaries of audit reports that have been received during the quarter. Action Plans have been agreed by officers to address recommendations made by the Audit Commission. This is considered to be the best way to bring these to the attention of the Executive. It is proposed that the next Corporate Performance Report will include Health and Safety. Modernisation Team progress will no longer be reported as the work of this service improvement team has been successfully achieved.

6. **RECOMMENDATIONS**

6.1 Members are recommended to consider and comment on the progress on improvements and the contents of the Performance Report in Appendix 1 of the Report, address the learning and remedial measures identified and identify any other areas where improvements are required to corporate performance.

7. **BACKGROUND PAPERS / DOCUMENTS REFERRED**

- 7.1 Corporate Performance Report April 2007 – September 2007
- 7.2 Transition Plan 2008/2009 March 2008
- 7.3 Corporate Plan 2006/2009 and 2007/2010

Ian Forster
Director of Corporate Services
13th November 2008
Version 2.0

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Chester-le-Street
District Council

Chester-le-Street District Council

Corporate Performance Report Summary April to September 2008

Report of Corporate Management Team

Data Quality

Every effort has been made to ensure the accuracy and timeliness of the information presented in this Report. The council is committed to improving its data quality management. As part of this it has developed a Self Assessment, a Data Quality Policy and a Data Quality Strategy was developed in September 2006. The Director of Corporate Services has officer responsibility for data quality and the Executive member for Community engagement and Partnerships is Data Quality Member Champion. The Audit Commission has concluded that there are at least adequate arrangements in place to endure good data quality across all their Key Lines of Enquiry.



Chester-le-Street
District Council

This report is a summary of the detailed document entitled Corporate Performance Report April – September 2008. This is available on request. It provides a summary of the council's progress on key areas of its performance, what learning is taking place and how any under achievement is being addressed.

Contents:

- 1. Corporate Plan & Transition Plan Progress**
- 2. New National Indicator Performance**
- 3. Local Performance Indicator Progress**
- 4. Financial Position**
- 5. Risk Management Progress**
- 6. Human Resource Progress**
- 7. Equality and Diversity Position Statement**
- 8. Improvement and Recovery Plan Position Statement (Discontinued)**
- 9. Modernisation Team Progress (Discontinued)**
- 10. Audit Feedback**
- 11. Customer Comments, Compliments and Complaints**
- 12. Partnerships Progress**
- 13. Data Quality Progress**
- 14. Local Government Reorganisation Progress**
- 15. Corporate Governance Progress**
- 16. Health and Safety Performance**
- 17. Overall Performance**

1. Corporate Plan & Transition Plan Progress

1.1 Summary

The new Corporate Plan was published at the end of June 2007. Progress against the plan was delayed because of the uncertainty around Local Government Review. At the meeting of the Executive in October 2007 Members agreed a revised approach to re-assessing priorities and proposals. Revisions were considered by the Executive in December.

As a result of Local Government re-organisation, a new unitary Council will come into being in April 2009 and Chester-le-Street District Council will cease to exist. In order to set out a framework as to how the Council will conduct its business during this final year a Transition Plan was adopted in March 2008.

The objectives of the Transition Plan are to:

- state the Council's aims, objectives and priorities during the transition period
- build on the council's learning and continue its improvement programme
- set out revised corporate activity and funding arrangements for transition period
- clarify corporate transition programme management arrangements
- identify how we will support and motivate staff through the process
- set out the values and principles by which the Council will operate during transition; and
- establish terms of engagement with 'County Durham Council' Change Programme

This plan is now the overarching plan for Chester-le-Street District Council during the transition period, and as such sets out how services and projects will be facilitated, delivered and resourced. It incorporates a review of the Corporate Plan 2007/2010 and sets out the Council's new priority of **'People and Place'**. Performance against People and Place priority is reported to Executive on a monthly basis. Performance against the revised Corporate Plan proposals identified in the Transition Plan are summarized here and detailed in the attached schedule.

1.2 Performance Summary

Outside the **'People and Place'** priority there are 82 action points within the Transition Plan. Progress is as follows;

- 30% achieved
- 69% on Target
- 1% behind Target

Full details are provided on the attached Schedule.

1.3 Learning and Remediation

There remains significant achievement within the first three months and few actions are behind target. At the time members consider this report it will be only 4 months to the end of Chester-le-Street in its own right.

It is becoming more difficult to achieve what was set out to achieve as a result of the LGR process itself and the capacity of the organisation.

The learning over the last few years will be taken into the new organisation through the Handing over the Baton report.

2. New National Performance Indicators

2.1 Summary

From April 2008 the set of Best Value Performance indicators were abolished and replaced with a new single set of National Indicators to measure the Government's national priorities. The Government's new performance framework is focused on outcomes and their delivery through stronger partnership working. This single set of indicators will be the only set of indicators that Government will use to monitor the performance of local authorities and local partnerships.

Some of the new national indicators are existing indicators (eg. former BVPI's). For these indicators there is historic data available which has been used to inform target setting. However, for the remaining new indicators for which there is no baseline data available, target setting will be reviewed at the annual stage.

To assist the transition to the new unitary council, it has been agreed that throughout this year, performance of the new National Indicators for the County Council and Durham District Authorities will collectively be reported on a quarterly basis to the new Authority's Cabinet for information.

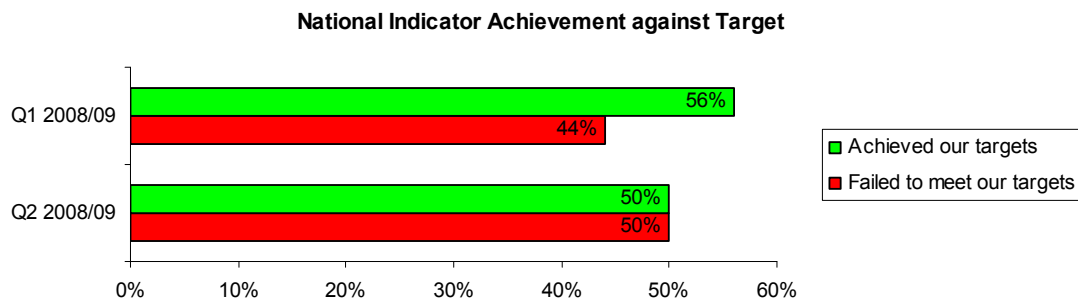
The County Council and Durham District Authorities are also working closely to ensure consistency of approach when collecting and reporting performance figures.

There are 20 New National Indicators which the authority are required to collect and report in 2008/2009. These equate to 30 individual returns.

New National Performance Indicators

Performance for the new National Indicators is as follows (comparisons against last quarter % outturn figures are shown in brackets):

50% (56%) have achieved target
50% (44%) have failed to meet targets



This is the first year we have collected and reported performance figures for the new national indicator set. The above figures do not represent performance against the full set of indicators as there are a small number which we can only report at the year end as this year is being used to calculate a baseline for future reporting. Also, we continue to develop appropriate systems to record and monitor this data. We will however see an increase in the number of returns we report in future quarters as systems and data become better established.

From the results available, figures show encouraging performance in terms of achieved target this period and the potential that end of year targets can be met.

Corporate Performance Clinics

Corporate Performance Clinics continue to be held each quarter and prove to be very effective. The Audit Commission has also acknowledged that the Clinics add value to data use and reporting and suggest it is beneficial to continue with them.

The Clinic held on 2 September 2008 principally focused on: Maintaining performance in the last year; a Performance Management Framework for County Durham Unitary; the Place Survey; Performance Indicators and; Data Quality.

The next Clinic is scheduled to take place on Thursday 4 December 2008 and will primarily focus on maintaining performance in the last year.

2.2 Detailed performance Information

Detailed performance information to support the above figures is available in the attached spreadsheet, Table 1.

2.3 Learning and remedial action

We continue to drive performance improvement through ensuring that:

- people are clear as to what has to be achieved;
- an action plan to deliver is in place;
- procedures are changed to provide capacity to improve;
- careful monitoring of measures are in place; and
- efforts are made to provide accurate and timely data.

2.4 National Indicator progress across County Durham

Performance across County Durham against the National Indicator set is provided in the attached spreadsheet Table 2.

Performance against the National Indicator set across County Durham is jointly reported by County Council to the new Authority's Cabinet for information.

3. Local Performance Indicators

3.1 Summary

We continue to measure the local performance indicators which were developed for 2006/2007. These are not statutory indicators, but indicators that show our performance in other areas of service provision that are of local, rather than national, interest. The set has been amended slightly this year with a number of new local indicators added to reflect areas of priority.

We have also agreed to retain locally some Best Value Performance Indicators which have proved useful in measuring the corporate health of the authority.

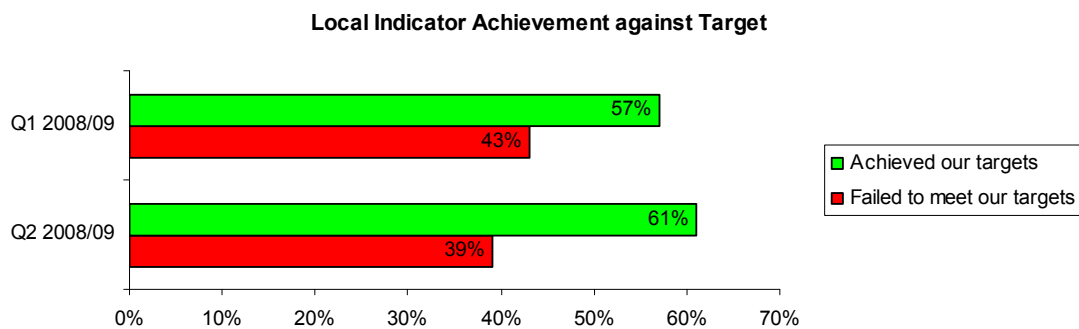
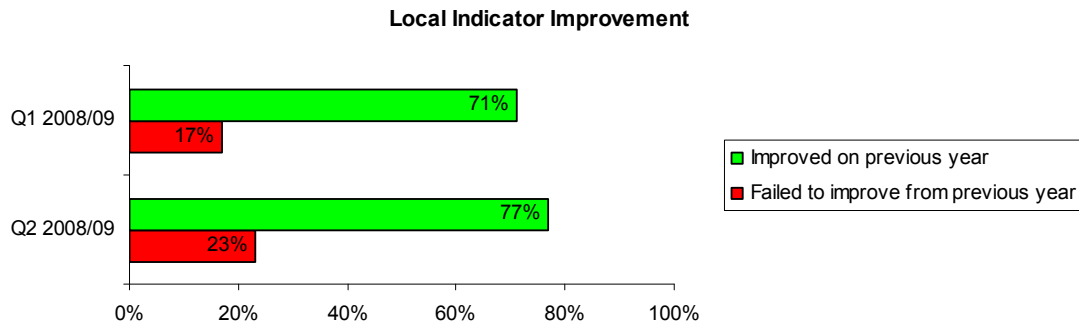
Also, the County Council and Durham District Authorities have agreed to retain and monitor a set of Corporate Health Best Value Performance Indicators that will collectively be reported throughout this year on a quarterly basis to the new Authority's Cabinet for information. These indicators are as follows:

BVPI 11a	Percentage of top-paid 5% of staff who are women
BVPI 11b	The percentage of the top 5% of Local Authority staff who are from an ethnic minority
BVPI 11c	Percentage of the top paid 5% of staff who have a disability
BVPI 12	The number of working days/shifts lost to the Authority due to sickness absence
BVPI 16a	The percentage of Local Authority employees with a disability
BVPI 76d	The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions
BVPI 156	The percentage of Authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people

Collectively there are now 41 local performance indicators which the authority collects and reports. These equate to 44 individual returns.

Performance for the local performance indicators is as follows (comparisons against last quarter % outturn figures are shown in brackets):

61% (57%) have achieved target
39% (43%) are behind target
77% (71%) have shown an improvement from last year
23% (17%) have failed to improve from last year



Figures show improved performance from last quarter outturn figures in terms of achieved target and improvement trend. Controls are also now more robust for Local Performance Indicators to ensure equality of status with National Indicators.

3.2 Detailed Performance Information

Detailed performance information to support the above figures is available on the attached spreadsheet, Table 3.

3.3 Corporate Health BVPI progress across County Durham

Performance across County Durham against the retained Corporate Health Best Value performance indicator set is provided in the table below. We see the introduction of BV76d to the set this period.

PI ref	PI description	Good Performance	Chester-le-Street	Derwentside	Durham City	Durham County	Easington	Sedgefield	Teesdale	Wear Valley
BV011a	% of top-paid 5% of staff who are women	High	21.00	22.22	25.71	-	15.91	7.32	50.00	26.90
BV011b	% of top-paid 5% of staff who are from an ethnic minority	High	5.26	0.00	0.00	-	0.00	0.02	0.00	0.00
BV011c	% of top-paid 5% of staff who have a disability (excluding those in maintained schools)	High	5.26	7.41	5.71	-	13.63	0.02	0.00	0.00
BV012	Number of working days/shifts lost due to sickness absence	Low	10.70	5.73	10.50	8.86	9.12	12.24	6.35	3.86
BV016a	% of employees with a disability	High	2.42	4.93	5.26	2.00	3.92	-	0.00	3.59
BV076d	Number of housing benefit and council tax benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area	n/a	4.96	2.60	2.01	-	1.99	5.24	-	1.27
BV156	% of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	High	20.00	78.95	78.95	-	42.42	100.00	-	86.45

The figures above are reported by County Council to the new Authority's Cabinet for information.

3.4 Learning and Remedial Action

We continue to drive performance improvement through ensuring that:

- people are clear as to what has to be achieved;
- an action plan to deliver is in place;
- procedures are changed to provide capacity to improve;
- careful monitoring of measures are in place; and
- efforts are made to provide accurate and timely data.

4. Financial Monitoring Position

An analysis of financial performance will be provided in the next quarter's Corporate Performance Report.

5. Risk Management

5.1. Summary

Following the Councils CPA inspection the inspectors report concluded: *'the Council has a thorough approach to risk management. The Council is aware of the risks to which it is exposed and is working to manage those risks.'*

The Implementation of the Corporate Risk Management Strategy for 2008-09, focuses on the key strategic risks identified through the corporate planning process, and in particular the transition to a new Unitary Authority for Durham County.

Following Council approval of the Transition Plan in March 2008, the strategic risk profile was subject to a further review which was undertaken by Corporate Management Team on 12 May 2008.

The management of these key risks is closely linked to the delivery of the Councils Transition Plan, and the strategic risk register shows allocated responsibility. To date these risks have been managed effectively.

During the last quarter all of the County Durham authorities have agreed to share their strategic risk profiles as part of the preparations for the New Unitary Council.

5.2 Learning and remedial action

The council has committed to re-assess its key strategic risks as a result of its review of priorities and the development of the transition plan for LGR.

The Strategic Risk Profile is monitored and reviewed quarterly, and no further remedial action is considered necessary at this time.

