

NORTH EAST DERBYSHIRE DISTRICT COUNCIL

BUDGET, FINANCE, RISK AND PERFORMANCE QUARTERLY DIRECTORATE MEETINGS
QUARTER THREE

<u>Directorate</u>	<u>Date</u>	<u>Time</u>	<u>Venue</u>
Growth	23 January 2017	10.00am – 11.30am	Executive Meeting Room
Operations	23 January 2017	2.00pm – 3.30pm	Executive Meeting Room
Transformation	24 January 2017	10.00am – 11.30am	Executive Meeting Room

A G E N D A

NO	ITEM	LEAD	PURPOSE
1	Apologies		
2	Notes of Last Meeting		Attached
3	Sickness Absence Update		Attached
4	Accident Statistics		Attached
5	Internal Audit: (a) Internal Audit Reports (b) Fraud Risk Register (c) Audit Plans 2017/18 (d) Assurance Mapping		Attached Attached
6	Performance Management		Attached
7	FOI Compliance Statistics		Attached
8	Compliments/Comments/Complaints		Attached
9	Budget Update		Attached
10	Outstanding Debt		Attached
11	Contracts and Procurement: Note Register		Attached Attached
12	Risk Management Strategic Risk Register Service Risk Register		Attached Attached
13	Date of Next Meeting		24 April 2017 at 2.00pm

NORTH EAST DERBYSHIRE DISTRICT COUNCIL**OPERATIONS DIRECTORATE****BUDGET, FINANCE, PERFORMANCE AND RISK MONITORING****NOTES OF MEETING HELD 17 OCTOBER 2016****Present:**

Bryan Mason (BM) (Chair)	Joint Executive Director Operations
Councillor P Kerry	Portfolio Member
Councillor J Lilley	Portfolio Member
Steve Brunt (SB)	Joint Assistant Director Streetscene
Grant Galloway (GG)	Joint Assistant Director Property and Estates
Peter Wilmot (PW)	Human Resources Manager
Jenny Williams (JW)	Interim Head of Internal Audit Consortium
Amar Bashir (AB)	Improvement Officer
Dawn Clarke (DC)	Joint Assistant Director Resources (Finance and ICT)
Jayne Dethick (JD)	Chief Accountant
Annette Hill (AH)	Personal Assistant

<u>Item no</u>	<u>Action</u>
1	<u>Apologies</u> Apologies were received from Councillor Jane Austin, Jane Foley, Kath Drury, Nick Blaney, Faye Green and Janet Taylor.
2	<u>Notes of Previous Meeting</u> Notes from the previous directorate meeting held on 26 July 2016 were agreed as a true record.
3	<u>Sickness Absence Update</u> P Wilmot provided the sickness absence update. It was noted that the average number of days lost per Council employee for the quarter 1 July 2016 – 30 September 2016 was 2.55 days. This has decreased from 2.99 days for the previous quarter. The average days lost per employee for the Operations Directorate was 3.11 days; and if long term sickness is excluded this figure reduces to 1.06 days per employee. The target for the Local Performance Indicator is 8.5 days at the year end and based on the figures for the first two quarters, the projected outturn currently equates to 11.08 days per employee for the year S Brunt noted that the most common reason for illness is stress/ depression/mental health and he mentioned that some of the stress

<u>Item no</u>	<u>Action</u>
	<p>may not be work related. There are some employees who are caring for others/providing support and this can cause the stress/depression which will have an impact on the Council's sickness figures.</p>
	<p>P Wilmot reiterated the need for managers to continue to follow the procedures when dealing with sickness within their service areas.</p>
4	<p><u>Accident Statistics</u></p> <p>P Wilmot provided the accident statistics update.</p> <p>7 accidents had been reported during this period, which is the same number as those reported for the same period last year.</p>
5	<p><u>Internal Audit</u></p> <p>Jenny Williams provided an update on internal audit reports issued and confirmed there were no major issues.</p>
6	<p><u>Budget Update</u></p> <p>Jayne Dethick gave a budget update.</p> <p>No major issues were raised.</p>
7	<p><u>Outstanding Debt</u></p> <p>Dawn Clarke gave an update on the outstanding debt.</p> <p>It was noted that the older Environmental Health debt will be taken out of the Operations figures and monitored separately.</p>
8	<p><u>Performance Management</u></p> <p>Amar Bashir presented the performance management reports for the directorate and explanations given by managers for indicators not on target and PIs not achieved.</p> <p>Revenues and Benefits Service Plan – (04) Review Self Service Options (page 4) – this target has now been extended to December 2016.</p> <p>Revenues and Benefits Performance Indicators – RS78A – Average time to process new claims – it was reported that this figure was below target due to the section being under-staffed by 2.6 FTEs. Dawn Clarke reported that one new member of staff was starting employment at the Council today with a further new member of staff commencing in November and this should assist in improving the figures.</p> <p>Streetscene Service Performance Indicators – NI195b and NI195e – Undertaken Local Environmental Quality Surveys Detritus/Weeds Quarterly – it was noted these were under target due to the poor seasonal weather in May June; alongside issues with the sweepers. Steve Brunt reported the figures should improve in quarters 3 and 4.</p>

<u>Item no</u>	<u>Action</u>
9 <u>FOI Compliance Statistics</u> Amar Bashir presented the update with the 52 requests received and it was noted all of these completed within the prescribed timescale.	
10 <u>Compliments / Comments / Complaints</u> It was reported that a number of compliments and complaints had been received this quarter.	
11 <u>Contracts and Procurement</u> Bryan Mason reported that in future procurement clinics will no longer take place and that individual meetings will be held with procurement/relevant officers instead. It was noted that this will better inform the Forward Plan.	ALL
12 <u>Risk Management</u> Bryan Mason requested that all Managers keep service registers up to date and inform him of any changes required to the Strategic Risk Register.	ALL
13 <u>Any Other Business</u> Councillor Kerry asked when the Waste Contract was due for renewal. Steve Brunt confirmed that tenders would be sent out in January 2017, with the new contract being awarded in June 2017.	
14 <u>Date of Next Meeting</u> The next meeting will be held on 23 January 2017.	

Joint Strategic Alliance Management Team
Report of the Joint Assistant Director – HR and Payroll

Sickness Absence Monitoring
October to December 2016

1. Purpose of the Report

- 1.1 To report to Joint Strategic Alliance Management Team the sickness absence figures throughout the Council for the quarter 1 October 2016 – 31 December 2016 and the effect on the end of year outturn.

2. Background Information

- 2.1 It is one of the Council's main aims to improve efficiency. This is supported by regular reporting on levels of sickness absence to facilitate performance monitoring and management of sickness levels.