6. Human Resources

6.1 Summary

At the end of the period the Council employed 334 staff. Staff turnover for the period was 6.7%, which includes Casual staff.

Sickness absence ending 30 September 2008:

Authority total: 10.7 days average
 5.7 days (long term)
 5.0 days (short term/occasional)

Directorates:

Resources 9.5 days average
 4.8 (long term)
 4.7 (short term/occasional)

Development 11.4 days average
 6.1 days (long term)
 5.3 (short term/occasional)

CE/Corporate Services 11.3 days average
 6.5 days (long term)
 4.8 days (short term/occasional)

- Staff sickness was an average of 10.7 days per employee for the period, compared to 11 days for the period 07/08.
- No employee suggestions were made through the employee scheme over the period.
- One Team Personal Profile Briefing sessions have been held for all employees, at a variety of Council sites. Further sessions will continue over the next quarter.
- Re launching of the Council's Employee Assistance Programme over the coming months, for employee support.
- The Council's Organisational Development Strategy is on target.
- The Employee survey 2007 was issued to staff in September 2007 and we have recently received the results.
- Evening of Celebration for employees took place in October 2008.
- Employee Forum on a bi-monthly basis.
- A total of 105 employees achieved 100% Attendance for 2007/08.

7. Equality & Diversity Position Statement

An analysis of Equality and Diversity progress will be provided in the next quarter's Corporate Performance Report.

10. Audit Feedback & Summary

10.1 Summary

There have been two relevant audit reports published in the first half of the year. These were the Ombudsman's Annual Report for 2007/2008 and the Audit Commission's Countywide Access to Services Inspection.

The Ombudsman's report was very positive:

- There were fewer complaints to the Commission than the previous year;
- The council's response performance was well below the Ombudsman's target;
- There were no formal reports on either maladministration or injustice;
- The Ombudsman has no issues with how the council handles complaints.

The Audit Commission inspection was about how well the councils made services accessible to people and how people were engaged in service delivery. The Audit Commission's report on Access to Services was not so positive but it was based on access to services across the county. In addition the recommendations are aimed at the new unitary rather than the District Council.

10.2 Learning and remedial action

There are no key learning issues or remedial issues necessary. The report again shows how seriously the council delivers services and assists the Ombudsman in complaint investigation. The Audit Commission's recommendations ought to be taken up by the new Unitary.

11. Compliments, comments and complaints Analysis

11.1 Summary

Although faced with the impending local government review the Council continues to focus upon embedding the culture of handling and responding to complaints in a timely and positive manner. Complaints should be seen as an opportunity for feedback from customers and a way to influence the way we deliver services in the future. To further embed the complaints culture into the organisation, a continual process improvement project was completed throughout December 2007 – March 2008 with specific aims to raise awareness of the importance of dealing with complaints, increase the number of trained officers (over 30 have completed this training) and also to evaluate and improve the process overall.

Total Complaints

The following statistics represent the information received for the period April to September 2008. Figures for the same period last year are indicated in brackets, however it should be noted that performance for the current period no longer contains information relating to housing / property services following the creation of Cestria Community Housing.

97 (168) formal complaints were received by the Council.

31% (24 %) were considered to be justified

69 % (76 %) were considered to be unjustified

3 (6) Ombudsman complaints were received during the period.

No (No) complaints were upheld by the Ombudsman

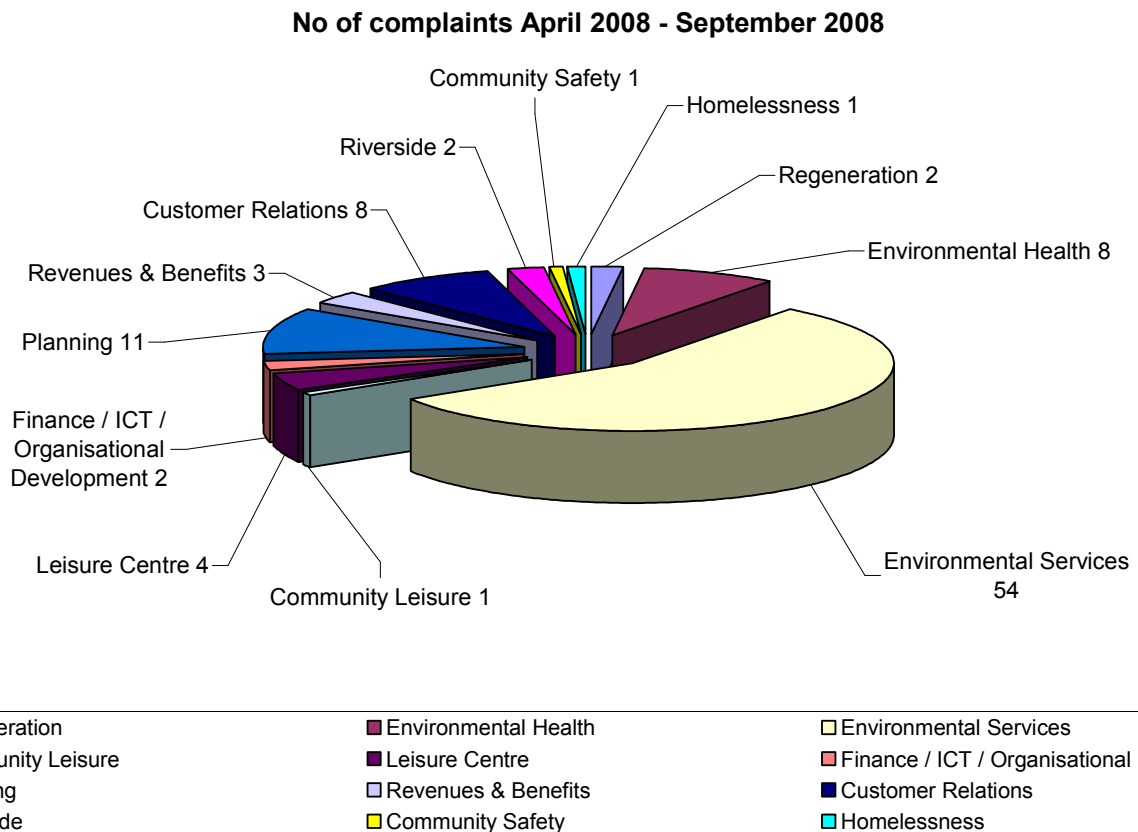
45 (112) compliments/letters of thanks were registered during the period.

11.2 Formal Complaints April – September 2008

A total of 97 (168) formal complaints were submitted in the period

Nature of Complaints – Service Teams

- 3 (12) related to the Revenue and Benefits service
- 54 (17) related to the Environmental Services
- 7 (48) related to the Leisure Services
- 11 (24) related to Planning Services
- 3 (8) related to Regeneration (including community safety)
- 8 (7) related to Environmental Health Services
- 8 (8) related to Customer Relations
- 1 (0) related to Homelessness
- 2 (5) related to IT services



Breakdown of Complaints Received April – September 2008

Service Team	Number and Nature of Complaints
Revenues and Benefits	1 related to receipt of Overpayment of C/Tax letter 1 related to wording of benefits entitlement letter 1 related to fraud investigation process
Environmental Services	28 related to the recycling service 3 related to problems with litter in area 1 related to dog fouling 19 related to refuse collection services 2 related to grass cutting 1 related to public toilets
Leisure Services	3 related to cleanliness in leisure centre 3 related to car parking 1 related to timing of activity sessions
Planning	9 related to the planning application process 1 related to delay in providing information 1 related to planning committee meeting
Regeneration	2 related to the market area 1 related to community safety
Environmental Health	3 related to noise nuisance 1 related to enforcement of waste removal 2 related to air pollution 2 related to enforcement action
Customer Relations	5 related to the new concessionary fares scheme 2 related to closure of cash desk 1 related to telephone service
Homelessness	1 related to homeless application process
IT Services	1 related to on-line service application via web-site 1 related to internal office move

Nature of Complaints – Complaint Types

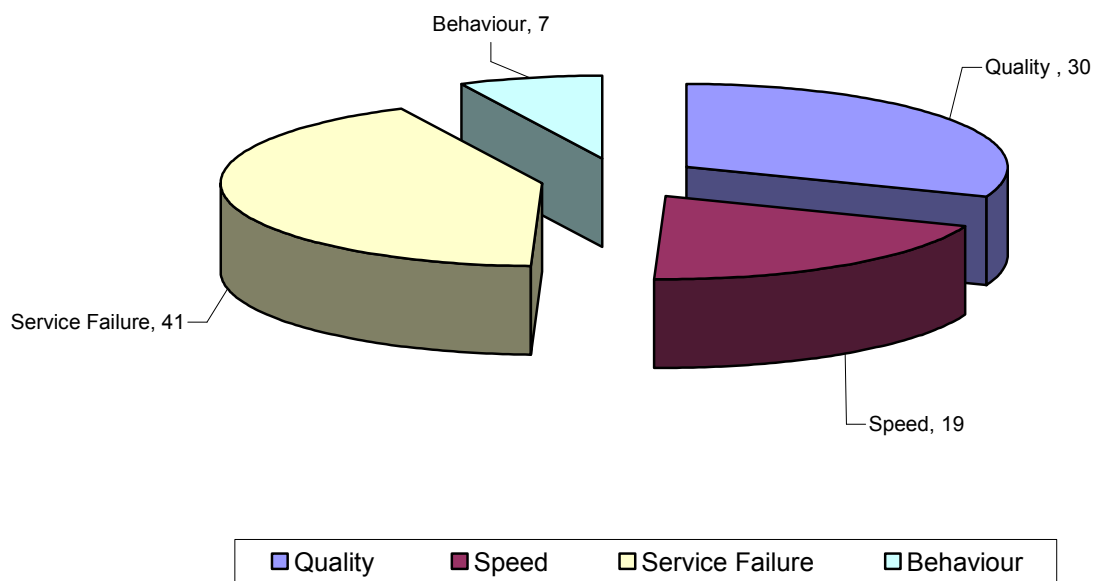
30 (84) were in respect of *quality of service*

7 (3) were in respect of *behaviour of staff*

41 (42) were in respect of service failure

19 (39) were in respect of the *speed of service provided*

Nature of Complaints April - September 2008

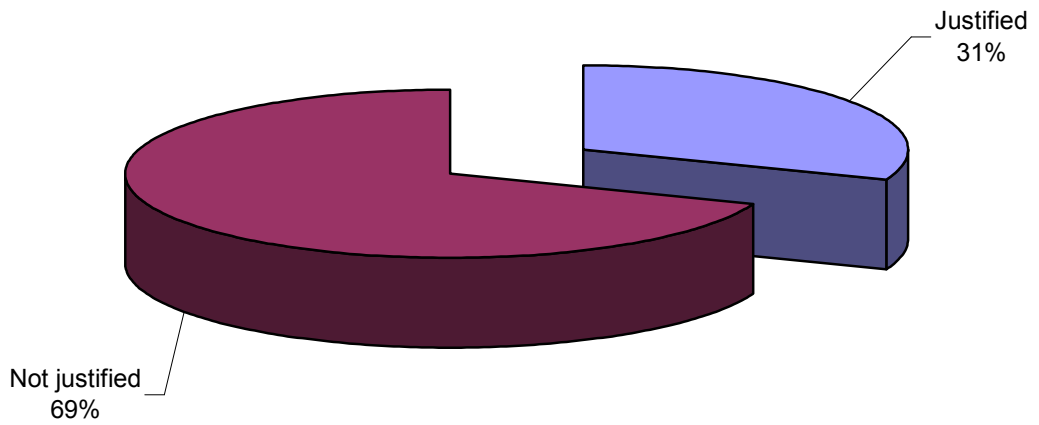


Outcome

31 % (24%) were considered to be justified

69 % (76 %) were considered to be unjustified

Proportion justified / unjustified complaints April - September 2008



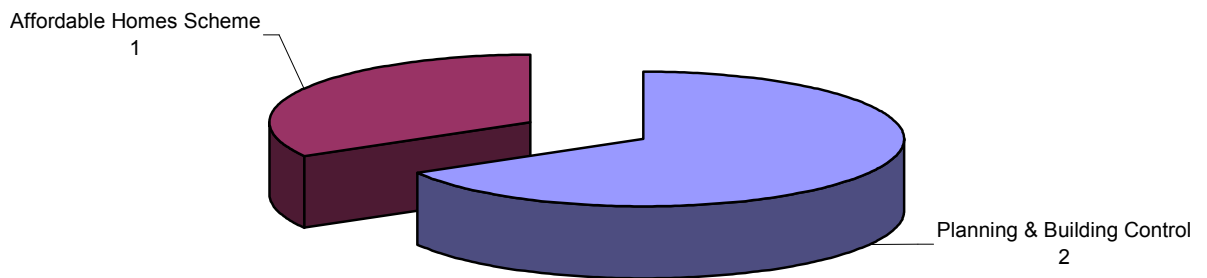
11.3 Ombudsman Complaints April – September 2008

- 3 (6) Ombudsman complaints were received during the period.
- No (No) complaints were upheld by the Ombudsman
- All complaints were responded to within the Ombudsman’s target time (29 days) – with an average response time of 23 days

Nature of Complaints

2 related to planning & building control services
1 related to housing - affordable housing scheme

Ombudsman Complaints by classification April - September 2008

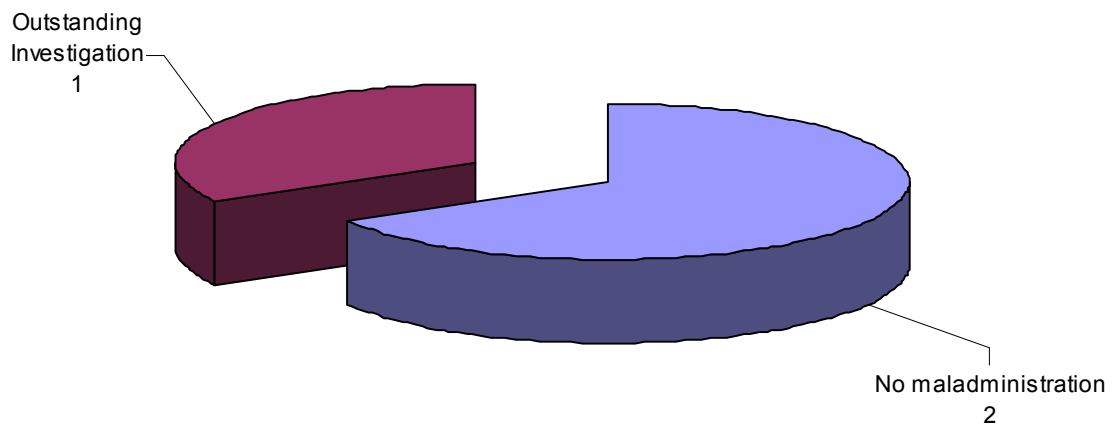


Outcome

The Ombudsman issued 2 decision letters in the period – no complaints were upheld against the Council:

No evidence of maladministration	2
Outstanding Investigation	1

Ombudsman decisions April - September 2008



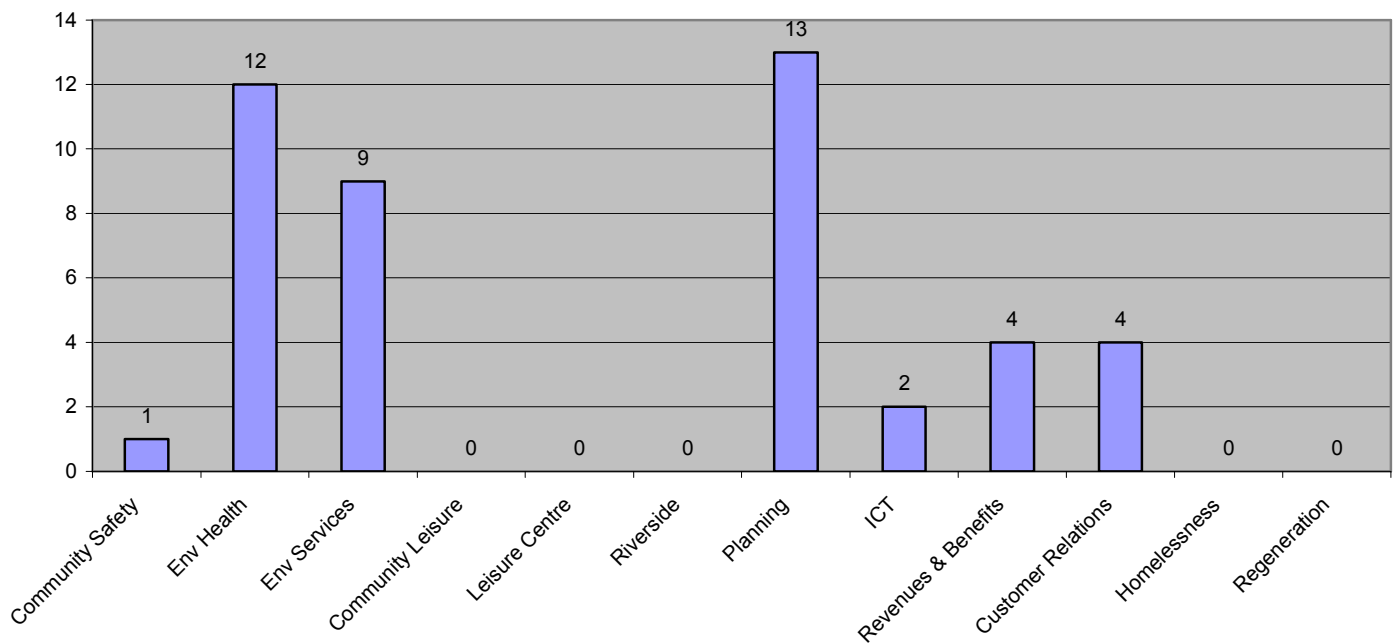
11.4 Compliments April – September 2008

21 compliments/letters of thanks were registered during the period.

Nature of Compliments

- 4 related to the revenue & benefits service
- 9 related to the environmental services
- 13 related to planning services
- 12 related to environmental health services
- 4 related to customer relations
- 2 related to ICT
- 1 related to community safety

Compliments Received by Teams April - September 2008



11.5 Telephone Response Performance April – September 2008

In response to specific requests from members, data extracted from the Council's telephone system is supplied for the first time in the body of this report. This is the first year the data has been available and as such comparisons with past year performance is unavailable for comparison at this time. The report focuses on the key telephone numbers used by customers to access the services in question.

<i>Service Team</i>	<i>Calls Received</i>	<i>Calls Abandoned *</i>	<i>% of Calls Abandoned</i>	<i>Calls Answered</i>	<i>% of Calls Answered</i>	<i>Calls Answered within Target Time *</i>	<i>% Calls Answered within Target Time</i>
<i>Switchboard</i>	45058	4228	9.4	40830	90.6	40208	98.5
<i>Benefits Service</i>	8884	741	8.3	8143	91.7	7347	90.2
<i>Council Tax / NNDR Team</i>	12021	1658	13.8	10363	86.2	9159	88.4
<i>Environmental Services</i>	29317	11143	38.0	18174	62.0	8379	46.1
<i>Environmental Health / Planning Services</i>	2881	240	8.3	2641	91.7	2602	98.5
<i>Regeneration / Homelessness</i>	1584	205	12.9	1379	87.1	1373	99.6
Totals	99745	18215	18.3	81530	81.7	69068	84.7

- ***Abandoned calls** – refers to those calls in which the caller has hung up before an operator was available to receive the call.
- ***Calls answered within target time** – refers to the time taken for the operator to pick up the call once they are available to receive the calls. Therefore the time taken does not take into account any of the time the caller was waiting in a queue. The Council's target is 90% of calls answered within 15 seconds and 100% of calls answered within 25 seconds.

11.5.1 Issues arising from the Data

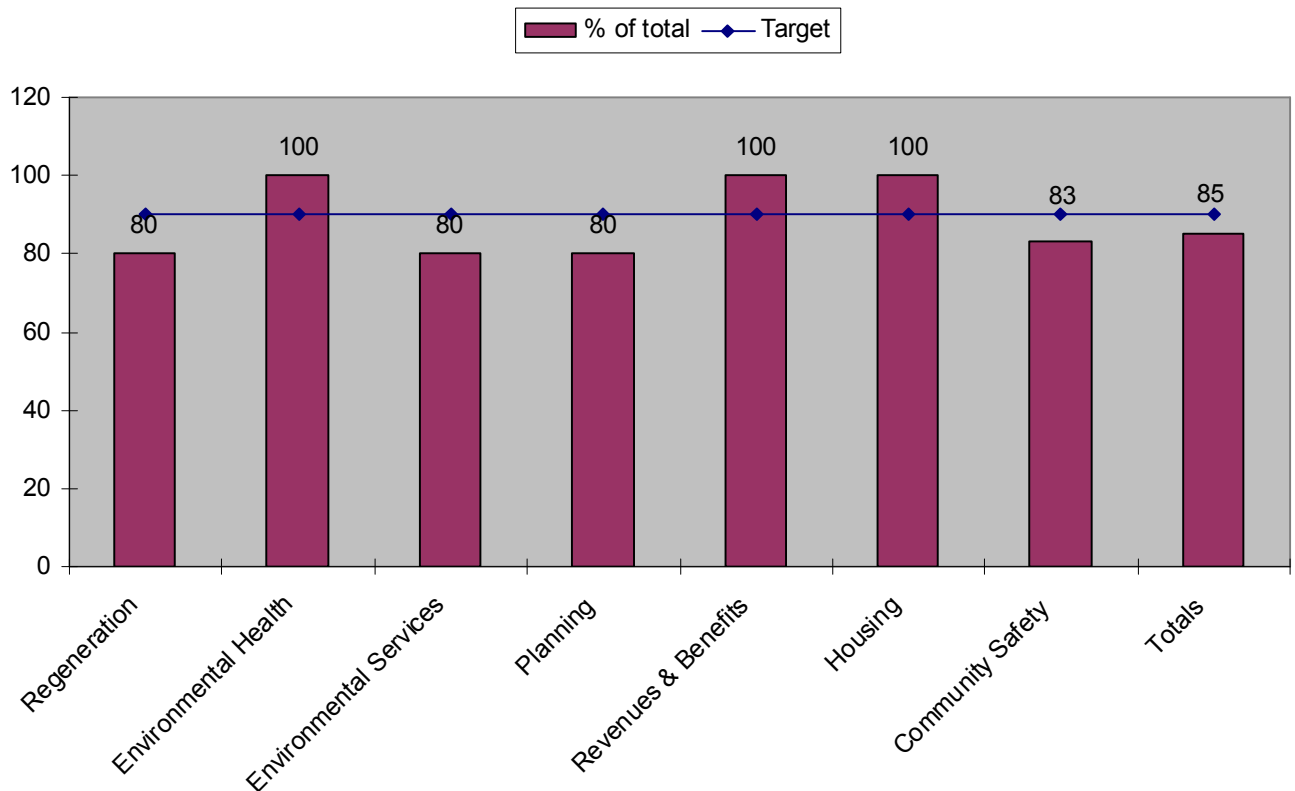
- a) The main issue of concern during this period relates to the number of calls abandoned via Environmental Services main contact number. A number of elected members raised concerns based upon their own and their constituents' inability to contact officers. This was primarily the case during April and early May when almost 50% of all calls were abandoned by customers attempting to contact the team. It should be noted that rate of abandoned calls has reduced significantly over the 2nd quarter of the financial year. Officers within the Environmental Services Team will receive monthly telephone reports to ensure that they constantly monitor the situation and are able to continue to improve.

Although the number of abandoned calls has fallen, this has had an adverse effect on the ability to answer calls within the target time. As we have increased the customers' ability to get through to officers, this has also increased the amount of time customers are waiting in the queue. Officers will continue to explore the resources available to answer calls in an attempt to improve performance.

11.6 Response to MP Enquiries within 10 Working Days

The graph below shows the performance by each service team in dealing with MP enquiries within the agreed service standard performance of 10 working days.

MP Enquiries % response within 10 days April - September 2008



Performance has improved by 9% compared to the same period in 2007 / 2008, a welcoming trend which we hope to continue throughout 2008 – 2009.

Breakdown of MP enquiries / complaints

Total Number of Enquiries Received from MP	
Total Number of MP enquiries / complaints received April – Sept 2008	41
Total Number which were MP enquiries	33
Total Number which were MP complaints about the Council	8

11.7 Other Performance Information

New monitoring processes were put in place last year and the following results can be identified:

- 92 % of complaints were responded to in 10 days (target 90%)
- 85 % MP queries were responded to in 10 days (target 90%)
- 94 % Freedom of information enquiries were responded to in 20 working days (target 100%)

11.8 Learning and remedial action

It has become clear over the year that the analysis of complaints at service level is necessary in order that individual services can learn from complaints and share this learning across the organisation. In addition the impact of the continual process improvement project and ongoing training plan has led to improved performance in dealing with complaints, MP enquiries and FOI service requests.

A further analysis of results shows that:

- The 90% target for handling complaints within 10 workings days has been achieved throughout the first 6 months of the financial year.
- The number of complaints logged compared to the same period last year has reduced by 43% – 97 compared with 168, however part of this can be attributed to the handover of housing services to Cestria Community Housing Group in February 2008.
- Most complaints related to Environmental services (predominantly related to the recycling scheme), which equated to 56% of all complaints received.
- 42% of complaints related to the failure to deliver services - this mainly relates to the early stages of the recycling scheme.
- The % of justified complaints has increased from 24% to 31% when compared to the same period in 2007 / 2008.
- Performance in respect of responding to MP enquiries and complaints has increased by 9% when compared to the same period in 2007 – 2008.
- A number of concerns have been highlighted in relation to telephone call handling performance. However, performance has improved compared to the 1st quarter of the year, particularly in relation to the number of calls abandoned which has reduced significantly.

12. Partnerships Progress

12.1 Summary

As part of the council's Improvement and Recovery Plan there were clear actions to consider and improve the effectiveness of existing partnerships.

The council has responded by approving a Partnership Strategy in November 2006 with a detailed Action Plan. The council has commissioned an electronic Partnership 'toolkit' through the North East Centre of Excellence and provided training to Corporate Support Team. The Chief Executive has been selected as the council's Partnership Champion and the Portfolio Holder for Community Engagement and Partnerships is the Member Champion.

It is clear that partnership working is fundamental to what we can achieve in the District. Many of the achievements set out in the Corporate Plan could only have happened by working with others. 'Working in Partnership' is a firm priority and we have developed a Partnership Strategy to help us achieve our vision. The key components of the strategy are:

- understanding what partnerships we are in;
- understanding how effective they are;
- understanding how healthy they are; and
- ensuring that we improve those which need to be.

Programme Management Board is monitoring implementation of this toolkit.

The review of our partnerships has a significant impact on the development of a single priority of '**People and Place**'. An assessment of the potential gaps in performance of partnerships and what we can do in the council's remaining lifetime to secure sustainable change is part of ongoing work to develop the new priority. Progress will be reported here in due course.

The Transition Plan has addressed what needs to be done and a significant part of the '**People and Place**' priority is to develop the partnerships as part of the 'Strengthening Partnerships' Action Learning Set. A delivery plan for '**People and Place**' was agreed by the Executive in April and is now subject to monthly monitoring through the Executive. There is a series of proposals within the delivery plan relating to partnerships and in particular there has been a focus on the Voluntary Sector. The council is influencing how partnerships are supported in the new unitary.

12.2 Learning and Remedial Action

There is no specific remedial action required at this stage.

13. Data Quality Progress

13.1 Summary

The following progress has been made in respect of the implementation of the Data Quality Policy since April 2007:

- The adoption of the Strategy and action plan;
- Data quality risks, commitment and proposals built into Corporate plan;
- Data Quality Policy and Strategy communicated to customers through the Internet;
- Data Quality Policy and Strategy communicated to staff and members through the Intranet;
- Data Quality built into Performance Management Handbook and communicated to staff;
- Data Quality considered as part of the Performance Management Review;
- Data quality commitment incorporated as a feature of Corporate Performance Reports and within performance clinics;
- Decisions made not to publish information because data quality was not proved e.g. a decision not to publish BV 166 quarterly statistics because the information as to performance was not dependable, and now resolved;
- Data Quality included in Corporate Training Plan as part of Performance Management training;
- Intranet site developed;
- Corporate Guidelines developed and implemented;
- Corporate Audit devised and built into intranet, will identify gaps to assist strategy development;
- Further awareness undertaken as a result and data quality is communicated more clearly now. Communications plan developed and on intranet;
- Data Quality Responsibility Register developed and significantly completed;
- Programme Management Board taking stronger role on monitoring of data Quality;
- Improved sign off with LPI's following same process as BVPI's;
- Data quality incorporated into all corporate reports and built into Report Writing Protocol;
- Developed revised Service Plan Guidance;
- Staff and Managers Audit undertaken;
- Training presentation provided to all staff;
- Data Quality Training provided as part of Members Induction programme;
- Data quality built into Performance Clinics;
- A review of the Data Quality Strategy Action Plan and the Data Quality Policy has been completed;

- A Revised Policy and Strategy Action Plan was agreed at the end of March and has been communicated;
- The Data Quality web site and intranet have been updated with new guidance and the on line training tool updated;
- Data Quality Champions for each service has been agreed;
- The first Revised Data Quality Strategy action Plan Monitoring Report has been published on the web site and shows continued progress;
- An Effective Internal Audit Report has been received for 2007/2008 BVPIs showing continued improvement;
- The council's Annual Report and Best Value Performance Plan was published within national timescales;
- The District Council is taking a lead role in the development of Data Quality practice for the new unitary council;
- The council fully supported and assisted the Audit Commission's Data Quality Audit and their report on findings is due later on in the year.