3. Issues for Consideration

- 3.1 Appendix A shows a summary of sickness absence levels within North East Derbyshire District Council for the months of October to December 2016, as well as reasons for absence.
- 3.2 Absence for the Senior Managers Group is shown as 50% of the total absence for Senior Managers as this is now split with Bolsover District Council.
- 3.3 The **average number of days lost per employee** for the quarter 1 October 2016 – 31 December 2016 was **2.74 days**. This has **increased** from 2.55 days for the previous quarter.
- 3.4 This figure of 2.74 days is **higher** than the corresponding quarter in 2015 (2.25 days).
- 3.5 The target for the Local Performance Indicator (previously BVPI 12) to the end of March 2017 is 8.5 days. **Based on the figure for the first three quarters, the projected outturn currently equates to 11.04 days per employee for the year.**
- 3.6 Excluding long term sickness the number of days lost per employee for the quarter is **0.95**. This is **lower than the same quarter in the previous year (1.27 days)**.
- 3.7 North East Derbyshire District Council's total sickness absence days' for the year 2016/17 to date is **2972.10** days. This is a **decrease of 2.78% from the corresponding absence in 2015/16 (3057.01 days)**. **The cost of absence for 2016/17 to date at £246,452.28 is lower than the cost of absence for 2015/16 for the same period at £268,488.77.**

4. Financial Considerations

4.1 There are both direct and indirect costs of sickness absence. The notional cost of the sickness absence is given on the attached tables.

5. Recommendations

5.1 To note the contents of this report and take action where necessary to continue to manage and improve upon sickness absence levels in accordance with the Council's policy.

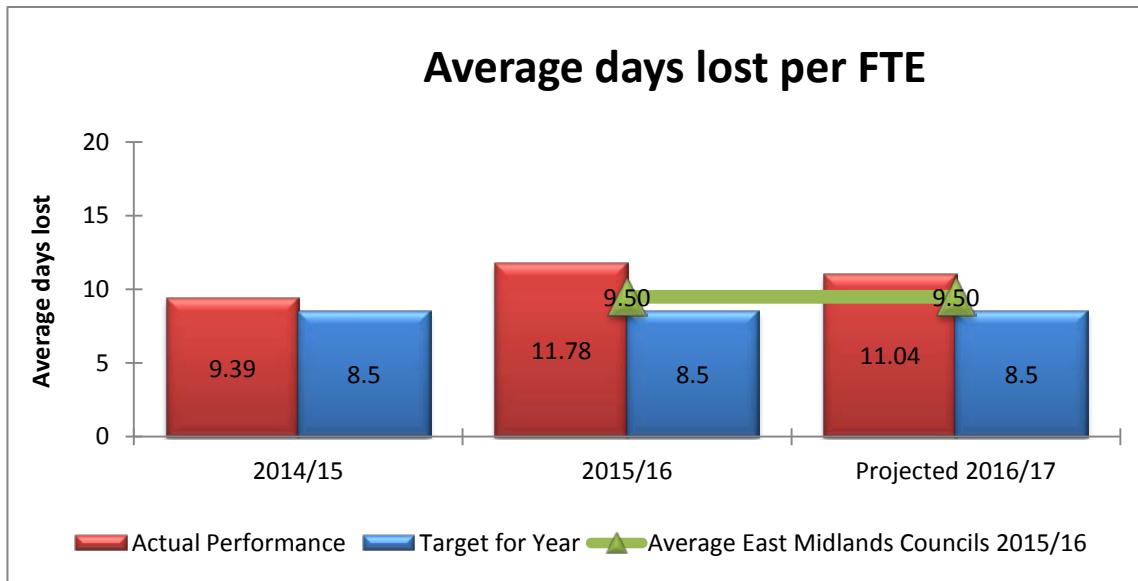
5.2 All managers are to carry out return to work interviews and undertake action in line with the sickness absence management procedure.

Summary table for 1 October 2016 – 31 December 2016

	Number of Employees FTE	Uncertified Sickness Days	Certified Days	Long Term Sickness Days	Total	Cost (£)	Number of L/T Cases	Average Days Lost Per Employee	Average Days Lost Per Employee excl L/T Sickness
Senior Managers Group	9.81	5.50	10.00	0	15.50	1658.78	0	1.58	1.58
Growth	90.27	57.17	21.00	120.00	198.17	16637.21	4	2.19	0.86
Operations	153.83	120.41	57.84	368.24	546.49	43475.90	10	3.55	1.18
Transformation	103.86	39.62	31.31	151.23	222.16	18720.97	5	2.14	0.68
TOTAL	357.77	222.70	120.15	639.47	982.32	80492.86	19	2.74	0.95

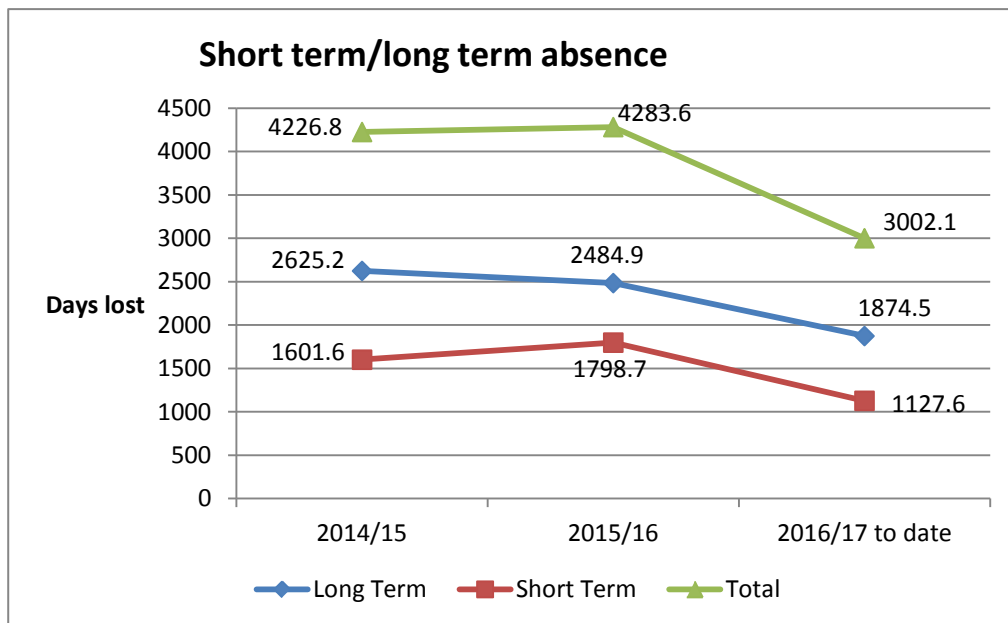
Reason	Days
Back and neck problems	84.44
Other musculo skeletal problems (3)	145.49
Stress/ depression/ mental health (1)	250.57
Viral infection	56.32
Headache and Migraine	6.01
Ops, post op & other hospital treatments	114.04
Genito-urinary	0
Pregnancy related	1
Stomach, Liver, Kidney, Digestion (2)	237.71
Heart, Blood pressure, circulation	0
Chest, respiratory	25.69
Eye, ear, nose, mouth/dental	11.28
Other	49.76
TOTAL	982.32