There are no issues of Data Quality failures or exceptions to be reported during the first half of the year.

13.2 Learning and remedial action

Significant progress has been made in respect of the implementation of the Data Quality Strategy largely around corporate awareness.

As a result of the audit we now have a good understanding of where there are potential weaknesses in the Authority and will be able to address these in the future.

No remedial action is required as part of any Data Quality failures or exceptions during the current quarter.

14. Local Government Reorganisation Progress

14.1 Summary

In September 2007 a project team was set up to help manage the council's contributions potential transition to a new single unitary authority. The team is led by the Director of Corporate Services and based around the council's Performance and Improvement Team. It also includes key Human Resources, communications, a representative for the trade unions and support staff. So far it has:

- Developed and agreed terms of reference and principles;
- Developed an Intranet site to allow access to key documents and information for staff and members;
- Developed an Information Request Register and responded to initial data requests where appropriate;
- Developed a communications plan;
- Published three newsletters to staff and Members; and
- Engaged in transitional arrangements.

The council has re-organised its senior management to assist it in developing the capacity within the organisation to deliver business as usual while contributing to the transition to the new organisation. At the same time the council has agreed and is implementing a transitional plan which will help it focus on a single priority of **'People and place'** through to March 2009.

The council is now significantly engaged in assisting the transition to the new authority. It has key officers who are leading and engaging in the workstreams and taking best practice into the new council. During the quarter Officers engaged in the process have developed both baseline information and high level options for consideration by the shadow authority which was elected in May 2008. Workstream Leads are working on the fourth and fifth tier management proposals.

The council is encountering capacity issues as a result of staff turnover undoubtedly caused by uncertainty over the future of individuals although the vast majority of staff will transfer to the new unitary under TUPE rights.

14.2 Learning and remedial action

Significant progress has been made in establishing a team to assist the council positively contributing to the smooth transition to a new unitary authority. The

capacity issues within the council are being monitored and managed pragmatically. The closer we move to vesting day the more difficult it is being to fill vacancies that occur. As a result the council is doing things differently and reflecting on its priorities.

15. Corporate Governance Progress

15.1 Summary

The council has taken corporate governance seriously as part of its Improvement Programme. During the first six months of the year the corporate working group which drives corporate Governance improvement – the Corporate Governance Group (CGG) lost two key members of the team as a result of them moving to other appointments outside the authority. The team has regrouped and is now chaired by the Director of Corporate Services providing a key steer from the corporate centre. Members of the group have ensured progress and the CGG has:

- Developed and secured council approval of the Local Code of Governance;
- Implemented the associated action Plan;
- Commenced work on this year's Annual Governance Statement;
- Commenced work on this year's Use of Resources submission;
- Contributed to the development and review of the Data Quality Policy and Strategy action plan, agreed by the Council in March 2008;
- Developed an Intranet site to allow access to key documents and information for staff and members;
- Considered reports on the effectiveness of Internal Audit and the Annual Internal Audit report which both show positive achievement of internal audit at a time of change;
- Set out Strategic risk assessments for the Transition Plan and agreed key strategic corporate risks with Corporate Management Team;
- Commented on the Audit Commission's Annual Audit and Inspection letter;
- Raised awareness of corporate governance through a range of LGR workstreams; and
- Agreed an Annual Governance Statement.

Significant progress has therefore been made and it is considered that the council is strong in terms of its commitment and delivery to corporate governance. It is considered that the very positive Annual Audit and Inspection letter from the Audit Commission reflects this point of view.

15.2 Learning and remedial action

Significant progress has been made in maintaining a team to assist the council in ensuring high standards of effectiveness of corporate governance.

16. Corporate Health and Safety Progress

16.1 Summary

Significant progress has been made to date in respect of addressing corporate health and safety issues. Work remains to be done to improve communication, understanding and practice.

16.2 Progress

This is the first Health and Safety report to be incorporated into the Corporate Performance Report. It is considered that it would be helpful to identify some background to progress in this important area of the council's business. At the beginning of December 2007 and following a senior management re-structure, the Corporate Health and Safety Team was incorporated into the Directorate of Corporate Services. Subsequently the team revised the Corporate Health and Safety Policy which was adopted by the council in March 2008

The following progress has been made in respect of Corporate Health and Safety:

- The Constitution, Corporate Standard CS:001 has been reviewed by Health and Safety Management Group (HSMG) to reflect the restructured Council.
- Emergency Response, Corporate Standard CS:003, has been reviewed to reflect the changed corporate structure within the Council.

The following Corporate Standards were developed by the Corporate Health and Safety team for consideration by HSMG and subsequently approved by Corporate Management Team (CMT):

- Vibration at Work, Corporate Standard CS:011
- Control of Legionella Bacteria in Water Systems, Corporate Standard CS:022.

The Team have continued the development of the Corporate Health and Safety Intranet site so that all employees with access to a computer can access and view the development of Health and Safety policy, procedures and progress across the Council including:

- Health and Safety Management Group meetings, minutes and Representatives
- Appropriate and useful Web Links
- Practice updates such as the 'Myth of the Month'

- Corporate Standards including:
 - ✚ Constitution
 - ✚ Risk Assessment
 - ✚ Emergency Response
 - ✚ Adverse Event/Accident Reporting
 - ✚ Display Screen Equipment
 - ✚ Manual Handling
 - ✚ Working at Height
 - ✚ Asbestos
 - ✚ New and Expectant Mothers
 - ✚ Noise at Work
 - ✚ Vibration at Work
 - ✚ Control of Legionella Bacteria in Water Systems

- Accident Statistics

16.3 Accident Statistics

The charts below show a comparison of accident statistics relating to corporate premises between the first six months of this year compared to last. The charts show a split between accidents to staff and the public. In summary the charts show:

- There were significantly less employee accidents in the first six months of this year compared with last year 8 (21 in Jan-Jun2007)
- There were significantly more public accidents in the first six months of the year 94 (54 in Jan –Jun 2007)
- RIDDOR reportable accidents reduced in comparison to this time last year – 1 (2 in Jan-Jun 2008)

Adverse reports 2008 compared to 2007

2 0 0 8	Development Services		Corporate Services		Resources		* Regeneration *		Riddor Reportable		
	Employee	Public	Employee	Public	Employee	Public	Employee	Public	Employee	Public	
	Jan	2	13	0	0	0	0	0	0	0	0
	Feb	1	20	0	0	0	0	0	0	0	0
	Mar	1	21	0	0	0	0	0	1	0	0
	Apr	0	16	0	0	0	0	0	0	0	0
	May	1	15	0	0	1	0	1	0	0	1
	Jun	1	9	0	0	0	0	0	0	0	0
	Jul	0	0	0	0	0	0	0	0	0	0
	Aug	0	0	0	0	0	0	0	0	0	0
	Sep	0	0	0	0	0	0	0	0	0	0
	Oct	0	0	0	0	0	0	0	0	0	0
Nov	0	0	0	0	0	0	0	0	0	0	
Dec	0	0	0	0	0	0	0	0	0	0	
Year to date	6	94	0	0	1	0	1	0	1	1	
Total for Year											
Employee										8	
Public										94	

2 0 0 7	Development Services		Community Services		Corporate Services		Resources		* Regeneration *		
	Employee	Public	Employee	Public	Employee	Public	Employee	Public	Employee	Public	
	Jan	3	0	0	0	0	0	0	0	0	0
	Feb	4	0	0	0	0	0	0	0	0	0
	Mar	1	0	1	0	0	0	1	0	0	0
	Apr	1	21	5	0	1	0	0	0	0	0
	May	2	19	0	0	0	0	0	0	0	0
	Jun	1	14	1	0	0	0	0	0	0	0
	Jul	3	19	1	0	0	0	0	0	0	0
	Aug	3	19	0	0	0	0	1	0	0	0
	Sep	1	10	1	0	0	0	0	0	0	0
	Oct	0	21	1	1	0	0	0	0	0	0
Nov	2	16	2	0	0	0	0	0	0	0	
Dec	2	9	0	0	0	0	0	0	0	0	
Year to date	23	148	12	1	1	0	2	0	0	0	
Total for Year											
Employee										38	
Public										149	
Riddor Reportable										5	

Where they happened

2008	Leisure Centre		Riverside		Park Side		Roseberry Grange		Selby Cottage		Community Leisure		Development Service		Resources					Corporate Services					
	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Leisure Services	Env Health & Planning	Env Services	Finance & Accounts	Information technology	Rev & Bens	Internal Audit	OD	Legal & Democratic	Customer Relations	Strategy & Scrutiny	Regeneration	
Jan		10	2	3									2	13											
Feb	1	18		2									1	20											
Mar		17		4									0	21	1										
Apr		15		1									0	16											
May		11		4									0	15		1									1
Jun		5		4									0	9	1										
Jul													0	0											
Aug													0	0											
Sep													0	0											
Oct													0	0											
Nov													0	0											
Dec													0	0											

Improvement team = Strategy and Scrutiny

2007

2007	Leisure Centre		Riverside		Park Side		Roseberry Grange		Selby Cottage		Community Leisure		Development Service		Resources					Corporate Services			Community				
	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Leisure Services	Env Health & Planning	Env Services	Finance & Accounts	Information technology	Rev & Bens	Internal Audit	OD	Legal & Democratic	Customer Relations	Strategy & Scrutiny	Housing Services	Property Services	Regeneration	
Jan	0								1	1			2	0	1												
Feb	0								2				2	0	2												
Mar	0								2				0	0	1				1					1			
Apr	0	14		8									1	21									1			5	
May	1	15	1	4									2	19												1	
Jun	1	13		1									1	14												1	
Jul	1	19		1									2	19	1											1	
Aug	2	12		5		2							2	19	1		1									1	
Sep	0	6		4					1				1	10												1	
Oct	0	18		3									0	21											1	1	
Nov	2	12		4									2	16												2	
Dec	1	8		1			1						2	9													

Improvement team = Strategy and Scrutiny

16.4 Learning and Remedial Action

Significant progress has therefore been made developing the required elements of the Health and Safety Management Plan that incorporated the Corporate Statement of Health and Safety Policy, Corporate Standards and subsequent Directorate Health and Safety Policy.

There remain communication and understanding difficulties which means that there are some problems with Directorates having difficulties in putting things into practice. These difficulties remain despite Directorate representation on the HSMG, the aligned Health and Safety Training Programme and development of the Corporate Health and Safety Intranet Site which makes all of the information available to those with access to computers.

Further work is required to improve communication of the Directorate Health and Safety Policy and to ensure that Directorates fully embrace the approved Corporate Standards.

Upon reflection, it has been determined, in light of Local Government Review (LGR), that there was little purpose in continuing developing Corporate Standards in line with the HSMG workplan and that Corporate Health and Safety, in conjunction with HSMG, could better use the remaining time of the District Council to ensure that what has been approved by CMT so far is functioning effectively.

The HSMG will continue to monitor accidents and consider recommendations for action where necessary.

Remedial measures proposed to address the concerns above include:

- Continue to raise awareness of the corporate policy, the HSMG and the roles of Directorate representatives on it;
- Collect information through HSMG Directorate Representatives relating to Corporate Standards.
- Analyse information received.
- Inform CMT of way forward including action plan for service areas or Directorates as necessary in relation to respective Corporate Standard being monitored.

16.5 Further Action and Remedial Measures

With regard to the remedial measures above the following action has been taken:

- Seek appointment of additional employee representatives with a view of expanding knowledge and understanding of Corporate Policy, Health and

Safety Management Group and roles and responsibilities of Directorate representatives. Progress has been made with the appointment of another representative from the General, Municipal and Boilermakers Trades Union (GMB).

- Communication on a direct basis with the newly appointed employee representative is much simpler and so far very effective.
- Information is being requested through Directorate Health and Safety Representatives, although this has not been as forthcoming as hoped the matter has been further addressed at Extended Corporate Management Team.
- Information that has been provided, as requested, and as a means of checking compliance with approved Corporate Standards, has been beneficial.
- Corporate management team have been informed of the measures being implemented above with a view to raising awareness and understanding of all areas of Health and Safety.

In light of Local Government Review it has been determined, and agreed, by the representatives of the Health and Safety Management Group, that future meetings of the group will be bi monthly.

Accident statistical data as previously agreed by the Health and Safety Management Group will continue to be reported six monthly to the Group and to Corporate Management Team. Therefore there is no further information currently available to update the statistical data previously provided within this report.

Adverse Event/Accident Reporting will continue in compliance with Corporate Standard CS:004 and any event/accident of note will be raised and discussed with representatives of the Health and Safety Management Group at their scheduled meetings.

Corporate Standard CS:003 has been discussed at Health and Safety Management Group, a meeting of appointed nominees was arranged further to this, facilitated by Corporate Health and Safety with a view to resolving outstanding issues regarding roles and responsibilities.

Selection and Control of Contractors, an area that was to be addressed within the original workplan of the Health and Safety Management Group was not developed following the revised arrangements of the Group. Failings within this area were brought to the attention of Corporate Health and Safety and have subsequently been addressed by the Assistant Director Development Services through whom a meeting of those sections involved was called as a means of resolving the issues raised.






17. Overall Performance




17.1 Summary of Overall Performance




The key issues in summary are as follows:

- The Transition Plan proposals are on track with 30% targets achieved, 69% on target and only 1% behind target;
- Progress against the National Indicator set is not good with only 50% on target;
- Progress against Local Indicators is much better with 61% on target and 71% showing improvement although the council does not compare well against other districts on corporate health indicators;
- Staff Sickness rates have continued to improve slowly as sickness rates is now at 10.7% compared with 11% at the same time last year;
- The Audit Commission has reported on their inspection of Access to Services. While this shows some good practice it is not a positive picture across the county. The report will however assist the new authority to improve;
- Fewer complaints and few Ombudsman complaints were received although the number of compliments also fell;
- Response times in dealing with complaints from the public and the MP improved;
- No issues are to report in terms of Risk Management, Equality and Diversity, Partnerships, Data Quality or Corporate Governance;
- In terms of safety, progress is being made. While the number of employee recorded accidents has fell from last year accidents by the public has increased.