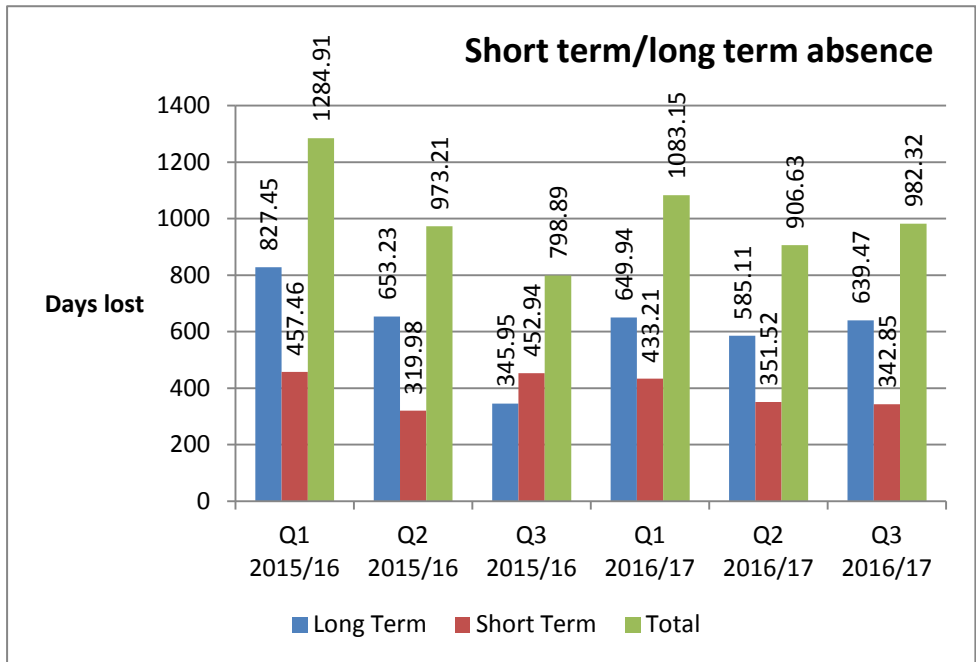
Overview – Whole Council



Actual performance since 2014/15 with a projected out-turn for the year 2016/17 based on current absence levels, the target being 8.5 days. The East Midlands Council average is 9.50 days per FTE

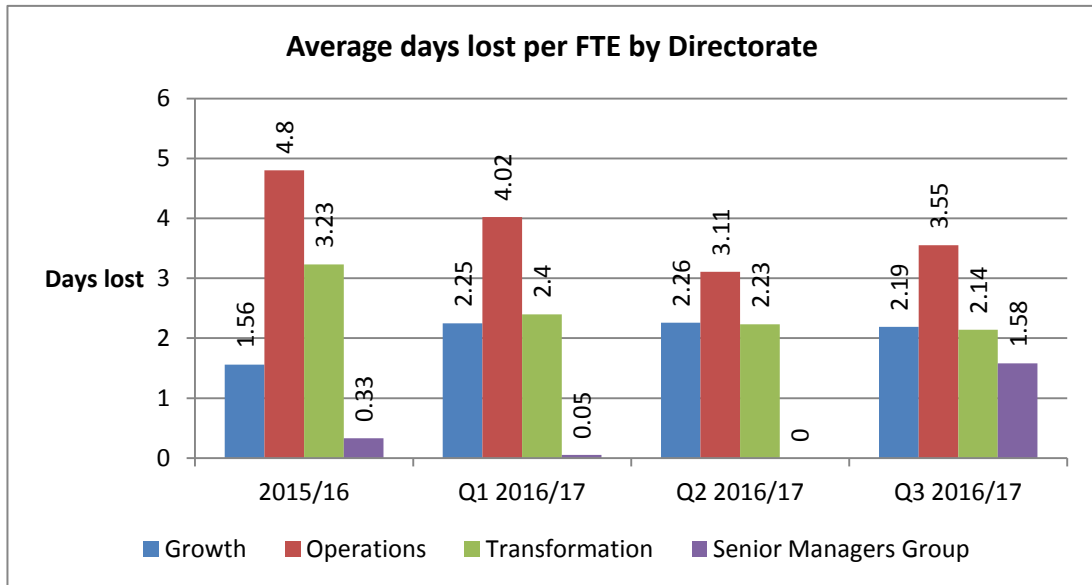
Current position v 2015/16 – Whole Council

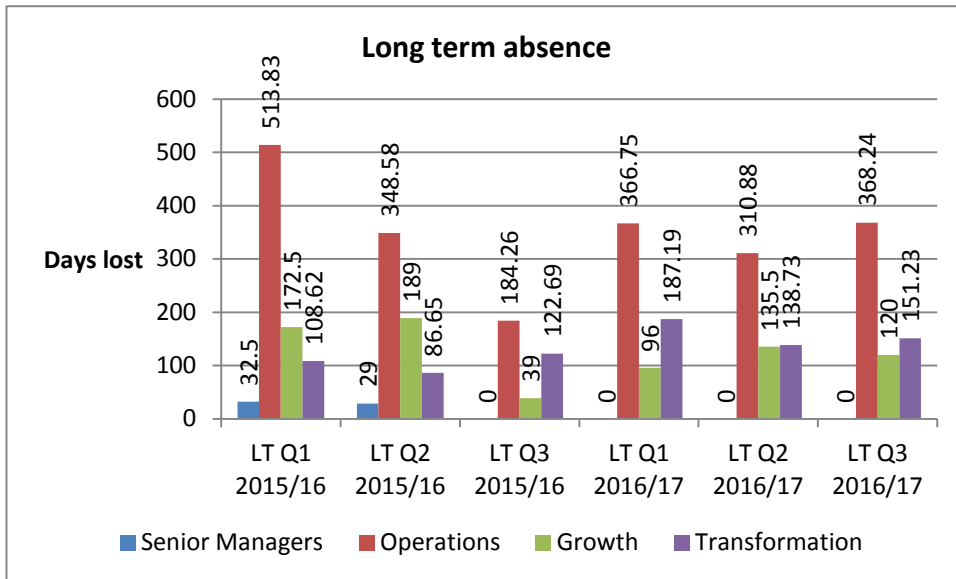




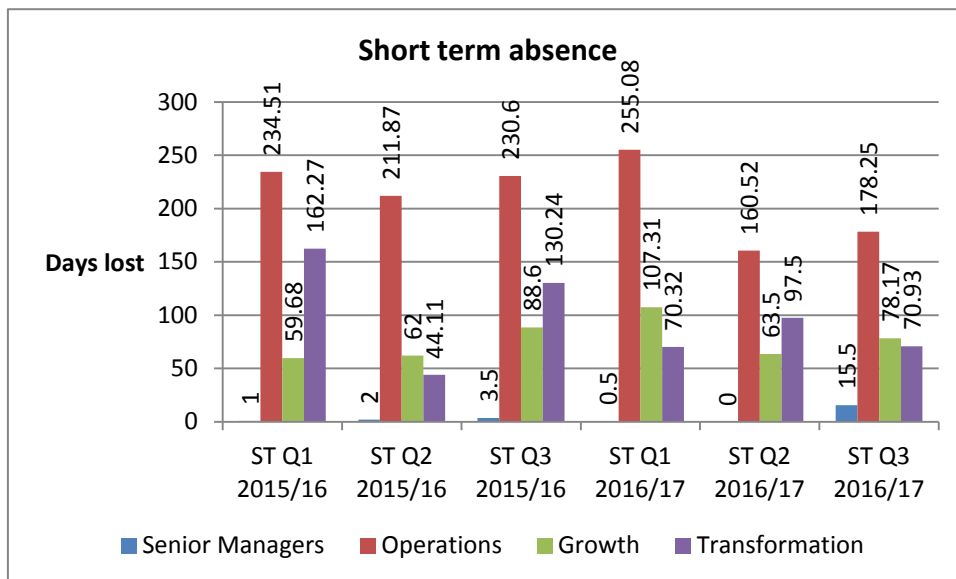
Short term and long term absence split with comparative data for 2015/16

Current position v 2015/16 by Directorate



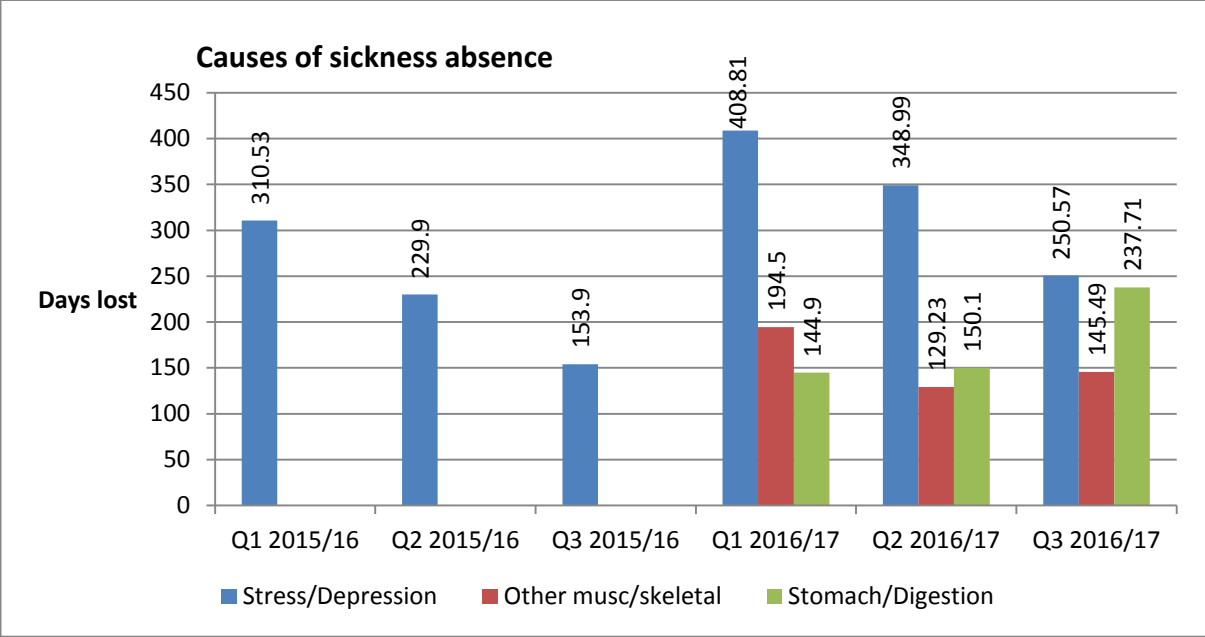


Long term absence for the first three quarters of 2016/17 with comparative data for 2015/16. The number of long term cases during 2015/16 was ****. For the first quarter of 2016/17 there were **** long term cases rising/reducing to *** for the second and third quarter.

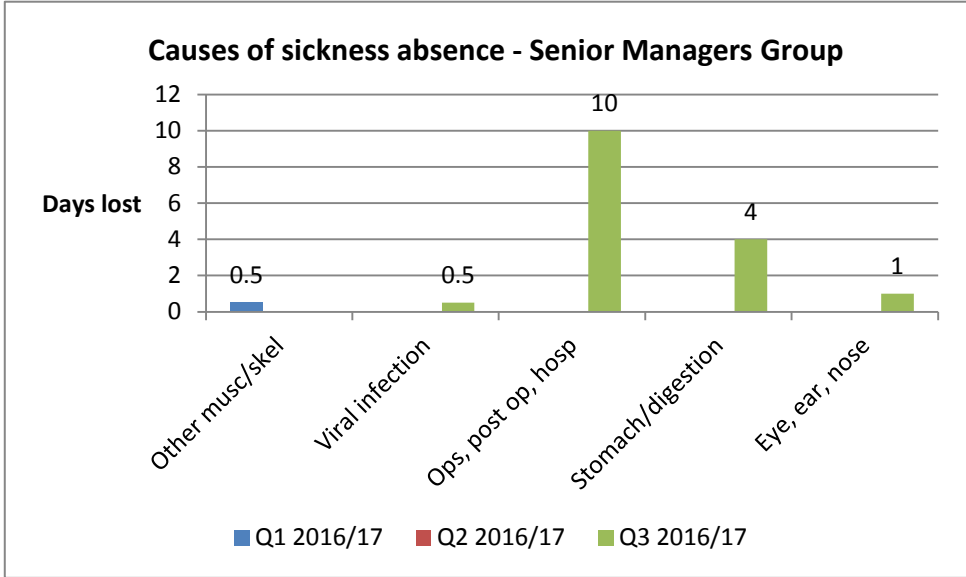
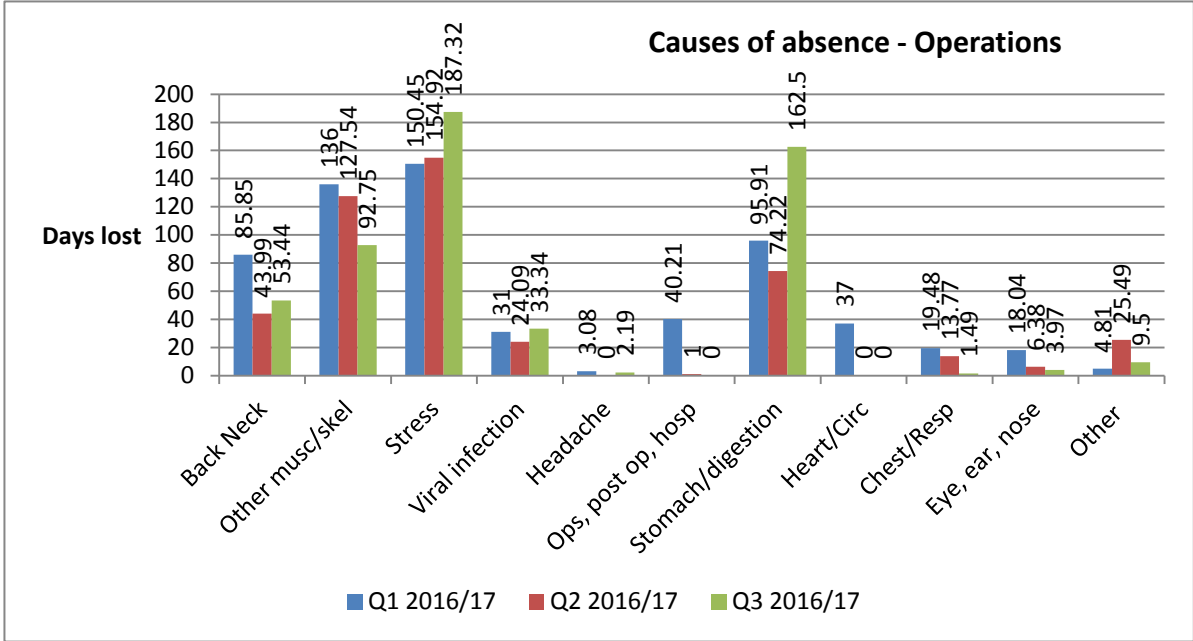