Table 1: New National Indicators - Report for the period April to September 2008

NI No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
Stronger communities										
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. The indicator will be measured over two, two week sample periods in November and January. Performance will be reported at the year end.
Local economy										
NI 154 ●	Net additional homes provided	N/A	N/A	20	29	Q2 50 YE 100		✘	High	Performance is below predicted target. This is due to the current national house building crisis.
NI 155 ●	Number of affordable homes delivered (gross)	2007/08	39	8	12	Q2 20 YE 40		✘	High	Performance is below predicted target. This is due to the current national house building crisis.
NI 156 ●	Number of households living in Temporary Accommodation	2007/08	2	0	2	2		✓	Low	We had hoped to keep this figure below 2, through early intervention and prevention of homelessness. In these cases the applicants were in temporary accommodation due to the delays in the homeless decision making process and locating accommodation for homeless applicants. Corrective Action: Advice provided to both the Housing Options Team and Cestria Community Housing around locating alternative accommodation to B&B. Also ensuring that cases of this nature are prioritised.
NI 157a	Processing of planning applications as measured against targets for 'major' application type	2007/08	66.67%	100.00%	100.00%	88.00%		✓	High	All three areas are on target to achieve year end figures. If present performance is maintained to the year end the three indicators will not only all be top quartile but (based on historic performance comparison) will return the team to the position they last held in 2006/07 of being ranked number 1 on the Government Office North East Region for all three indicators. It is also likely (based on historic performance comparison) that the figure for maior
NI 157b	Processing of planning applications as measured against targets for 'minor' application type	2007/08	75.00%	89.66%	93.02%	92.00%		✓	High	

No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
NI 157c	Processing of planning applications as measured against targets for 'other' application type	2007/08	85.67%	100.00%	98.82%	96.00%		✓	High	Performance compared to the figures for major and other applications (a) and (c) will be number one nationally.
NI 159	Supply of ready to develop housing sites	Apr-08	159%	N/A	N/A	159.0%	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	2005	0.03%	N/A	N/A	<1.00%	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.
NI 179	Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year	N/A	N/A	N/A	315,000	IHD	N/A	N/A	High	(£ Thousands) 2008-09 forecast cumulative gains
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	2007/08	200	N/A	68.8 (Estimated)	52.1		✓	High	This is an estimate for this PI as the actual performance will be calculated and published by the DWP later this year. An average has been used from the HBMS comparison report. The data used has only been available from May 2008. Current performance has exceeded target. Proactive work procedures are in place so that future changes are captured in a timely manner.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	2007/08	22 (HB) 9 (CT)	15.4 days (Estimated)	15.7 days (Estimated)	16.0 days		✓	Low	This is an estimate for this PI as the actual performance will be calculated and published by the DWP later this year. The estimate has been calculated using data extracted from the IBS Open Revenues system statistical reports. Performance has exceeded target, weekly performance monitoring has ensured that a sustained and continual improvement is made.
NI 182i	Satisfaction of businesses with recorded non-compliance with local authority regulation services	N/A	N/A	67%	82%	IHD	N/A	N/A	High	We were unable to report performance of this indicator in the previous quarter report. First and second quarter performance is therefore reported this period. Targets have not been set as this year is being used to determine performance level.
NI 182ii	Satisfaction of businesses with no recorded non-compliance with local authority regulation services	N/A	N/A	100%	94%	IHD	N/A	N/A	High	

NI No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	N/A	N/A	93%	96%	90%		✓	High	Of the 341 food establishments within the District, 326 are broadly compliant with food hygiene law. We are on course to achieving our stated target, taking into consideration the planned intervention programme involving the maintenance of existing standards, improvement of those establishments assessed as not broadly compliant and the introduction of new businesses.
NI 185	CO2 reduction from Local Authority operations	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	Currently the data is being collected to identify previous year's consumption and emissions data to create a database to allow for accurate reporting. It is expected that data will be available in November and that the 2% reduction will be achieved as energy consumption has reduced during 2008.
NI 187i ●	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	This year is being used to calculate the baseline for this indicator for future reporting. Properties are being surveyed through questionnaire during October 2008. It is expected that data will be available in November 2008.
NI 187ii ●	Tackling fuel poverty - % of people receiving income based benefits living in homes with a high energy efficiency rating	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	
NI 188 ●	Planning to Adapt to climate change	N/A	N/A	Level 0	Level 0	Level 1		✗	High	The necessary evidence base to support confirmation of level 1 is still being collected. It is expected that level 1 will be achieved at year end.
Environmental sustainability										
NI 191 ●	Residual household waste per household	2007/08	388.74	180.22kg (Estimated)	358.83kg (Estimated)	Q2 350.00 YE 700.00		✗	Low	This is an estimate for this PI. If the current level of waste and recycling collections continue, it is expected that the target will be achieved. An amendment to the first quarter estimated figure has been included in this report.






No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
NI 192 ●	Percentage of household waste sent for reuse, recycling and composting	2007/08	21%	20.65% (Estimated)	21.40% (Estimated)	25.00%		X	High	This is an estimate for this PI. If the level of waste collected via the kerbside recycling scheme continues to increase as we anticipate, it is expected that the target will be achieved by the end of the year. There is also an amount of recycling which has been collected by Greencycle but not yet sent for reprocessing which will increase the recycling rate once it has been reprocessed. Corrective Action: Greencycle have employed a Recycling Education Officer to work specifically in Chester-le-Street District working with schools and residents groups over the coming months. An amendment to the first quarter estimated figure has been included in this report.
NI 194i	Air quality – Emissions in NOx through local authority's estate and operations	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	We are in the process of securing systems to record progress. Performance will be reported at the year end.
NI 194ii	Air quality – % reduction in NOx emissions through local authority's estate and operations	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	
NI 194iii	Air quality – Emissions of PM10 through local authority's estate and operations	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	
NI 194iv	Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	
NI195a ●	Improved street and environmental cleanliness (levels of litter)	2007/08	14%	N/A	4%	13%		✓	Low	Performance relates to the first survey period April - July 2008. It is anticipated that the end of year target will be achieved if the current level of performance continues throughout the rest of the year.
NI195b ●	Improved street and environmental cleanliness (levels of detritus)	2007/08	7%	N/A	11%	6.5%		X	Low	Performance relates to the first survey period April - July 2008. It is anticipated that the end of year target can be achieved.
NI195c ●	Improved street and environmental cleanliness (levels of graffiti)	2007/08	6%	N/A	8%	5%		X	Low	
NI195d ●	Improved street and environmental cleanliness (levels of fly posting)	2007/08	0%	N/A	1%	0%		X	Low	

Table 1 New NI's Performance data Quarter 2 (April - Sept 2008)

NI No.	Description	Baseline Data		Quarter 1	Quarter 2	Target	Current Perf	Achieved	Good	Explanation, Reasons & Actions
		2006/07	Good	Apr - Jun 2008	Apr - Sept 2008	2008/09	Status	Target?	Perf	
NI 196 ●	Improved street and environmental cleanliness – fly tipping	2006/07	Good	N/A	N/A	Effective (Grading 2)	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.
TOTALS +										8
TOTALS -										8
TOTAL										16
TOTAL N/A										14
TOTAL OVERALL										30

KEY:	
●	LAA performance indicators
★	Better than Target Performance
●	On Target Performance
▲	Worse than Target Performance
✓	Yes
✗	No
IHD	Insufficient Historic Data - The development of targets for this indicator has been postponed until baseline information is available.

Required to produce a total of 20 indicators	
Equates to 30 separate indicators	
We:	
Achieved our targets	50%
Unfortunately we:	
Failed to meet our targets	50%

ACTUALS	
QUARTER 1	
	56%
	44%







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Table 2: National Performance Indicators for the Durham Districts (for the period April to September 2008)






PI ref	PI description	Good Performance	CLS	Derwentside	Durham City	Easington	Sedgefield	Teesdale	Wear Valley
NI154	Net increase in dwelling stock over one year	High	29.00	95.00	175.00	83.00	-	-	156.00
NI155	Number of affordable homes delivered (gross)	High	12.00	0.00	24.00	0.00	-	0.00	-
NI157a	Processing of major applications within 13 weeks	High	100.00	83.33	6.00	75.00	100.00	100.00	80.00
NI157b	Processing of minor applications within 8 weeks	High	93.02	74.07	47.37	75.50	72.00	53.85	72.32
NI157c	Processing of other applications within 8 weeks	High	98.22	84.03	78.50	90.42	90.00	61.95	87.98
NI179	Total net value of on-going cash-releasing gains since start of 2008-9	High	315.00	4,457.53	2,577.00	3,010.00	300.00	188.00	351.00
NI180	Number of changes of circumstances which affect customers' Housing Benefit /Council Tax Benefit entitlement that are identified and processed within the year	High	68.80	19.66	3,340.00	-	13,245.00	158.00	228.1
NI181	Average time (in calendar days) taken to process all new claims and change events in Housing Benefit and Council Tax Benefit	Low	15.70	13.45	11.75	10.00	21.00	13.80	10.5
NI184	% of food establishments within the local authority area which are broadly compliant with food law	High	96.00	-	90.43	78.00	-	-	72.00
NI188	Level of preparedness the authority has reached to adapt to Climate Change (graded 0 to 4)	High	0.00	-	0.00	1.00	-	-	-
NI195a	% of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level	Low	4.00	10.00	3.00	3.00	2.00	2.00	5.00
NI195b	% of relevant land and highways that is assessed as having deposits of detritus that fall below an acceptable level	Low	11.00	4.00	6.00	7.00	6.00	9.00	5.00
NI195c	% of relevant land and highways that is assessed as having deposits of graffiti that fall below an acceptable level	Low	8.00	0.00	2.00	10.00	0.00	1.00	0.00
NI195d	% of relevant land and highways that is assessed as having deposits of fly posting that fall below an acceptable level	Low	1.00	0.00	0.00	0.00	0.00	0.00	0.00






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Table 3: Local Performance Indicators - Report for the period April to September 2008




LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
Corporate Health											
BVPI 8	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms	93.68%	93.67%	95.04%	95.00%		✓	✓	✓	High	The second quarter has seen a big improvement in performance which has exceeded target. This is mainly due to the fall in the number of invoices received after losing housing which left more time to concentrate on queries.
BVPI 9	The percentage of council tax collected by the Authority in the year	97.53%	29.31%	57.97%	Q2 54.00% YE 98.70%		✓	N/A	✓	High	Performance has exceeded second quarter predicted performance and is slightly up on last year. More stringent and proactive recovery procedures are now in operation and direct debit uptake has increased. 76.2% of all Council Tax payers now pay by Direct Debit.
BVPI 10	The percentage of national non-domestic rates collected in-year	98.20%	30.14%	57.78%	Q2 54.00% YE 98.20%		✓	N/A	✓	High	Performance has exceeded second quarter predicted performance and is slightly up on last year. It is anticipated that with more stringent and proactive recovery procedures, performance will achieve year end target.
BVPI 11a ■	Percentage of top-paid 5% of staff who are women	30.00%	21.05%	21.00%	32.00%		✗	✗	✗	High	Performance is below target for 2008/09, however it is expected that the target will be achieved for the year.
BVPI 11b ■	The percentage of the top 5% of Local Authority staff who are from an ethnic minority	5.00%	5.26%	5.26%	3.00%		✓	✓	✓	High	Performance is ahead of target.
BVPI 11c ■	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	0.00%	0.00%	5.26%	3.00%		✓	✓	✓	High	Performance is above target.




BP No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
BVPI 12 ■	The number of working days/shifts lost to the Authority due to sickness absence	11.01 days	10.82 days	10.7 days	9.8 days		x	✓	✓	Low	This figure is an analysis of time lost in the last 12 months from October 2007 - September 2008. Sickness has decreased since last year and slightly this quarter. We are hoping to continue progress to hit target by end of 3 rd Quarter. Corrective Action: Continue to monitor and report on sickness absence; Continue to train managers in sickness absence; Report to CMT any areas of concern for action to be taken by directors; Take action where RTW interviews and formal reviews are not carried out.
BVPI 16a ■	The percentage of local authority employees with a disability	1.81%	1.67%	2.42%	3.50%		x	✓	x	High	Performance is behind target.
BVPI 76d ■	The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area	10.89	2.10	4.96	Q2 5.50 YE 11.00		x	N/A	✓	N/A	Performance is slightly below the target due to the priorities and demands of the Service. Investigators time is often being used to help in other areas of work. This indicator has only recently been introduced (Oct 08). Corrective Action: Investigators time will now be used to investigate. Sanction work is prioritised with pro-active work.
BVPI 156 ■	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	20.00%	20.00%	20.00%	20.00%		✓	x	N/A	High	Only 2 of the 10 buildings are compliant with the definition used for previous BVPI 156 requirements.





LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
CSS03	% of telephone calls answered within 15 seconds	N/A	89.4%	84.7%	90%		✘	N/A	N/A	High	Performance has dropped in comparison with the first quarter and remains below the corporate target. Where service failings exist, action should be taken to improve the performance. However, this should be balanced against the ability to provide greater resources at the current time allowing for budget pressures and ongoing staffing issues. Corrective Action: Teams highlighted as poor performers will receive monthly reports and discussions will take place with the Customer Services Manager to establish most effective use of the telephone system.
CSS07	% complaints responded to within 10 working days	85%	92%	92%	90%		✓	✓	✓	High	Overall 90% target achieved for the first and second quarters with an expectation that this will continue throughout 2008 -2009. Corrective Action: A substantial amount of training and information was provided as part of the CPI project throughout January – June 2008 which has contributed to the achievement in quarter 1. Monthly training sessions scheduled throughout 2008 – 2009 Reminder reports sent to all teams on a weekly basis highlighting outstanding complaints.
HRLP01	% of voluntary leavers as % of staff in post	15.00%	3.10%	6.76%	10.0%		✓	✓	✘	Low	Performance remains below target as required. We are hoping progress continues and numbers are kept down as LGR approaches.
HRLP04	% of disciplinaries as a % of staff in post	1.08%	0.24%	0.48%	1.0%		✓	✓	✓	Low	Performance remains below target as required.
HRLP05	% of grievances as a % of staff in post	0.86%	0.00%	0.00%	0.7%		✓	✓	✓	Low	Performance remains below target as required.





LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
ITLP16	% of customer satisfaction regarding information and services available on the council website and associated portals	67%	64%	61%	70%		x	x	✓	High	Performance will need to improve to reach the target of 70%. Corrective Action: The ICT service will continue to co-ordinate the council website and assist content managers update their content over the next year. More websites are planned for local community centres as part of the strengthening partnerships priority. This may help improve the satisfaction of the council website.
ITLP17	Increase in the use of the authority's website	135,628	41,715	80,984	Q2 70,000 YE 140,000		✓	N/A	✓	High	If the performance from the first half continues for the remainder of the year the target will be met with an excess of 21,968 visits. No corrective action is needed at present but it is anticipated that there will be a downturn in visits to the website in holiday periods of the summer and Xmas, but it is consider this should not have an affect in reaching the target.
FSLP12	% of registered invoices approved/actioned within 7 days	89.00%	92.68%	92.81%	90%		✓	✓	✓	High	Performance has been affected by summer holiday leave, nevertheless the target has been achieved and improved since last quarter. Corrective Action: Introduce better communication between departments.
FSLP13	% of sundry debtors raised within 5 days of request	99.47%	100%	100%	100%		✓	✓	✓	High	The target is realistic and achievable for 2008-09
FSLPACC10	Statement of Accounts presented to Council within statutory deadline	Yes	Yes	Yes	Yes		✓	✓	✓	N/A	The Final Accounts were concluded and the Statement was submitted and approved at Full Council on 26 June 2008.
Housing Strategy											

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP02	The number of households rehoused in the private rented sector through advice and assistance from the Housing Options Team	N/A	1	5	Q2 14 YE 28		✘	N/A	N/A	High	There has been a drop in the number of people rehoused within the private sector. A number of landlords are refusing to accept Local Housing Allowance so a number of tenants are not able to apply for Private Accommodation. In addition, many clients struggle to afford the fees up front. Corrective Action: Continue to assist clients to obtain private accommodation.
HSLP03	The number of households rehoused in Social Rented Sector (RSL Accommodation)	N/A	20	38	Q2 25 YE 50		✓	N/A	N/A	High	We are on track to meet this target. 9 applicants have had homelessness prevented through securing RSI accommodation. Cestria also assist with the delivery of this target and have rehoused 9 people within their own stock through the homeless route. We envisage that this target will be met.
HSLP04	The number of Private Landlords who are members of Chester-le-Street's Landlord Accreditation Scheme	33	40	45	38		✓	✓	✓	High	We have already achieved the target however we will continue to support and provide assistance to landlord to enable us to sustain this target. We hope to exceed this target through awareness raising and promotion of the PLA Service.
HSLP05	The number of accredited properties in the Private Landlord Accreditation Scheme	67	75	77	77		✓	✓	✘	High	We have achieved the target. We hope to continue to fulfil this target. An action plan is in place for accrediting more of the properties on the PLA Scheme.







LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP06 NEW	Average length of time taken to assess homeless application	N/A	21.9 days	25.7 days	17 days		x	N/A	N/A	Low	If plans are not put in place by Cestria to rectify the issue then the target is unlikely to be met. Corrective Action: Advice has been provided to Cestria on improving performance around homeless decision making. The issue is discussed at the monthly monitoring meetings and performance will be monitored. Cestria are to provide an update on plans that are to be put in place for improving performance. We were unable to report performance of this indicator in the previous quarter report. First and second quarter performance is therefore reported this period.
HSLP07 NEW	% of applicants in immediate Homelessness interviewed the same day	N/A	100%	100%	100%		✓	N/A	N/A	High	All applicants who had nowhere to sleep that night were seen by the Housing Options Team the same day.
HSLP08 NEW	% of routine appointments offered an appointment within 10 working days	N/A	99.4%	99.0%	100%		x	N/A	N/A	High	3 people out of 302 were not seen within 10 working days. There was slight confusion during the transfer period of the responsibilities around homelessness and due to staff shortages we have been unable to meet the 100% target. Corrective Action: Teams have been briefed and arrangements have been put in place to prioritise and open up appointment slots.

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP09 NEW	% of applications assessed within 33 working days	N/A	94.40%	94.60%	100.00%		X	N/A	N/A	High	Target has not been met. Corrective Action: Advice has been provided to Cestria on improving performance around homeless decision making. The issue is discussed at the monthly monitoring meetings and performance will be monitored. Cestria are to provide an update on plans that are to be put in place for improving performance however it is now acknowledged that the target for this year will not be met. We were unable to report performance of this indicator in the previous quarter report. First and second quarter performance is therefore reported this period.
HSLP10 NEW	Increase in the number of cases where homelessness is prevented through advice and assistance from the Housing Options Team	N/A	14	24	Q2 53 YE 105		X	N/A	N/A	High	There has been a noticeable drop in the trend for number of homeless cases prevented. Some analysis is to be done around this but initial thoughts are due to staff shortages and the recent transfer of the stock. Corrective Action: We will continue to work in partnership with Cestria and raise awareness of the need to joint working when attempting to prevent homelessness. The Housing Options Team will continue to develop the service and attempt to maintain the high performance achieved in the past. Time has been spent with the team to prioritise cases and attempt to improve the number of homeless cases prevented.
HSLP11 NEW	% of Homelessness Reviews carried out within 8 weeks	N/A	100%	90%	100%		X	N/A	N/A	High	One appeal was decided over the 8 week target. This individual case was difficult and legal advice had to be sought. The applicant was informed and agreed to the extension. Corrective Action: Hopefully future cases will not exceed the time scale and all attempts will be made to ensure the target is met.

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions	
HSLP12 NEW	% of Housing Applicants processed within 5 days of application	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	High	Cestria have been unable to provide the evidence for these performance indicators. We are currently in discussions regarding reviewing these.	
HSLP13 NEW	% of application changes made within 10 working days	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	High		
HSLP14 NEW	% of applications reviewed annually	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	High		
HSLP15 NEW	Reduce the number of households placed in Bed & Breakfast accommodation	N/A	3	9	14		✓		N/A	N/A	Low	We regularly review our use of B&B accommodation as this type of accommodation, we feel, is not suitable long term for homeless households. We work in partnership with Cestria Community Housing to deliver on this target and both organisations will follow set procedures when limiting the use of and time spent in B&B.
Waste & Cleanliness												
ESLP10	% of designated grass areas cut within 10 working day cycle	94.5%	96.88%	91.07%	93%		✗	✗	✗	High	Target has not been achieved due to adverse weather conditions resulting in higher than expected growth patterns coupled with heavy ground conditions slowing down the speed that the grass cutting equipment can operate. It is expected the target will be achieved if the weather conditions are improved next season.	
Planning												
PLL02	% of householder planning applications determined in 8 weeks	87.0%	100%	98.60%	95%		✓	✓	✓	High	Performance is comfortably above target. There is no reason why year end targets should not be met.	
PLL05 NEW	% of substantive replies to full plans submissions given within 15 working days	N/A	58%	77%	90%		✗		N/A	N/A	High	Performance has improved this quarter, however the initial poor start means that the overall target for the year is unlikely to be achieved. Corrective Action: We will maintain officer focus on importance of carrying out various individual process tasks in a timely manner.

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
PLLP07 NEW	% of building notice acceptance letters issued in 4 working days	N/A	86%	93%	90%		✓	N/A	N/A	High	Performance has improved this quarter which has raised the overall performance and the target for 2008/09 should be achieved. There has been increased attention on process tasks associated with dealing with notices; coupled with closer management attention has resulted in improved performance.
PLLP29c	% of planning enforcement enquiries responded to within target (Category 3 cases)	67.8%	100%	100%	90%		✓	✓	✓	High	96 Category 3 cases in total were received. All of these cases were responded to within the target response times.
PLLP33a	% of pre-application enquiries responded to within target (major)	92%	74.19%	83.00%	90%		✗	✗	✓	High	Performance for major enquiries is below target, however this is showing strong improvement as the year goes on. Performance suffered at the start of the year from the clearing out of a backlog of old enquiries built up due to resource issues. As the team is now fully resourced performance has improved and is expected to continue to do so as the year progresses with the likelihood that year end targets will be met. Corrective Action: Monitor performance on major enquiries to ensure staff are meeting response targets
PLLP33b	% of pre-application enquiries responded to within target (minor)	74%	95.36%	97.00%	92%		✓	✓	✓	High	Performance for minor enquiries is above target. There is no reason why year end targets should not be met.
LDLP25	% of standard searches carried out in 10 working days (originally BV179 deleted from 2006/07 set)	99.39%	100%	N/A	99%	N/A	N/A	N/A	N/A	High	We have been unable to report performance for this indicator as data is not available at time of reporting. Performance will be reported in the next quarter report.
Culture & Related Services											
LSLP11	Net spend per head of population (of the broad spectrum of services currently provided by the Leisure Services Team)	£31.27 (estimated figure)	N/A	N/A	£31.00	N/A	N/A	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
LSLP14	Total number of user visits to all the main 4 leisure sites (Leisure Centre, Riverside (including Park), Golf complex, Selby Cottage) and the services and activities provided by the community leisure team	914,776	N/A	N/A	915,000	N/A	N/A	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.
TOTALS +							23	17	20		
TOTALS -							15	5	5		
TOTAL							38	22	25		
TOTAL N/A							6	22	19		
TOTAL OVERALL							44	44	44		

KEY:	
	Retained BVPI's measured and monitored by Durham County and Districts
	Better than Target Performance
	On Target Performance
	Worse than Target Performance
	Yes
	No

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
	Report a total of 41 Indicators						ACTUALS QUARTER 1	ACTUALS FOR YTD 2007/08	ACTUALS FOR YTD 2006/07		
	Equates to 44 separate indicators										
	We:										
	Achieved our targets		61%				57%	54%	51%		
	Improved on previous year		77%				71%	71%	n/a		
	Improved on same period last year		80%				71%	n/a	n/a		
	Unfortunately we:										
	Failed to meet our targets		39%				43%	46%	49%		
	Failed to improve on previous year		23%				17%	29%	n/a		
	Failed to improve on same period last year		20%				29%	n/a	n/a		

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Chester-le-Street District Council

Report to:	Executive
Date of Meeting:	1st December 2008
Report from:	Development & Building Control Manager
Title of Report	Position Statement in Regard to Section 106 Agreements Entered into by the Authority Relating to Commuted Sum Payments
Agenda Item Number:	9

1.0 PURPOSE AND SUMMARY

- 1.1 The purpose of this report is to advise Executive of the present position in relation to financial contributions held by the Authority that have been secured through Section 106 Agreements entered into as part of decisions taken to grant planning permission.
- 1.2 The report also details the opportunities which exist for the spend of remaining available 106 funds in this financial year.

2.0 CONSULTATION

- 2.1 The intelligence that is required to produce this report is held by the Planning Services Team, as the relevant Service Team that has the responsibility for negotiating on 106 Agreements, and thereafter the presenting of recommendations to the Council's Planning Committee. Accordingly, no consultation has been carried out with other Service Teams.
- 2.2 Consultation is, however, carried out with Ward Members once Officers have formulated initial proposals for the spend of 106 funds. This is in accordance with the requirements of the Council's Section 106 Agreement Protocol, adopted September 2006. Officers from various Service Teams have also been working closely across the last 18 months, under the stewardship of the Assistant Director Development Services, to formulate ideas for the spend of 106 funds.

3.0 TRANSITION PLAN AND PEOPLE AND PLACE PRIORITIES

- 3.1 It is not considered that the report has any significant impact on Transition Plan or People and Place Priorities.

4.0 IMPLICATIONS

4.1 Financial Implications and Value for Money Statement

4.1.1 Ensuring the proper financial management of 106 Agreements is a vital part of the Authorities wider financial management procedures. It is important that a number of areas associated with 106 Agreement procedural issues are properly monitored and documented. These include:-

- Monitoring development sites to observe when trigger points arise and payments are due;
- Ensuring that the Council resolves to commit 106 monies to a purpose appropriate to the planning reasons for requesting the original Agreement;
- Monitoring Agreements, to be aware of potential refund clauses;
- Ensuring appropriate Member engagement is carried out as per the Council's adopted Protocol.

4.1.2 As will be noted from the attached spreadsheet there are no current Agreements that are nearing their refund date (where applicable). The closest refund date applies to Agreement number 19 and comes into force in August 2010. As such there are not considered to be any adverse financial implications arising from this report.

4.1.3 Indeed 106 Agreements have historically provided many positive financial implications to the Authority. As the attached spreadsheet shows several capital projects have been implemented throughout the District through funds received from 106 Agreements; predominantly in relation to new leisure facilities. Without the availability of 106 funds either further pressure would have had to have been applied to the Authority's capital program, or alternatively some schemes would simply not have been realised.

4.2 Local Government Re-organisation

4.2.1 LGR will invariably present some challenges in relation to 106 Agreements; particularly as research carried out as part of workstream activity by the report Author has revealed some wide ranging differences in approach between the existing County Durham Authorities. These include differences in relation to how elected Members are engaged in decisions to spend 106 monies and differences in how 106 funds are ring fenced (most Authorities ring fence monies to the Ward where the original development occurred, however, some place 106 funds into a District - wide funding pool).

4.2.2 Being mindful of these existing different policy approaches the LGR Planning Workstream have identified the need for a consistent policy on 106 Agreements as an essential 'Must Have' document. A report on this issue will be presented to the relevant decision making Committee of the new Authority in due course.

4.2.3 It is considered that one of the key areas of interest raised by LGR for this Authority is how existing 106 Agreements will be monitored for compliance with the original resolutions made by the Planning Committee of this Authority. In this regard it is Officer's opinion that the new Authority will be bound by the decisions taken by this Authority, and that accordingly monies could not be diverted to other purposes (or geographical areas) other than what was decided by the original Authority.

4.2.4 However, with LGR in mind the Council's 106 Officer Working Group (now chaired by the Assistant Director of Development Services as discussed above at 2.2) has been actively seeking to either spend out existing 106 funds held by this Council, or alternatively if this does not prove possible due to the tight timescales involved, to ensure that monies have been attributed by Elected Ward Members to particular schemes, prior to Vesting Day. As is demonstrated from Section 5 of the report this exercise has ensured the allocation of the majority of existing 106 funds held by this Authority.

4.3 Legal

4.3.1 There are no significant legal implications arising from this report. However it should be noted that in 3 cases the original developers have defaulted on the payment of 106 monies due to the Authority. Officers in the Planning Services Team have been unsuccessful in their attempts to ensure payments are made and as such the Council's Legal Services Team have recently been instructed to pursue these matters.

4.4 Personnel

4.4.1 There are no significant adverse personnel implications arising from this report. The proper administration of matters associated with 106 Agreements can be carried out by the existing staffing establishments from within the Planning Services Team.

4.5 Other Services

4.5.1 The proper financial management of 106 Agreements has implications for many other Service Teams within the Authority. This is reflected in the composition of the 106 Officer Working Group that has representatives from Planning Services; Legal Services; Leisure Services; Environmental Services; Regeneration Services and Finance Services.

4.6 Diversity

4.6.1 There are not considered to be any diversity issues arising from this report.

4.7 Risk

4.7.1 There are not considered to be any risk issues arising from this report. In particular it is noted that there are no refund dates looming in the near future.

4.8 Crime and Disorder

4.8.1 There are no direct crime and disorder issues raised by the report. However many 106 funds have been historically used to facilitate the installation of new community recreation and leisure facilities. There is some evidence to suggest that the provision of these new facilities, in central locations with a high degree of natural surveillance, has helped address anti social behavior issues in some communities.

4.9 Data Quality

4.9.1 Every care has been taken in the preparation of this report to ensure that the information and data used is accurate, timely, consistent and comprehensive. In particular the data contained in the spreadsheet attached is accurate; representing an up to date list of all monetary 106 Agreements entered into by the Authority. The Council's Data Quality Policy has been fully complied with in producing this report.

4.10 Other Implications

4.10.1 There are no other implications associated with this report.

5.0 BACKGROUND AND POSITION STATEMENT

5.1 Section 106 of the Town and Country Planning Act (as amended) provides Local Planning Authorities with the power to enter into legal Agreements with landowners and developers as part of their resolutions to grant planning permission for proposals to develop land. Such Agreements can require developers to mitigate against any adverse socio-economic impacts likely to arise as a result of a proposed development and which would otherwise lead to the refusal of planning permission.