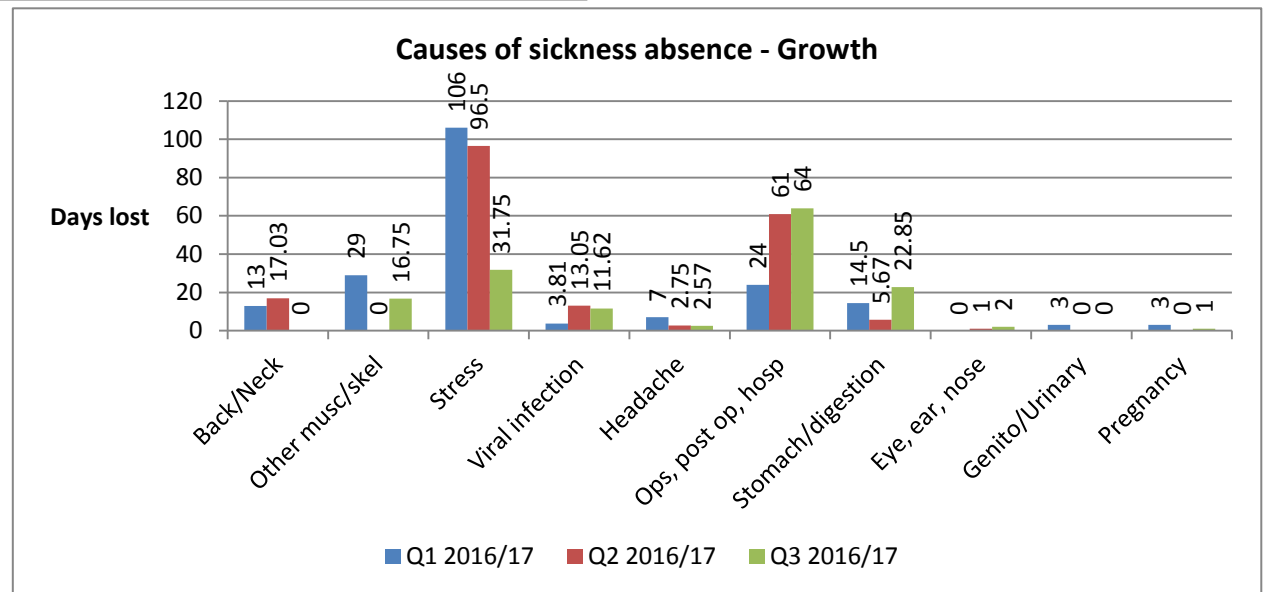
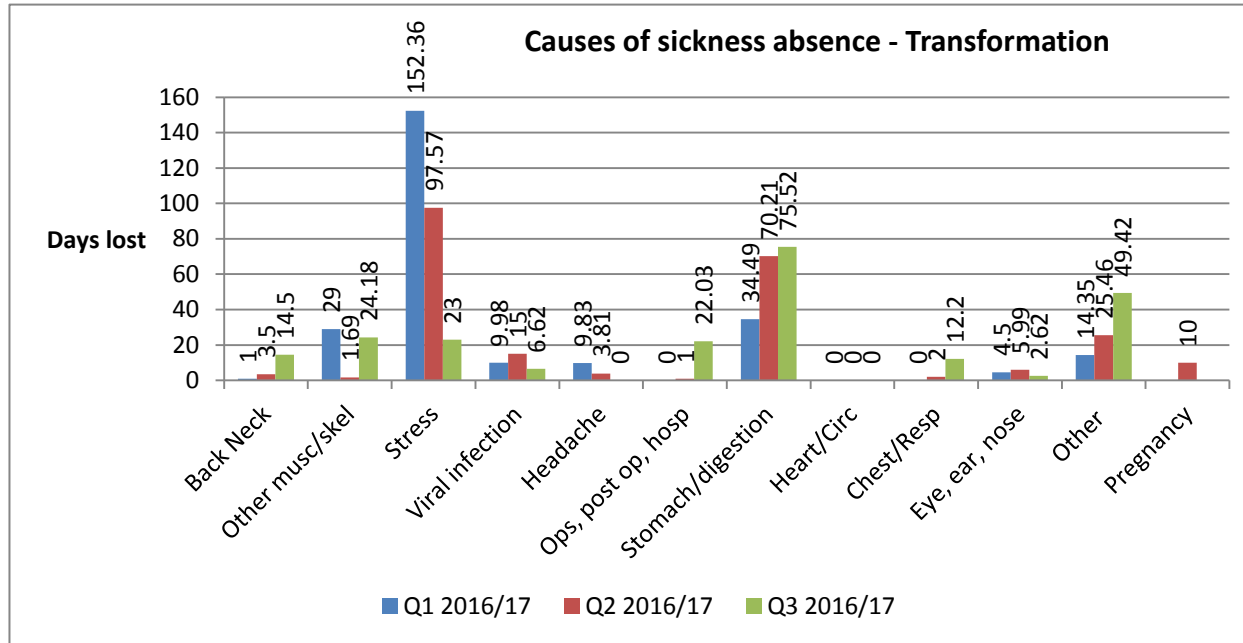
Short term absence for the first three quarters of 2016/17 with comparative data for 2015/16.

Causes of sickness absence overview – whole Council



Top three causes of sickness absence with comparative data for 2015/16.





QUARTERLY PERFORMANCE REPORT OF HEALTH AND SAFETY MANAGER FOR QUARTER 3 (1st October to 31st December 2016)

1. Purpose of the Report

- To report the health and safety performance figures throughout the Council for the Quarter.

2. Background Information

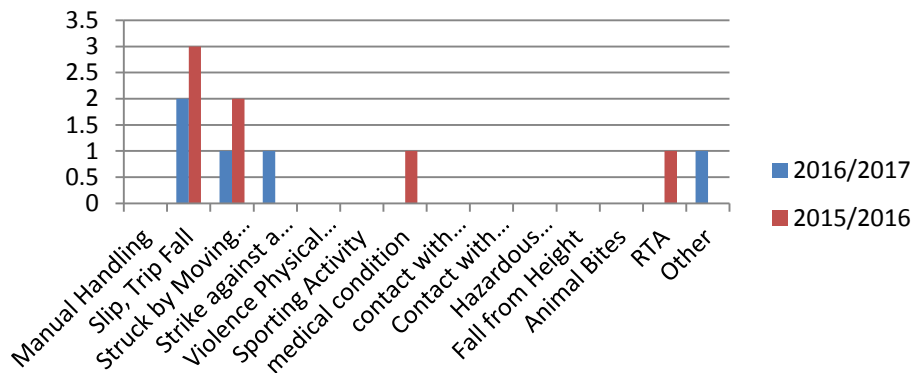
- As health and safety performance is seen as a critical element in the Authority's overall success the report outlines key accident performance information along with details of all employee accidents occurring and the health and safety training delivered and planned.