5.2 Whilst this can often be achieved through requiring developers to commit to a particular act (such as the construction of a new highway or landscaping scheme) The Courts have also held that such mitigation can legitimately be provided through the payment of a commuted sum to the Authority, in place of any dedicated on site provision. Commuted sums received must then be used by the Authority to carry out capital works to provide facilities in the locality commensurate with the particular impact(s) generated by a particular development.

5.3 The most common form of commuted sum received over the years by this Authority (in common with many other Authorities) has been in relation to leisure space provision as part of new housing developments. Often developers have elected to pay commuted sums of money to the Council in lieu of providing for dedicated on site play provision. These sums have been negotiated having regard to the aims of Policy RL5 of the Council's Local Plan, which seeks to ensure that new housing schemes provide the appropriate amount of recreational and leisure space. Monies have also been received for public artwork having regard to the aims of Policy BE 2 of the Local Plan, which encourages the devotion of 1% of costs for major

development schemes to be attributed to public artwork. Some monies have also been secured, via effective Officer negotiation, for environmental improvement schemes, landscaping schemes, and highway improvement schemes.

- 5.4 As a result of the Authority entering into these Agreements commuted sums to the value of £1,776,541 have been secured since 2000 (when the first such Agreement was entered into) as part of decisions taken by the Planning Committee to grant planning permission. It is worth noting at this juncture that this figure is heavily inflated by one single Agreement authorised at the Planning Committee meeting in June 2006, that required the payment of £1,000,000 towards the installation of highway improvement works on the A690 at the entrance into Drum Industrial Estate.
- 5.5 Out of this £1,776,541 figure a total of £435,750 has to date been spent out on various community infrastructure schemes throughout the District. A further £1,090,424 has been committed to specific projects, which are not yet on site (the majority to the aforementioned Drum Industrial Estate scheme). £50,000 secured as part of the new Chester-le-Street hospital development had to be refunded in 2005 due to the failure to spend the money within the 3 year limit specified in the 106 Agreement. This leaves a figure of £200,367 that has not yet been allocated to specific projects within the District. However it should be noted that out of this available figure developers have defaulted on £34,867 worth of monies. These matters are presently being progressed by Legal Services.
- 5.6 Out of the remaining figure of £165,500 that is presently unallocated the current difficult market conditions indicate that £102,500 worth of funds are most unlikely to be received by the end of the present financial year. This leaves a residual figure of £63,000 that is presently being held by the Authority and has not been allocated to specific schemes.
- 5.7 The £63,000 worth of 106 funds that is presently being held were secured pursuant to the aims of Policy BE 2 of the Local Plan, for public art work purposes. This figure is broken down into £30,000 for the Chester North Ward (secured as part of the decision to grant the Miller Homes development at the Highfield Hospital site in April 2004) and £33,000 for the North Lodge Ward (secured as part of three decisions to grant planning permission for various forms of commercial development on Drum Industrial Estate). The 106 Agreement for the Drum site contains a clause that the Local Authority should use 'best endeavors' to devote the monies to an art work scheme on Drum Industrial Estate.
- 5.8 Bearing in mind the nature of the two 106 Agreements that have unallocated monies attached to them the 106 Officer Working Group anticipate two potential schemes coming forward for Ward Member consideration. These are the installation of a piece(s) of artwork inside Drum Industrial estate, North Lodge Ward (likely to be on land under the control of Durham County Council as the Highways Authority – exact location still to be agreed) and secondly a piece of artwork on the grass verge to the South of the Northlands Roundabout (at the entrance into Chester-le-Street Town from North Lodge) which is also under the control of the County Council. The practicalities of

these proposals are currently being investigated by Officers; with the lead role being taken by the Council's Leisure Services Team.

6.0 RECOMMENDATION

- 6.1 That Executive note the position in relation to Section 106 Agreements entered into by the Authority as detailed in this report and attachments.

AUTHOR NAME:	Stephen Reed
DESIGNATION:	Development & Building Control Manager
DATE OF REPORT	18 November
VERSION NUMBER	1.0
AUTHOR CONTACT DETAILS:	Extension: 2212 stephenreed@chester-le-street.gov.uk

APPENDIX A

File No	Address	Proposal	Purpose of 106	Financial Contribution	Committee Date	Date Signed / Completed	Amount Received	Date Monies Received	Amount Used	Refund Clause ? Y/N
(planning application)										
1	Land at Mount Pleasant, Edmondsley Lane, Sacriston	Erection of 20 no. dwellings	Commutated payment towards off-site children's play provision	£15,000	14/02/00	22/09/00				No
00/00001/FUL										
3	Chester-le-Street Hospital, Front Street, Chester-le-Street	New community hospital	Environmental enhancements and street works	£50,000	13/08/01	08/01/02	£ 50,000.00		50,000.00 (Refunded)	Yes; 3 yrs from commencement of development
01/00167/FUL										
4	Woodside Garage, Woodside, Sacriston	11 no. dwellings and 4 no. flats	Commutated payment towards off-site children's play provision	£5,500	13/01/03	16/04/04				No
01/00421/FUL										
7	187 Front Street, Chester-le-Street	2 no. A3 café bars	Environmental enhancements and street works	£20,000	08/04/02	12/03/03	£ 20,000.00	07/03/03	All monies spent on Front St improvements 26/06/05	No
02/00011/FUL										
9	Former School, Greens Bank, West Pelton	10 no. dwellings	Commutated payment towards off-site children's play provision	£3,500	12/08/02	27/08/03	£ 3,500.00	27/08/03	£3,500 Monies spent on new play area at Edenfield, West Pelton	No
02/00256/FUL										
11	Land south of Front Street, Great Lumley	12 no. flats and 4 no. dwellings	Commutated payment towards off-site children's play provision	£10,000	14/04/03	02/04/04	£ 10,000.00	15/04/04	Millenium Green play area, Great Lumley £ 10,000.00	No
02/00523/FUL										
13	Former petrol filling station, Park Road South, Chester-le-Street	14 no. apartments	Commutated payment towards off-site children's play provision	£7,000	27/05/03	02/04/04	£ 7,000.00	15/04/04	7,000 used to upgrade play area at Beverly Gardens,	No
03/00270/FUL										
14	Robertson Court, Salisbury Avenue, Chester-le-Street	Variation of condition 11 of 01/00164/FUL to omit play area within the site and to provide commuted payment in lieu thereof	Commutated payment towards off-site children's play provision	£14,367	10/11/03				14,367 being used as part of big lottery bid for new ball court at Moorfoot Avenue	No
03/00597/VAR										
16	Picktree Motor Sales, Picktree Lane, Chester-le-Street	Residential development comprising 14 no. apartments to be built over 2 and 3 storeys	Commutated payment towards off-site children's play provision	£14,000	12/01/04	Development not commenced				
03/00592/FUL										

APPENDIX A										
File No	Address	Proposal	Purpose of 106	Financial Contribution	Committee Date	Date Signed / Completed	Amount Received	Date Monies Received	Amount Used	Refund Clause ? Y/N
(planning application)										
17	Sandyford Place, Pelton (3 Rivers / Pelton PRC replacement scheme)	Residential development comprising 76 dwellings	Commutated payment towards off-site children's play provision	£76000			£96,000	Jun-08	£40,000 used on new play area at the Wynd; balance to be used on either proposed new area at Hylton Tce or Community Centre. Presently subject to Member liason	No
03/00700/FUL			Commutated payment as a contribution towards public artwork	£20,000	12/01/04	05/03/04			£20,000 used by Regeneration on Pelton Front St	
19	Site of former Highfield Hospital, Highfield Rise, Chester-le-Street	Residential development over 2 & 3 storeys of 94 no. units, comprising of 26 no. detached dwellings, 54 no. apartments and 14 no. town houses.	Commutated payment towards off-site children's play provision	£68000					£47,818.20 presently spent on Northlands Play area. Likely final costs 60,000. Leisure Services considering spend of remainder on A693 crossing	
			Commutated sum towards landscape works	£10,000	13/04/04	13/04/04	£ 118,000.00	19/08/05	£7520 already spent on bankside clearance and fence repairs on Newcastle Rd. Environmental Services to roll out landscaping scheme to spend out rest	19/08/10
			Commutated payment as a contribution towards public artwork	£40,000					Ward Member approval Nove 08 for 10k spend by Env Services on memorial park sculpture. Remaining 30k to be considered by Derwentside arts Officer	
20	Eureka Terrace, Tanhills, Nettleworth	Residential development comprising of 8 no. apartments over 3 storeys	Commutated payment towards off-site children's play provision	£4000	08/12/03	19/10/04	£ 4,000.00	21/10/04	3,750 used to upgrade existing play area in Nettleworth	No
03/00584/FUL										
22	Elm Crescent, Kimblesworth	Variation of condition 5 of planning permission 03/00369 to omit children's play area from scheme	Commutated payment towards off-site children's play provision	£1674	11/04/05		£ 1,674.00	01/11/06	Used to support BIG ottery bid for ball court in Kimblesworth	No

APPENDIX A										
File No	Address	Proposal	Purpose of 106	Financial Contribution	Committee Date	Date Signed / Completed	Amount Received	Date Monies Received	Amount Used	Refund Clause ? Y/N
(planning application)										
05/00050/VAR										
23	Ambulance Station Site, Clarence Tce, CLS	14 flats	Commuted payment towards recreation space	£7,000	11/10/04	22/11/04	£ 7,000.00	24/12/04	Monies used on Groundwork scheme at Avondale Tce; on site now	No
04/00615/FUL										
24	Holly Crescent, Sacriston	Residential development comprising of 169 dwellings and associated highways and landscaping works	Commuted payment towards off-site play provision / community facilities.	£169000	08/08/05	22/12/05	£ 169,000.00	03/01/06	£169000 used in Sacriston community centre scheme	No
			Commuted payment towards public art	£50,000			£ 50,000.00	03/01/06	Ward Member approval - June 2008 for spend on Heart of Village Scheme	No
			Provision of affordable housing at 30% of total no of units							
05/00152/FUL										
28	Drum Industrial Estate, CLS	Erection of 3 no Warehouse Units	To provide for off site highway improvements	£1,000,000	Jun-06	23/01/07	£900000 (CDC commitment to fund additional 100k)	23/01/07	86,306 used by DCC up to Feb 08	Yes - 5yrs
			To provide for public artwork improvements	£25,000			£25,000	23/01/07	Requirement to be used on artwork scheme in Drum; to be considered by Derwentside artwork	January 2012
05/00162/FUL										

APPENDIX A										
File No	Address	Proposal	Purpose of 106	Financial Contribution	Committee Date	Date Signed / Completed	Amount Received	Date Monies Received	Amount Used	Refund Clause ? Y/N
(planning application)										
29	Drum Industrial Estate, CLS	Erection of 9 no office units	To provide for public artwork improvements	£3,000	Oct-06	14/06/07	£ 3,000.00	19/10/06		No
06/00370/FUL										
30	Arizona Chemicals, Vigo Lane	Erection of 51 Dwellings	To provide for Off Site Play	£45,000	Nov-06	03/04/07			Member approval November 08 for spend on proposed Merlin Drive play area scheme	Yes - 5 yrs
	CLS	Erection of Flat above Sales Office								
			To provide for Off Site Public Art	£25,000					Member approval Nov 08 on proposed artwork associated with Merlin Drive play area scheme	
06/00428/FUL & 0700002/FUL			To Secure 30% affordable housing							
31	Lingey House Farm, Sacriston	Erection of 36 Dwellings	To provide for off site public art	£18,000	Aug-07	06/02/07				Yes - 5 yrs
			To provide for off site play	£36,000						
07/00222/FUL										
			To provide for 30% affordable housing							



Chester-le-Street
District Council

Report to:	Executive
Date of Meeting:	1 December 2008
Report from:	Head of Corporate Finance
Title of Report:	Mid Year Financial Monitoring Position
Agenda Item Number:	13

1. PURPOSE AND SUMMARY

- 1.1 The report summarises the Council's General Fund actual financial performance for the first six months of the year as compared with its estimated position. It identifies key issues arising from the financial monitoring processes and advises the Executive of actions taken to address these.
- 1.2 The Executive is recommended to note the financial monitoring information detailed in section 5 of the report and approve the use of the HRA balance to meet the shortfall in expected Right to Buy sales income.

2. CONSULTATION

- 2.1 Corporate Management Team has been consulted on the report.

The financial monitoring data has been discussed with Heads of Service and the extrapolated full year position has been based on the outcome of these discussions.

3. CORPORATE PLAN AND PRIORITIES

- 3.1 The Council's budget sets out the financial resources which will be used to deliver the Council's corporate priorities.

4. IMPLICATIONS

- 4.1 Financial

The financial implications are detailed throughout the report.

4.2 Local Government Reorganisation Implications

The main implication is to ensure that the Council has adequate financial resources to help establish the new Council while delivering 'Business as Usual'. There is a requirement if any potential resource issues arise that are not included in the Authority's budgets for 2008/09 to consult with the County Treasurer. In addition the financial monitoring process is used also to develop the Council's Medium Term Financial Strategy and clearly affects next year's budget plans. The Chief Executive and I had a meeting with the County Treasurer on 5 November 2008 to inform him of the current position and the steps we were taking to address the projected overspend.

4.3 Legal

There are no legal implications arising from the report.

4.4 Personnel

There are no personnel implications.

4.5 Other Services

It has been necessary for some service areas to identify savings to help address some of the potential problem areas identified during the financial monitoring process.

4.6 Diversity

There are no diversity implications.

4.7 Risk

The financial monitoring information and, more importantly, the corrective actions taken, help manage the risks associated with potential problem areas in the budget. The risk analysis which supported the 2008/09 budget process identified that income projections were a key area of risk.

The closure of the Housing Revenue Account and Local Government Reorganisation were identified as significant risks when approving the 2008/2009 General Fund budget, for which plans were in place.

The economic climate has produced a number of additional risks to budget management and these have included interest rates, energy prices, fuel costs, general inflation, income generation and debt recovery.

The action to manage this was to ensure that income levels were carefully monitored and reported and that if income is below budget, action will have to be taken to identify compensating savings or additional income elsewhere.

4.8 Crime and Disorder

There are no Crime and Disorder implications.

4.9 Data Quality

Every care has been taken in the development of this report to ensure that the information and data used in its preparation and the appendices attached are accurate, timely, consistent and comprehensive. The Council's data quality policy has been complied with in producing this report.

4.10 Other Implications

There are no other implications.

5. **GENERAL FUND REVENUE**

5.1 Appendix A shows the general fund revenue position to date for each service area and forecasts this to the end of the year.