3. Issues for Consideration

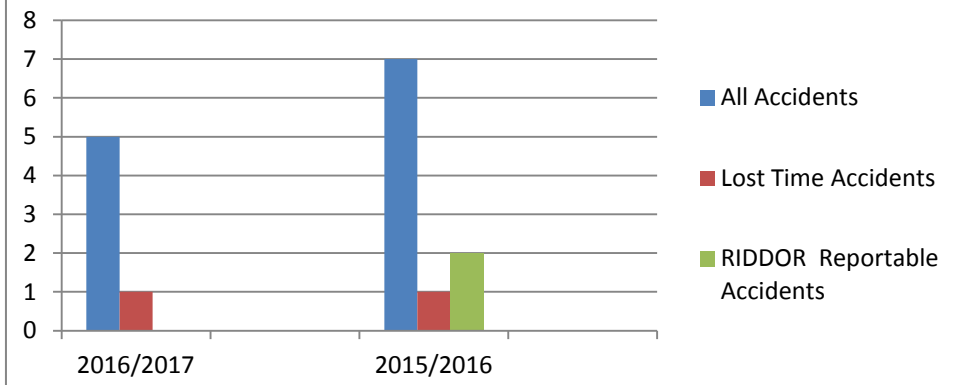
- The number of accidents reported for the period is 5, which is 1 less than the same quarter last year.
- The graphs show information on 4 key areas namely accident type, accident category, number of lost days, and operational areas where accidents occurred.
- The causes of employee accidents during the quarter were; struck by moving object 20%, strike against fixed object 20%, slips, trips and falls on the same level 40% and 1 other incident in which no injury occurred.
- The number of lost time incidents has decreased from the same period last year from 2 to 0 and there are no RIDDOR reportable incidents in this period. There were no Riddor reports in the same period last year.
- The number of days lost as a result of accidents in the quarter has increased to 33 this year, an increase from 3 lost days last year. This is largely due to 29 days lost as a result of recovery from a single injury incurred in the last quarter of 2015/2016.
- Streetscene remains the section with the highest number of accidents recorded in the quarter. This is to be expected proportionate to the level of risk involved with their undertakings.
- Limited training has been delivered during the quarter however it is envisaged that this should not prevent the Authority from achieving its overall targets in respect to health and safety training for the year.

ACCIDENTS FOR QUARTER (Oct - Dec 2016)	ACCIDENTS FOR QUARTER (Oct - Dec 2015)	YEARLY TOTAL TO END OF QUARTER (April 2016 – Mar 2017)	YEARLY TOTAL TO END OF QUARTER (April 2015 – Mar 2016)
5	7	23	22

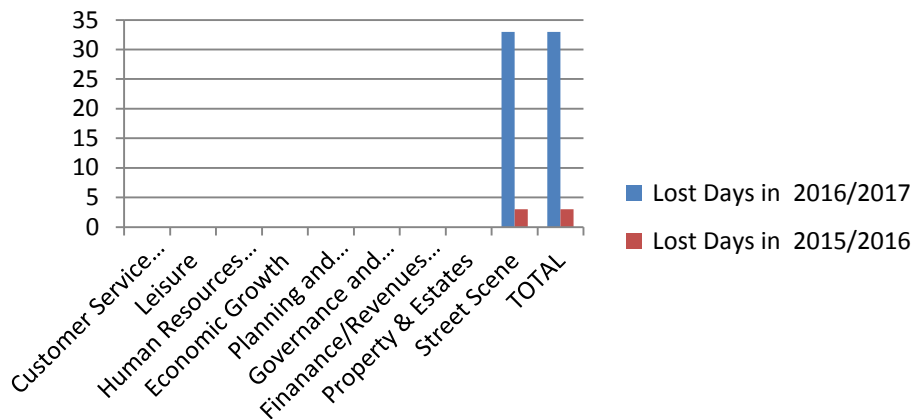
3rd Quarter Employee Accident Type Analysis



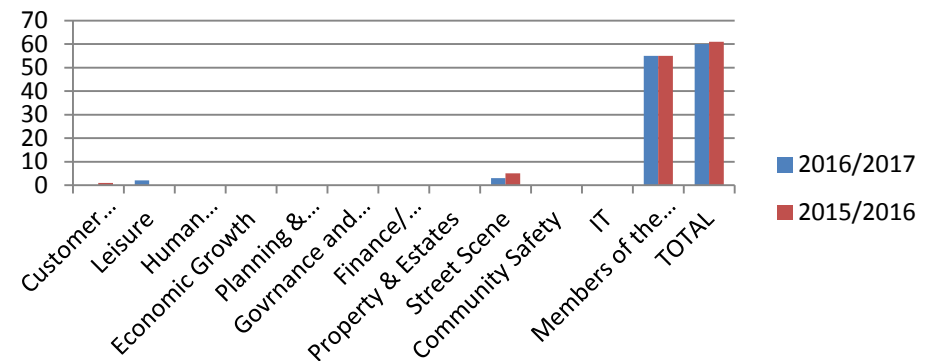
3rd Quarter Accident Category Analysis



3rd Quarter Lost Days Analysis



3rd Quarter Operational Area Accident Analysis



EMPLOYEE ACCIDENT RECORDS

Date of Incident	Incident Details	Service Area	Type of Incident	Incident Severity	Lost Time Days (Actual)	Reportable?
10/10/2016	IP recorded that noise from jetter making ears buzz and fumes from engine inducing light headedness	Streetscene	Hazard	No Injury	0.00	No
11/10/2016	IP was mowing embankment, slipped and landed on all fours	Streetscene	Slips, trips, falls on same level	Minor Injury – no lost days	0.00	No
13/10/2016	IP was searching through equipment in back of vehicle when made sudden movement and banged head	Streetscene	Striking against a fixed object	Lost time – up to 7 days	4	No
06/11/2016	IP slipped over on pool steps whilst swilling down poolside falling into water	Leisure	Slips, trips, falls on same level	Minor injury – no lost days	0.00	No
19/12/2016	IP was struck by a door as it opened	Leisure	Struck by moving object	Minor injury – no lost days	0.00	No

EMPLOYEE HEALTH AND SAFETY TRAINING

COURSE DETAILS	TRAINING IDENTIFIED FOR YEAR (APR 2016 to MAR 2017)			TRAINING DELIVERED THIS QUARTER (Oct - Dec 2016)			TRAINING PLANNED FOR NEXT QUARTER (Jan - Mar 2017)		
	NUMBERS SCHEDULED	NUMBERS TRAINED	NUMBERS OUTSTANDING	NUMBERS SCHEDULED	NUMBERS TRAINED	NUMBERS OUTSTANDING	NUMBERS SCHEDULED	NUMBERS TRAINED	NUMBERS OUTSTANDING
Corporate Health and Safety Induction	40	0	40	0	0	0			
Manual Handling (Street Scene)	89	0	89	0	0	0			
Manual Handling (Leisure)	60	0	60	0	0	0			
Manual Handling (General)	62	7	55	0	0	0			
Asbestos Awareness (Full Course)	12	0	12	0	0	0	20		
Fire Safety Awareness	178	5	173	30	24	149			
Fire Marshall Training	48	23	25	0	0	0			
SHE Accident System Training	0	3	0	0	0	0			
Risk Perception/ Hazard Spotting	0	0	154	0	0	0			
Lone Worker Training	13	0	13	13	22	0			
First Aid At Work (Initial)	0	0	0	0	2	0			
First Aid At Work (Refresher)	8	2	6	4	4	0			
Emergency First Aid At Work	1	0	1	0	0	0			
De-Fibrillator Training	24	0	24	0	0	0			
Trailer Awareness Training	8	0	8	0	0	0			

* **Approximate Numbers**

NEDDC Quarterly Directorate Meetings January 2017

Item 5a

2014/2015

Report Ref	Audit	Directorate	Conclusion	Response Due	Response Received	Recommendations			Total	Not Overdue	Outstanding
						High	Medium	Low			
N017	Asset Management Arrangements	Operations	Satisfactory	10/04/2015	Y	1	3	1	5	1	1

2015/2016

Report Ref	Audit	Directorate	Conclusion	Response Due	Response Received	Recommendations			Total	Not Overdue	Outstanding
						High	Medium	Low			
N005	Refuse Collection	Operations	Good	01/09/2015	Y	1	1		2		1
N009	Recruitment and Selection	Transformation	Marginal	01/10/2015	Y	2	4		6		5
N014	Transparency Agenda	Transformation	Satisfactory	21/12/2015	Y		2	7	9	1	2
N020	Section 106	Growth	Unsatisfactory	27/04/2016		Follow up audit due Feb 17					
N022	Sundry Debtors	Operations	Satisfactory	06/05/2016	Y		3		3		1
N024	Commercial and Industrial Property Re	Operations	Marginal	12/05/2016	Y	3	2		5	4	4
Total						6	12	7	25	5	13

2016/17

Report Ref	Audit	Directorate	Conclusion	Response Due	Response Received	Recommendations			Total	Not Overdue	Outstanding
						High	Medium	Low			
N001	Network Security	Transformation	Good	26/05/2016	Y		1	1	2		0
N002	Eckington Leisure Centre	Transformation	Good	30/06/2016	Y		1	2	3		0
N003	Discretionary Housing Payments	Operations	Satisfactory	03/08/2016	Y	1	1	1	3	3	3
N004	Procurement	Cross Cutting	Marginal	28/07/2016	Y	1	1		2		0
N005	Cash and Bank	Transformation	Good	08/08/2016	Y	1		1	2	2	2
N006	Corporate Targets	Transformation	Good	10/08/2016	Y		1		1		0
N007	Taxi Licences	Growth	Marginal	23/08/2016	Y	3	1		4	0	3
N008	Street Cleansing	Operations	Good	08/09/2016	Y			2	2		0
N009	VAT	Operations	Good	19/09/2016	Y		1		1	0	0
N010	Council Tax	Operations	Good	12/10/2016	Y			2	2	2	2
N011	National Non Domestic Rates	Operations	Good	26/10/2016	Y				0		0
N012	Treasury Management	Operations	Good	30/10/2016	Y				0		0
N013	Use of Social Media	Transformation	Marginal	24/11/2016	Y	3	4		7	6	6
N014	Housing Benefits	Transformation	Good	07/12/2016	Y				0		0
Total						9	11	9	29	13	16

North East Derbyshire District Council
Operations Directorate Quarterly Performance Report (QPR)
Q3 –October to December 2016

Contents	Page
Corporate Plan Targets	
Service Plan Targets and Indicators	

Corporate Plan Targets 2015 – 2019

- 8 Operations Corporate Plan Targets
- 8 On Track

Aim: Unlocking our Growth Potential

Key Corporate Target	Status	Progress	Target Date
G 03 - Optimise business growth (as measured by gross NNDR) by £1.0m by March 2019.	On Track	.Q3 – An update will be provided at the meeting	Mar-19

Aim: Providing our Customers with Excellent Service

Key Corporate Target	Status		Progress	Target Date
C 14 - Process all new Housing Benefit and Council Tax Support claims within an average of 21 days.	On Track		Q3 performance 19.79 days	Mar-19
C 15 - Process changes to Housing Benefit and Council Tax Support within an average of 9 days.	On Track		Q3 performance 5.95 days	Mar-19

Aim: Supporting our Communities to be Healthier, Safer, Cleaner and Greener

Key Corporate Target	Status	Progress	Target Date
<p>H 06 - Assist partners in reducing crime and antisocial behaviour by delivering 10 targeted crime reduction campaigns with a minimum of 200 people attending each year.</p>	<p>On Track</p>	<p>Q3 There was a Christmas Campaign:</p> <p>This was about Alcohol and called "who is taking you home" - this was a Peak FM campaign run jointly with Bolsover and Chesterfield CSP and ran over 3 week - it is thought that over 6000 people would have been targeted and heard this</p> <p>Clay Cross - 100 Purse bells distributed to luncheon clubs, Xmas Fayres as well as leaflets on making ones home looked lived in when out over the festive period.</p> <p>Stonebroom - Door knocking and a crime/ASB survey undertaken with further follow up work (where needed) this was targeted and went to 40 homes where crime and ASB are at its worst.</p> <p>Morton - Shed breaks - 3 x cracking crime events targeted at shed breaks in the area. 30 shed alarms, 60 property marking kits and 10 visual kits were given out to share amongst the community.</p> <p>Year to date 8 events held</p>	<p>Mar - 19</p>

Key Corporate Target	Status	Progress	Target Date
H 07 - Achieve a combined recycling and composting rate of 49% by March 2019.	On Track	Q3 Waste Data Flow information is estimated on like performance at ending December 2015, in particular as WDF information will not be available until ending March 2017. It is estimated 3,866tonnes of recyclable\compostable wastes will be diverted, yielding a combined estimated recycling rate of 42% between April and December 2016 (Q1 to Q3).	Mar-19
H 08 - Sustain standards of litter cleanliness to achieve 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	On Track	Q3 LEQS's established 6% of streets and relevant land surveyed fell below grade B cleanliness standards resulting in 94 % meeting the target standard. The combined performance between April and December (Q1,Q2 & Q3) is 4.37% which falls just outside (95.63 %) the annual target of 96%.	Mar-19
H 09 - Sustain standards of dog fouling cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	On Track	Q3 LEQS's established 0.44% of streets and relevant land surveyed fell below grade B cleanliness standards resulting in 99.56% land surveyed meeting the target standard. The combined performance between April and December (Q1,Q2 & Q3) is 0.44% resulting in 99.56% achieving the annual 98% target.	Mar-19

Aim: Transforming our Organisation

Key Corporate Target	Status	Progress	Target Date
T 04 - Assess the potential revenue impact and develop an action plan to address issues arising from the implementation of the Minimum Energy Standards on commercial properties by April 2018.	On Track	Q3 - Well within timescale. Legislation understood, quotes for relevant survey works obtained and in a position to place an order for a survey to assess the impact of the legislation. Budget to be identified for next financial year.	Apr-18