5.2 Based on the position to date, the expected end of year position compared with the 2008/09 budget is summarised below:-

Initial General Fund Forecast Outturn

	£'000
Leisure Services	+ 112
Environmental Health and Planning	+ 72
Environmental Services	+ 34
Revenues and Benefits	+ 18
Finance and Accountancy	0
Human Resources	0
Regeneration	+ 130
Corporate Development Unit	- 25
Legal and Democratic Services	+ 75
Corporate Functions	+ 12
Other Corporate	+ 187
Initial Forecast Overspend	+ 615

5.3 Clearly this forecast is not acceptable and Corporate Management Team and Heads of Service have been working together to ensure there is no overspend at the end of the financial year. The following actions have been taken to correct the situation highlighted by the mid year monitoring position:-

- Corporate Management Team met with specific Heads of Service to consider proposals to offset overspends in their service areas.
- All Heads of Service have been notified that there is a freeze on all supplies and services related expenditure. If there is a need to spend any of these budgets approval has to be sought from the Chief Executive or myself before an order can be raised.
- All vacant posts that arise are carefully considered by the Chief Executive and myself for approval.

- 5.4 The following table indicates the impact the above actions have already had on the revised expected end of year position.

	£'000	£'000
Projected Overspend as per Appendix A	615	
<u>Add</u>		
Additional Leisure Services Overspend	13	
Revenue Underspend on People & Place Priorities	41	
Procurement Savings Shown Throughout Services	35	
Additional Income Shown Throughout Services	45	
Projected Loss in External Interest	24	
Overspend on Members Allowances (Pension Costs)	10	
		783
<u>Less</u>		
Projected Savings-Freeze on Supplies Expenditure		145
Over Provision of MRP in 2008/2009		114
Projected Salary Savings above Contingency		80
Use of Local Government Reorganisation Contingency		219
Savings Identified by Leisure Services		42
Additional Development Control Income Identified		31
Savings from the Corporate Training Programme		70
Revised Projected Overspend		82

5.5 Leisure Services

The end of year position for leisure services is expected to show an overall overspend against budget of £83,000 (£112,000 plus additional overspends £13,000 less identified savings £42,000). This can be further analysed and details are shown in Appendix B attached.

5.6 Environmental Health and Planning

This service area is expected to show an overall overspend against its budget for the year of £41,000 (£72,000 less additional income identified). This is mainly due to development control and building control income expected to be £24,000 below budget. The only other significant factor is a projected £21,000 shortfall in fees from administering Disabled Facilities Grants due to a reduced capital programme.

5.7 Environmental Services

There are a number of issues within Environmental Services which amount to a predicted net overspend for the year amounting to just over £34,000. Car Park fine income is likely to be under budget by £12,000. Vehicle, fuel prices and agency costs are affecting Refuse Collection and Street Cleansing services and are expected to be over budget by just over £47,250. In addition the utilities, fuel oil and telephone costs at Sacriston Depot are projected to be over by approximately £23,000. However, additional income has been generated amounting to just under £53,000 in respect of Grounds

Maintenance and Cemeteries which reduces the net projected overspend for the year.

5.8 Revenues and Benefits

The service is showing a net overspend against budget for the year of approximately £18,000. However the service has made significant salary savings which are shown in the salary contingency which is reflected in Other Corporate Services. Overall the service area will be under spent at the end of the financial year.

5.9 Regeneration

The service is showing a net overspend against budget for the year of approximately £130,000. The main reason is a forecast shortfall in Market income of £95,000 for the year. In addition CCTV expenditure is expected to be over budget by £20,000 due to salaries costs and the cost of maintaining the equipment. An amount of £20,000 has been identified as being required to carry out maintenance works and health and safety related testing at the Communal Rooms.

5.10 Corporate Development Unit

The forecast underspend of £25,000 for the year is due to income received in the year which was not budgeted for.

5.11 Legal & Democratic Services

Due to the economic downturn Land Charges income is projected to be under budget by £75,000 at the end of the financial year.

5.12 Other Corporate

The end of year position for Other Corporate issues is expected to show an overall overspend against budget of £187,000. This is mainly due to a predicted shortfall in the Right to Buy sales income amounting to £109,990. We estimated 21 sales at £9,999 per property (as per the Stock Transfer Agreement). To date we have only generated and received £79,992 from the sale of 8 properties.

5.13 Summary of General Fund Position

Based on the mid-year monitoring information, the overall end of year forecast for the General Fund Revenue account shows an overspend of £83,000.

Action has already been taken as highlighted in 5.3 above to limit expenditure against controllable budgets to ensure offsetting savings are identified so there is no call on the general fund balance at the year end.

The consent to close the Housing Revenue Account (HRA) from 31 March 2009 has been received from the Secretary of State and the confirmation is attached as Appendix C. The authority therefore will have access to the HRA balance of £1.563 Million, less £430,000 already included as a drawdown in

the 2008/2009 General Fund Budget and existing Early Retirement / Voluntary Redundancy (ER/VR) costs. Subject to approval the HRA balance could also be used to fund the shortfall in projected Right to Buy sales income (£109,990).

I am also investigating the possibility that Minimum Revenue Provision was over provided for in 2005/2006. This is potentially a further saving of £80,000 that could reduce the revised projected overspend highlighted above.

Heads of Service will also continue to work with budget holders to explore what else can be done to reduce expenditure and maximise income.

Members will be aware that the County Treasurer has already authorised expenditure to address ER/VR costs from Council reserves. It is likely that further expenditure may be required to address ER/VR costs as the new Unitary structure is put in place and the County Treasurer has suggested that our reserves would be the initial funding source for such expenditure. Members will be aware from this report that we are proposing the utilisation of the Local Government Re-organisation contingency of £219,000 to address this year's budget position and therefore the costs associated with the ER/VR approved expenditure will initially fall to the General Fund balance which is now supported by the HRA balance being made available in this year.

11. RECOMMENDATIONS

- 11.1 The Executive is recommended to note the financial monitoring information detailed sections 5-7 of the report.
- 11.2 The Executive is recommended to approve the use of the HRA balance to fund the shortfall in projected Right to Buy sales amounting to £109,990.

	Ian Herberson
AUTHOR NAME:	
DESIGNATION:	Head of Corporate Finance
DATE OF REPORT	December 2008
VERSION NUMBER:	1.0
AUTHOR CONTACT:	E-mail - ianherberson@chester-le-street.gov.uk Telephone - 0191 3872343

Service Area	Budget for Year £000	Profiled Budget to end of September £000	Actual Exp. to end of September £000	Half Year Variance £000	Comments	Projected Variance for full year £000
Leisure Services	1,669.7	461.9	602.6	+ 140.7	Mainly due shortfalls in income at the Golf Course, the Leisure Centre and Special Events at the Riverside plus a significant increase in utilities expenditure	+ 112.1
Environmental Health and Planning	762.2	434.0	426.9	- 7.1	Mainly due to a downturn in the economic climate affecting Development Control Income .	+ 72.0
Environmental Services	2,756.7	1,285.5	1,279.7	- 5.8	Mainly due to increased expenditure on fuel, utilities and agency fees and a downturn in Car Park Fine income.	+ 34.5
Revenues and Benefits	781.0	418.7	569.4	+ 150.7	Agency Fees – Savings in Salaries shown below in Other Corporate	+ 18.0
Finance and Accountancy	53.5	94.2	68.1	- 26.1	-	0
Organisational Development	137.4	75.8	57.9	- 17.9	-	0
Regeneration	1,050.0	554.0	608.5	+ 54.5	Mainly due to a Shortfall in projected Market Income, CCTV and Communal Rooms	+ 130.2
Corporate Development Unit	1,288.8	638.2	610.2	- 28.0	Additional Income not budgeted for.	- 25.0
Legal and Democratic Services	339.7	171.4	193.9	+ 22.5	Mainly due to a downturn in the economic climate affecting Land Charges Income.	+ 75.0
Corporate Functions	1,377.0	741.1	767.3	+ 26.2	Net Corporate Overspend	+ 11.6
Other Corporate	-1,969.0	235.8	27.2	- 208.6	Overspends in respect of Statutory External Audit Fees, and Organisational Support and a shortfall in Income in relation to Right to Buy Sales	+ 187.0
	+ 8,247.0	+ 5,110.6	+ 5,211.7	+ 101.1		+ 615.4

Leisure Services Team

Cost centre	Projected Overspend £	Main components		Comments
Leisure Centre	59,970	Gas	33,000	Rise far higher than anticipated when budget set
		Electricity	7,000	As above
		Maintenance	4,000	Old building with ongoing issues and cost of annual contracts has risen
		Telephones	1,200	Annual rental for hard line connection has doubled to £3,600
		Income shortfall	16,000	Entirely due to gym membership income down 24,000 (local competition has increased and economic climate hitting discretionary spend). Other areas of income are slightly up so reducing the overall impact by 6,000.
Selby Cottage	21,700	Employee Costs	8,000	Due to use of agency staff while recruiting to permanent posts and as numbers up some extra staffing via agency to maintain ratio's is required.
		Utilities	1,500	Reasons are as per the leisure centre
		Cleaning	1,000	Cost for and amount of cleaning done has risen as the centre has increased its numbers and activity areas.
		Transport & Plant	1,500	This is the cost of the minibus which has not been increased for a number of years although costs have risen.
		Telephones	1,000	
		Income shortfall	10,000	Sessional care is not quite as high as we had hoped. It should be noted though that £28,000 of income for April was incorrectly posted to last year, with this income the budget would have been in surplus this year.
Golf Complex	30,350	Employee costs	-3,750	Covering less and Graham doing more on the course to offset extra costs
		Maintenance	1,000	Ongoing repairs and a change to internal layout caused by needs of bar/catering contractor
		Utilities	9,500	As for leisure centre but also an outstanding gas bill going back some years has come to light
		Transport repair	1,000	Grass cutting fleet getting old and requiring more repairs to keep going, new equipment is flagged up in capital bids to the County for next year.

		Fuel	2,800	Cost has risen dramatically and amount used has gone up as more cutting needed to keep on top of fast growing grass due to wet but sunny climate over summer period
		Security Arrangements	500	Cost of this contract has risen
		Income shortfall	19,000	Made up of <ul style="list-style-type: none"> • 5,000 short in green fees. (on target until very poor and wet July/August which caused a real drop in users) • 5,000 short in range fees (on target until the fire which has dropped things back as only half range open pending insured repairs) • 4,000 short on vending sales (badly hit by poor weather) • 2,000 short on coaching due to a lack of interest in sessions and programmes arranged. • 3,000 short on rent as unable to let flat due to right to buy legislation.
Riverside Park	37,350	Maintenance	10,565	Cost of and requirement for contracts has increased, also as buildings and fittings age they are becoming more expensive to maintain.
		Utilities	9,000	As per leisure centre
		Catering	5,000	Level of sales have increased, this extra cost is more than cancelled out by the increased income generated over budget
		Printing & Stationary	1,100	
		Telephones	3,000	Cost of hard wire connection annual rental has doubled
		Income Shortfall	1,340	While the overall position looks ok it disguises a number of major concerns; <ul style="list-style-type: none"> • Car parking 11,000 down due to very poor summer affecting park and other site usage • Astro turf 7,500 down due to poor weather and a reduced number of contracts by teams • Athletics 1,500 down • Tennis 2,000 down due to poor weather over summer This has been counterbalanced by a good trading position on sales/vending which is projected to be 13,300 over budget plus some other smaller income streams doing well ie keep fit.

Darlington	-8,840			Costs less due to proactive decision not to use planned for casual staff to service the teams but try to cope with existing resources
DOCC centre	1,390	Utilities	890	As per leisure centre
		Fixtures & fittings	500	Extra cost of replacing lead stolen from roof but not covered by insurance
Park Centre	4,660	Paddling pool repairs	5,500	Essential costs to enable the pool to open this summer, included repairs to surround tarmac, tiled surfaces etc.
Training centre	3,035	Income shortfall	6,000	Hire fees for hall about 10% down
Special events	17,150	Income shortfall	17,150	Lost a full day's car parking income from the cancelled 20:20 international and cricket club's insurance did not cover it. Also as no music event scheduled again this year potential for another full day's income also lost
Community Leisure				
Outdoor Sports Facilities	-5,090		-5,090	Proactive savings made on minimizing spend on repairs to football pavilions
Community Leisure	-5,960		-5,960	(requires Lynn Hardy's salary provision of 9,200 to be moved here from leisure admin)
Sports Development	-2,060		-4,350	Not using the 4,350 budgeted for the CLS Sports & Activity network projects as grant funding enough to cover costs
Arts development	-24,310		-24,310	From salary savings on vacant arts officer post. Cost of leisure works providing cover for remainder of year on specific arts work is being met from the arts reserves.
Pelton Fell Hall	-4,250		-4,250	Reduced costs due to closure and mothballing of hall prior to redevelopment
Total leisure Overspend	125,095			

Savings Options			
Reserves		12,000	Money is earmarked in reserves for a new high level fence behind the football pitch at Sacriston Recreation Ground. This was in response to concerns from residents at balls going over the existing fence and into their gardens. This work could be deferred and looked at by the new authority
Outdoor Sports Facilities	Maintenance	1,200	Undertake no further maintenance this year
Community Leisure	Community Awards	1,000	Do not present the awards this year
Community Centre's	Maintenance	3,240	Undertake no further maintenance this year although given the condition of them this is likely to leave serious health & safety problems unaddressed. Perhaps the county Council could take over this responsibility as was the case in Teesdale.
Allotments	Maintenance	900	Undertake no further maintenance this year
	Income	3,000	Aggressive campaign on discounted season tickets during November will hopefully generate additional income over that projected in the outturn
Leisure Centre	Maintenance	12,100	Cover the cost of this sum used in repairs/improvement to the changing areas from the capital sum allocated as part of the government's free swimming initiative. This has been agreed at the leisure workstream as reasonable although as all the money is initially paid to the County Council we will need to request it from them.
	Salaries	1,700	Reduce casual gym cover for maternity leave by 10 hrs per week through restructuring of the rota's. This will leave the gym staffing short at times and could have an impact on inductions and GP referrals.
	Income	2,500	Aggressive campaign on discounted memberships for November generating additional income over that projected in outturn
Riverside	Utilities	4,300	Close the athletics track on Monday, Wednesday and Friday evenings so saving on costs of lighting. As these are not club lights there is only minimal usage. In addition all first floor lights will be switched off as soon as the classes have finished and cleaning been completed.
Total Savings		41,940	
Revised Projected Overspend		83,155	

CONSENT TO CLOSE HOUSING REVENUE ACCOUNT

1. The Secretary of State, in exercise of her powers under section 74(4) of the Local Government and Housing Act 1989 ("the 1989 Act"), hereby consents to **Chester-le-Street District Council** ("the Council"), not keeping a Housing Revenue Account from 31 March 2009 and for subsequent years from this point, subject to the condition specified in paragraph 2 below.
2. If at any time after the date of this direction, the Council once again possesses property to which section 74(1) of the 1989 Act applies, the Council shall keep a Housing Revenue Account as required by that section, and shall immediately notify the Secretary of State that the Council is once again keeping a Housing Revenue Account.

Ann Williams

Department for Communities and Local Government
for and on behalf of the Secretary of State

2 April 2008

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