Service Plans and Indicators

Revenues and Benefits Service Plan

- 3 Service Plan Targets
- 2 On Track
- 1 Extended

Service Target	Progress	Target Date	Status
04. Review Self Service Options	Q3 - We are currently in the final stages of testing the electronic benefit and council tax forms and designing/adapting our work processes to reflect these new forms. However will not be able to go live until the Council approves a Risked Based Verification policy	Dec 16	Extended	
05. Implement changes following introduction of Universal Credit	Q3 - Universal Credit was implemented in our area in Nov 15 for single claimants. This was done as far as HB/CTRS is involved and is basically just now the norm. Until the next stage when other claimant types have to claim UC, which is scheduled for 2018, there is no further change.	Mar-19	On Track	
07. Review DHP and other policies as necessitated by changes in legislation and developments in good practice.	Q3 - Housing Stragetgy has reviewed the Discretionary Housing Policy early last year. We need to check the outcomes to reflect how we operate DHP on a day to day basis. Hopefully will have done this by 31/03/17 to have new policy in place.	Mar-17	On Track	

Revenues and Benefits Performance Indicators (Quarterly)

- 8 Quarterly Indicators
- 7 On/ Above Target
- 1 Within Target

Name of Indicator	Status	
RS 78A Average time to process new claims (days) (Quarterly)	On/ Above Target	On/ Above Target
RS 78B Average time to process change in circumstances (days) (Quarterly)	On/ Above Target	On/ Above Target
RS01 % Revs & Bens Services delivered without referral (Quarterly)	On/ Above Target	On/ Above Target
RS02 % Revs & Bens calls answered within 25 seconds (Quarterly)	On/ Above Target	On/ Above Target
RS03 % Revs & Bens calls abandoned (Quarterly)	On/ Above Target	On/ Above Target
RS04 Revs & Bens average waiting times do not exceed (seconds) (Quarterly)	On/ Above Target	On/ Above Target
RS09 % Council Tax collected (Quarterly)	On/ Above Target	On/ Above Target
RS10 % NNDR collected (Quarterly)	Within Target	Within Target

Streetscene Service Plan

- 3 Service Plan Targets
- 2 Extended
- 1 Overdue

Service Target	Progress	Target Date	Status
01. Review operational waste collection arrangements to harmonise NEDDC\ BDC staff performance	Q3 Consultation undertaken with waste collection teams and H. W. Martin, resulting in formation of new collection rounds to establish equity in workload between North & Southern Teams; also, allow for property growth in anticipated hot spot build areas. Revised Local Agreement consulted and agreed with Unions (3.8.16) now communicated to refuse staff in anticipation of new collection rounds commencing 13th February 2017.	Mar-17	Extended	
04. Review clinical waste collection arrangements and establishment of joint clinical waste collection service (NEDDC\BDC)	Q3 Clinical Care Commissioning Service revised policy on health care waste collection now reflected in Council collection arrangements, resulting in significant reduction in separate\special collection of health care waste, providing opportunity to establish a joint clinical waste collection program. This task target completion date requires extending (31.3.17) arising from delays in procuring new clinical waste (caged) collection vehicles.	Oct-16	Overdue	
05. Review functional drainage team working arrangements jointly	Q3 Business case developed and actions to establish two person operation is being progressed with relevant service clients in anticipation of implementation and completion of BDC actions.	Dec - 16	Extended	

Streetscene Service Performance Indicators

- 3 Quarterly Indicator
- 1 Above Target
- 1 Below Target
- 1 Within

Name of Indicator	Status	
(NI191) Amount of residual household waste disposed of by way of landfill (quarterly)	Within Target	Yellow
(NI195b) Undertake Local Environmental Quality Surveys Detritus (quarterly)	Below Target	Red
(NI195e) Undertake Local Environmental Quality Surveys Weeds (quarterly)	On / Above Target	Green

(NI195b) Undertake Local Environmental Quality Surveys Detritus (quarterly)

Quarter	Days	Target		Commentary
Q3/16/17	13.0%	12.0%	Red	Q3 (2016\17) LEQS's established 16.33% of streets and relevant land surveyed fell below grade B cleanliness standard. The combined (Q1,Q2 & Q3) performance through April to December 2016 is 13% and subsequently 1% outside the 12% annual target. Rainfall surface run off and leaf fall detritus are considered substantive influences affecting detritus levels and performance.

Financial Services Service Plan

- 2 Service Plan Targets
- 2 On Track

Service Target	Progress	Target Date	Status
FIN 01. Continue to produce annually a high quality accounts in line with the statutory timetable independently assessed by external audit.	Q3 - The 2015/16 Accounts were approved by Audit Committee on 22 September 2016. KMPG issued an unqualified opinion.	Mar-19	On Track	
FIN 02. Continue to facilitate annually sound financial management across the authority and in particular ensuring that budgets are balanced in a manner which provides the stability necessary to allow effective service delivery.	Q3 The revised budget for 2016/17 was approved by Cabinet in November showing a balanced position with the £0.395m savings identified in the original budget being achieved. The 2017/18 shortfall is currently forecast at £0.559m and a number of options to help achieve this will be presented to Members when the 2017/18 budget is considered for approval in February.	Mar-19	On Track	

Financial Services Performance Indicators

1 Quarterly Indicator

- 1 On / Above Target

Name of Indicator	Status	
FS1 % Invoices paid within 30 days (quarterly)	On / Above Target	

Property and Estates Service Plan

- 3 Service Plan Targets
- 3 On Track

Service Target	Progress	Target Date	Status
PROP 02. Electronic Asset Data base for long term planning.	Q3 Property and Estates team and in the process of putting together the tender documents to appoint a surveying team to carry out detailed surveys of the councils building portfolio.	Mar-17	On Track	
PROP 04. Public Building Access Audit	Q3 Task linked to PROP 2	Mar-17	On Track	
PROP 06. Produce an Accommodation Strategy	Q3. On target, strategy has been written and will be presented to SAMT before submitting for formal approval.	Mar-17	On Track	

**Budget, Finance, Risk and Performance Quarterly Directorate Meeting
Operations Directorate**

FOI Compliance – Quarter 3 – October to December 2016

Department	FOI (Note 1)			EIR (Note 2)			DP (Note 3)			Total
	Within Standard	Out of Standard	In Progress	Within Standard	Out of Standard	In Progress	Within Standard	Out of Standard	In Progress	
Finance	3						1			4
Revenues and Benefits	15		5				1			21
Streetscene	6			1		1				8
Community Safety	2									2
Estates, Property & Engineers	2									2
Procurement										0
Totals	28	0	5	1	0	1	2	0	0	37
Requests for whole Council (individual requests) ¹	84	0	18	2	0	1	2	0	0	107
	Current	Previous	Difference	Current	Previous	Difference	Current	Previous	Difference	
Requests for whole Council - Comparison with previous year	102	104	-2	3	10	-7	2	1	+1	

(1) Requests processed under the Freedom of Information Act 2000. The Act prescribes that requests are responded to in full within 20 working days.

(2) Requests processed under the Environmental Information Regulations 2004. The regulations prescribe that requests are responded to in full within 20 working days. There is provision to extend up to 40 working days for complex and voluminous requests.

(3) Requests processed under the Data Protection Act 1998. These are either Subject Access Requests (SARs) made by individuals for their own personal data. These need to be responded to within 40 calendar days. Or requests for personal data by third parties using one of the exceptions under the Act e.g. proof of life enquiries by the Police. These are responded to promptly i.e. less than 5 days.

¹¹ Some requests relate to more than one departmental area. The number given is for the total number of requests received and does not take into account that a request may be sent to multiple departments